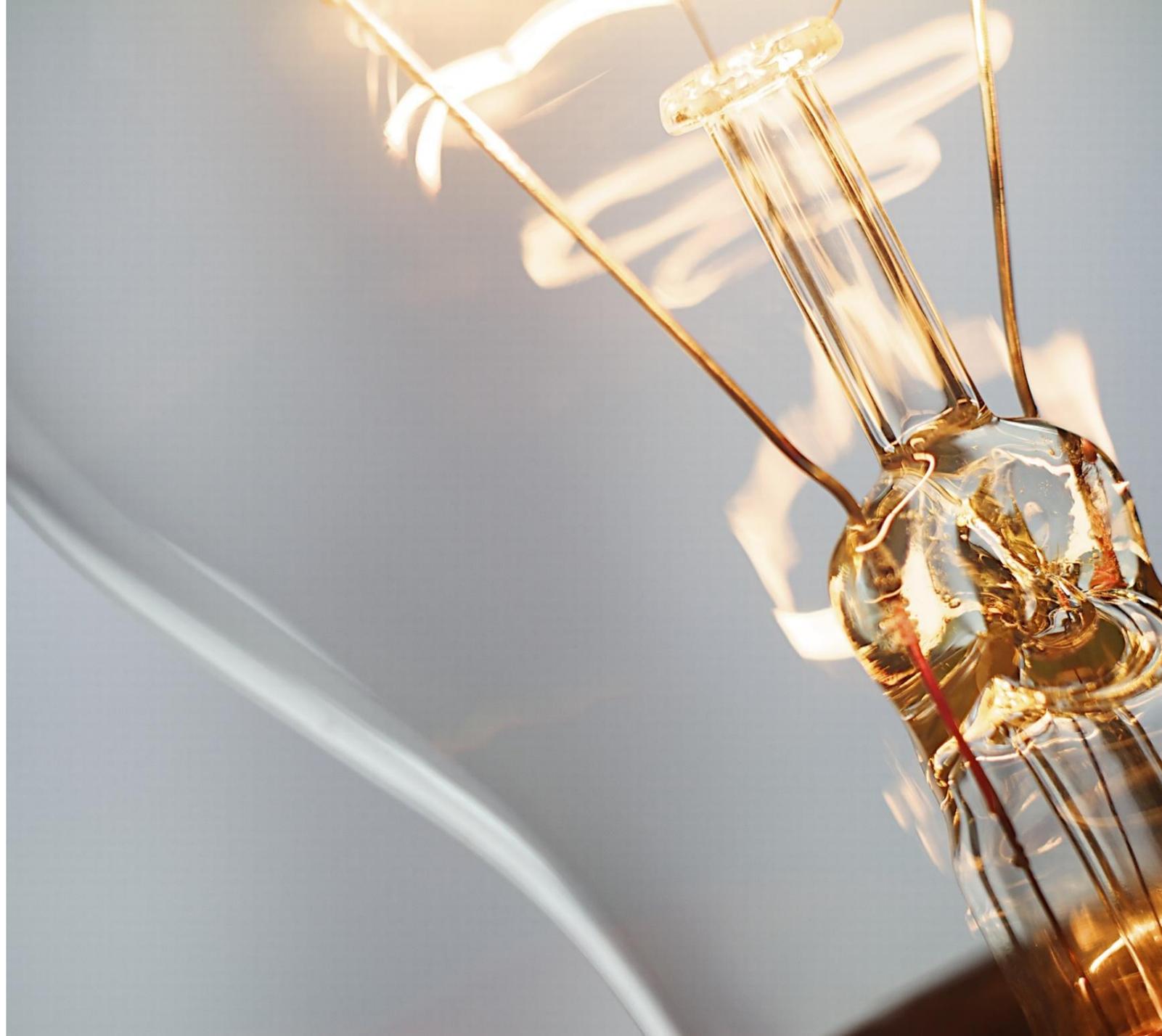




Public Lighting Engagement with Local Councils

April 2022



SUMMARY



- Most Councils are quite satisfied with Streetlighting services from Essential Energy (62%) , however almost one in five were dissatisfied.
- In terms of timeframes, expectations amongst Non-Southern Lights Councils are higher than Southern Lights Councils – they expected shorter timeframes for Streetlight restoration, extra Streetlight installation and glare shield installation.



- Just over a third of respondents believe that the OPEX and CAPEX charges are too expensive compared to other DNSPs and compared to the actual costs of the service that Essential Energy provides. However many are also unsure.
- Only two fifths think that the Streetlighting inventory and billing data they receive is accurate.



- Councils would like the same (38%) or even to increase the options on the AML for a slightly higher cost (33%) particularly the Southern Lights Councils - e.g. multi-function and smart poles, solar streetlights. This is an area that could be explored further in the forums.
- There is quite strong interest in installing smart controllers (71%), however there is a lack of awareness about the benefits of installing Zhaga luminaires with over a third of all Councils (and half of Non-Southern Lights) not being able to comment on this. This suggests that further information could be provided on this topic in the forums.

SUMMARY



- Councils are happy with the current approach for night patrols on Category V roads.
- Many are unsure about what the approach should be for removal and replacement of catenary streetlights – this may require the provision of further information and deliberation in the forums.
- Councils would like redundant dedicated overhead streetlight conductors removed on a gradual basis when there are other major works in the vicinity, however one in six didn't know suggesting that further information could be provided in order for them to give an informed opinion.

DETAILED FINDINGS



METHODOLOGY



Online Survey

- A survey link was sent to 85 Councils and 3 ROCs (list supplied by Essential Energy)
- The listed contacts were those with a responsibility for Streetlighting
- Two reminder emails were sent and follow up phone calls made to encourage completion
- The survey was live from 17 March to 11 April 2022
- A total of 42 Councils completed the survey - including 24 Southern Lights Councils.



Online Forums

- Forums with Local Councils are due to be held in April, May and June
- The series of forums will involve:
 - Providing a summary of the findings from the survey
 - Exploring Councils' key priorities in more detail
 - Co-designing some investment options
 - Ensuring that the final content of the Proposal is supported by Councils.



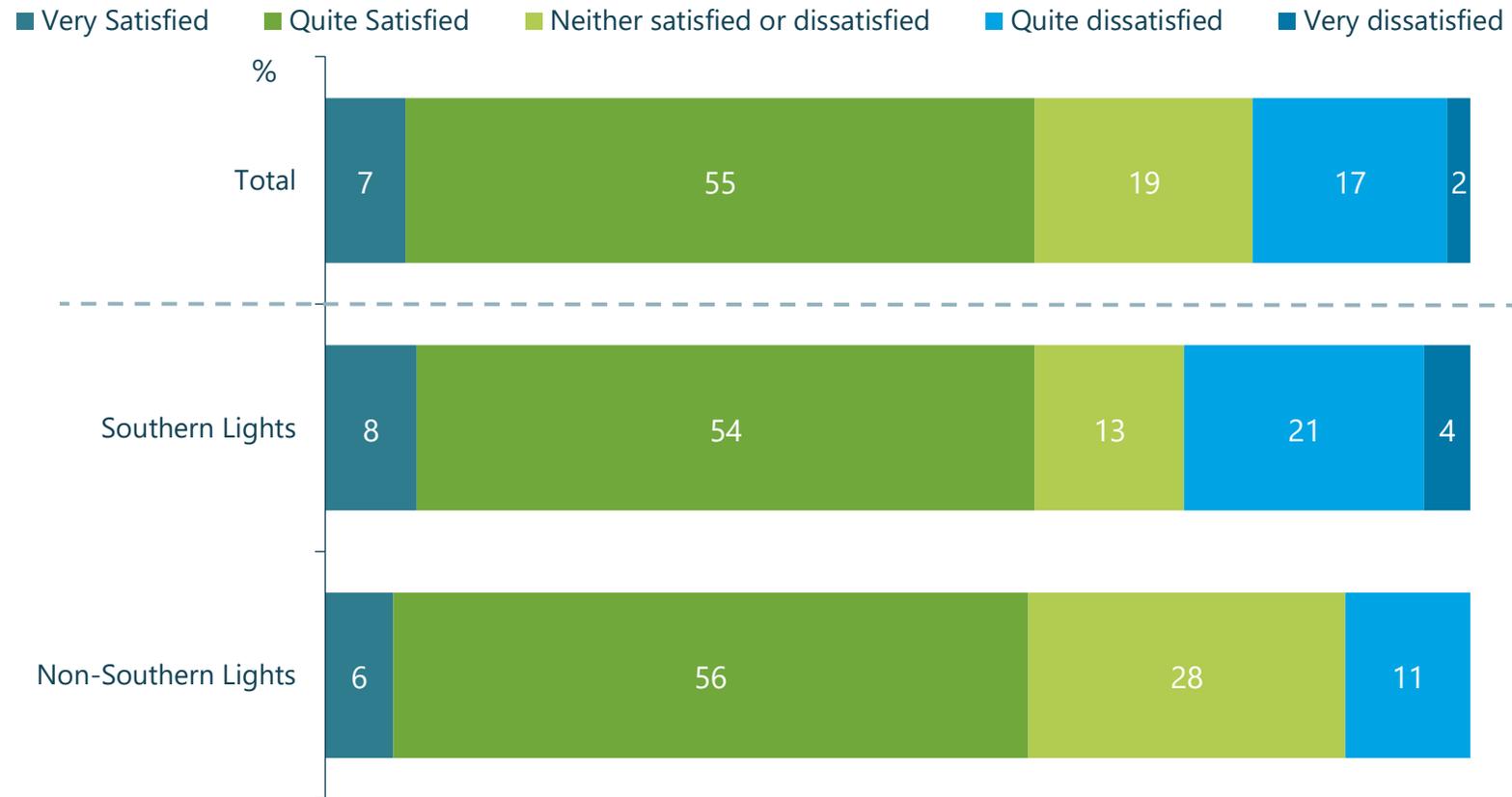
Content

1. Satisfaction with Streetlighting services
2. Reasonable timescales for restoration and installation
3. Pricing and billing data
4. AML Streetlighting options

SATISFACTION WITH STREETLIGHTING SERVICES

Overall, almost two-thirds (62%) of respondents were either very or quite satisfied with the Streetlighting services provided by Essential Energy.

Southern Lights respondents tended to be more dissatisfied (21%) than Non-Southern Lights Councils (11%).



Q1. Overall, how satisfied are you with Streetlighting services provided by Essential Energy?
Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, half of the respondents were either very or quite satisfied with the response times from Essential Energy with regards to Streetlighting general enquiries.

A large proportion were neither satisfied or dissatisfied (31%).

SATISFACTION WITH RESPONSE TIMES FROM ESSENTIAL ENERGY FOR STREETLIGHTING GENERAL ENQUIRIES

■ Very satisfied ■ Quite satisfied ■ Neither satisfied or dissatisfied ■ Quite dissatisfied ■ Very dissatisfied ■ Don't know



Q5. How satisfied are you with the response times from Essential Energy with regards to Streetlighting general enquiries:

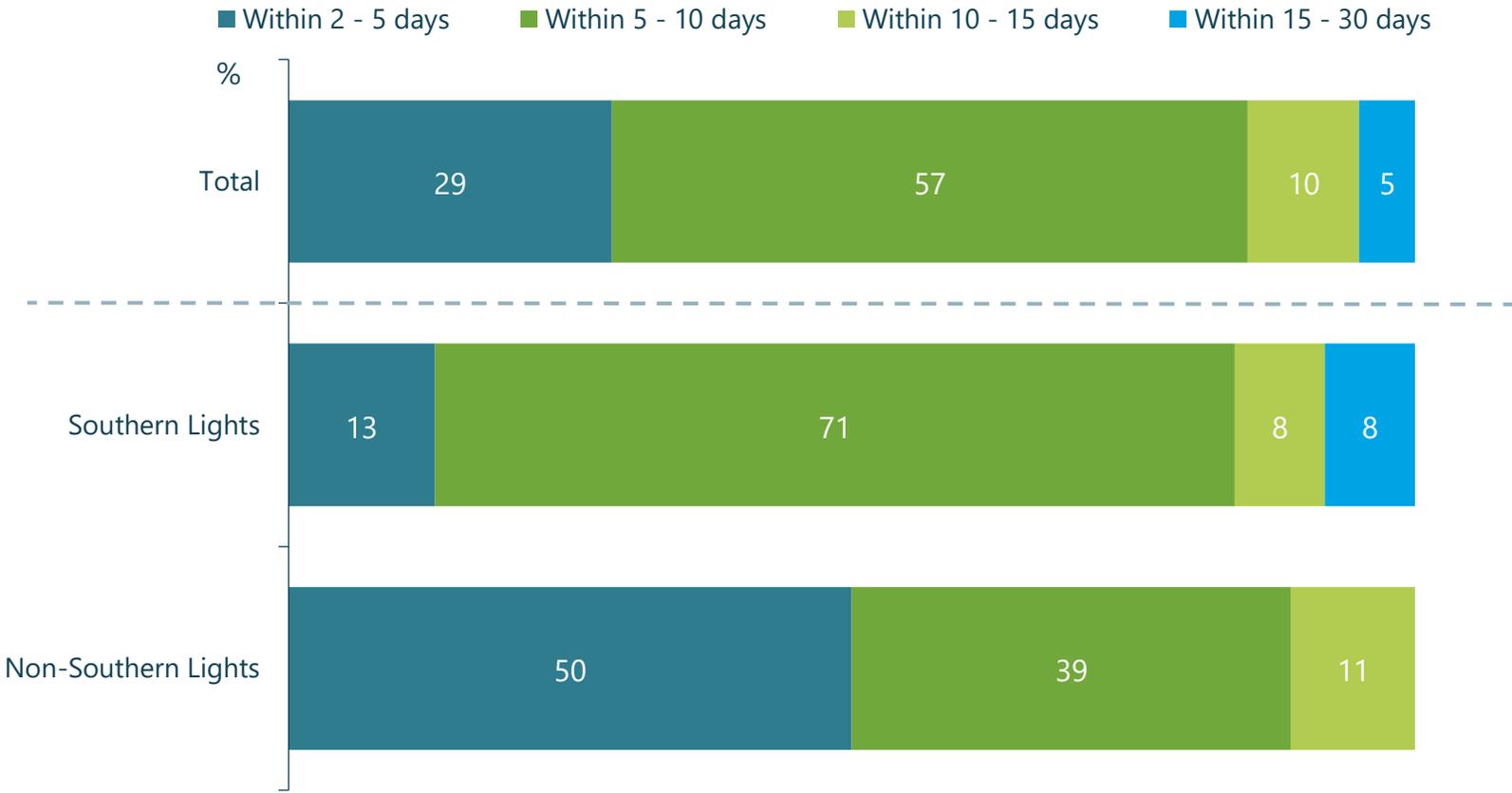
(Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

REASONABLE TIME FOR STREETLIGHT RESTORATION

Overall, 86% of all respondents thought that a maximum period of 10 days is appropriate for restoring defective streetlights.

Non-Southern Lights Councils expected defective streetlights to be restored quicker with half stating that an appropriate time period is within 2 – 5 days.

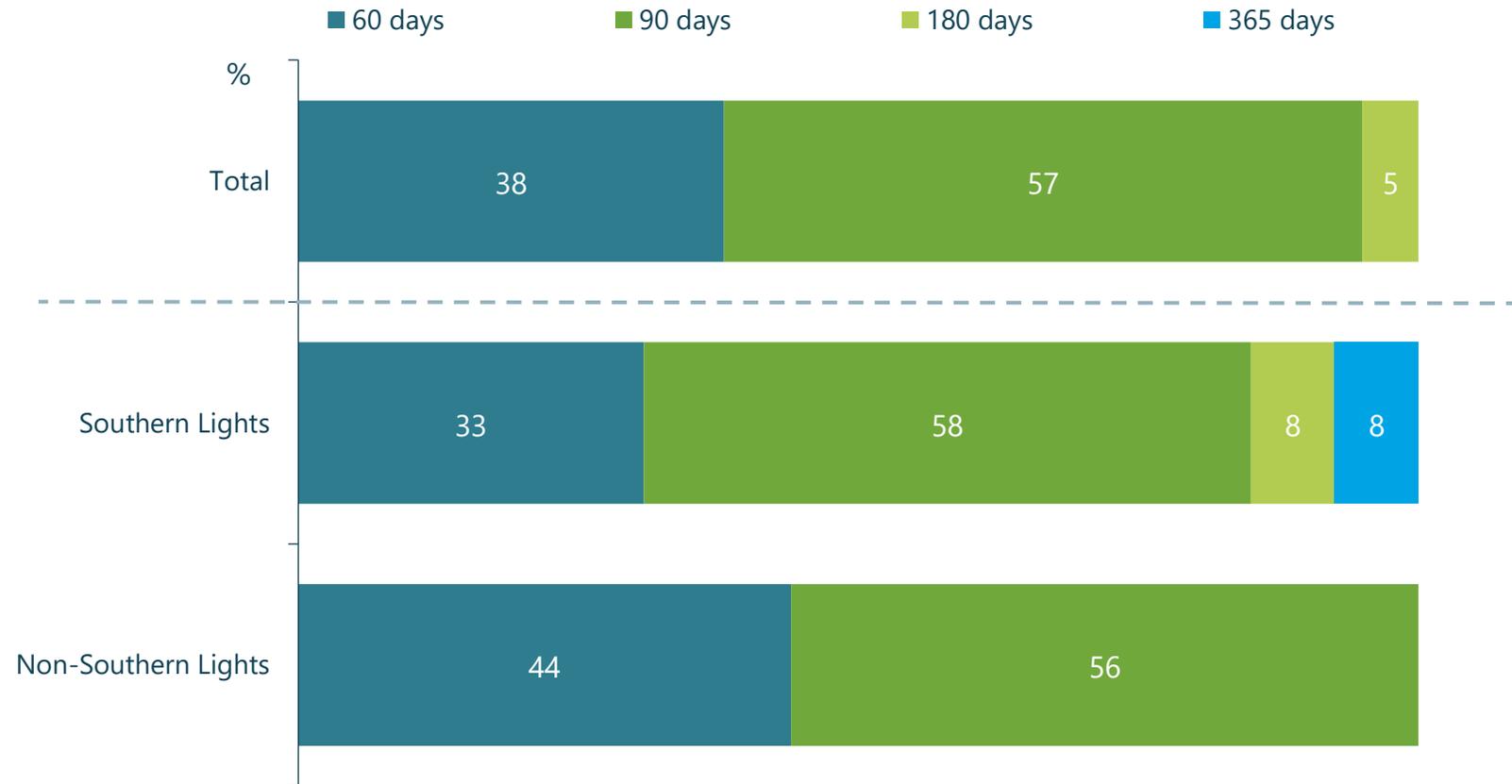


Q2. What time period do you think is appropriate and reasonable for restoring defective streetlights? (choose only one)
Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, almost all respondents believed a time frame of up to 90 days is reasonable for Essential Energy to install ten extra streetlights as part of a minor capital works program.

Over a third believed that a shorter period of 60 days was reasonable (38%) with more of the non-Southern Lights Councils believing this (44%).

REASONABLE TIME FOR EXTRA STREETLIGHT INSTALLATION



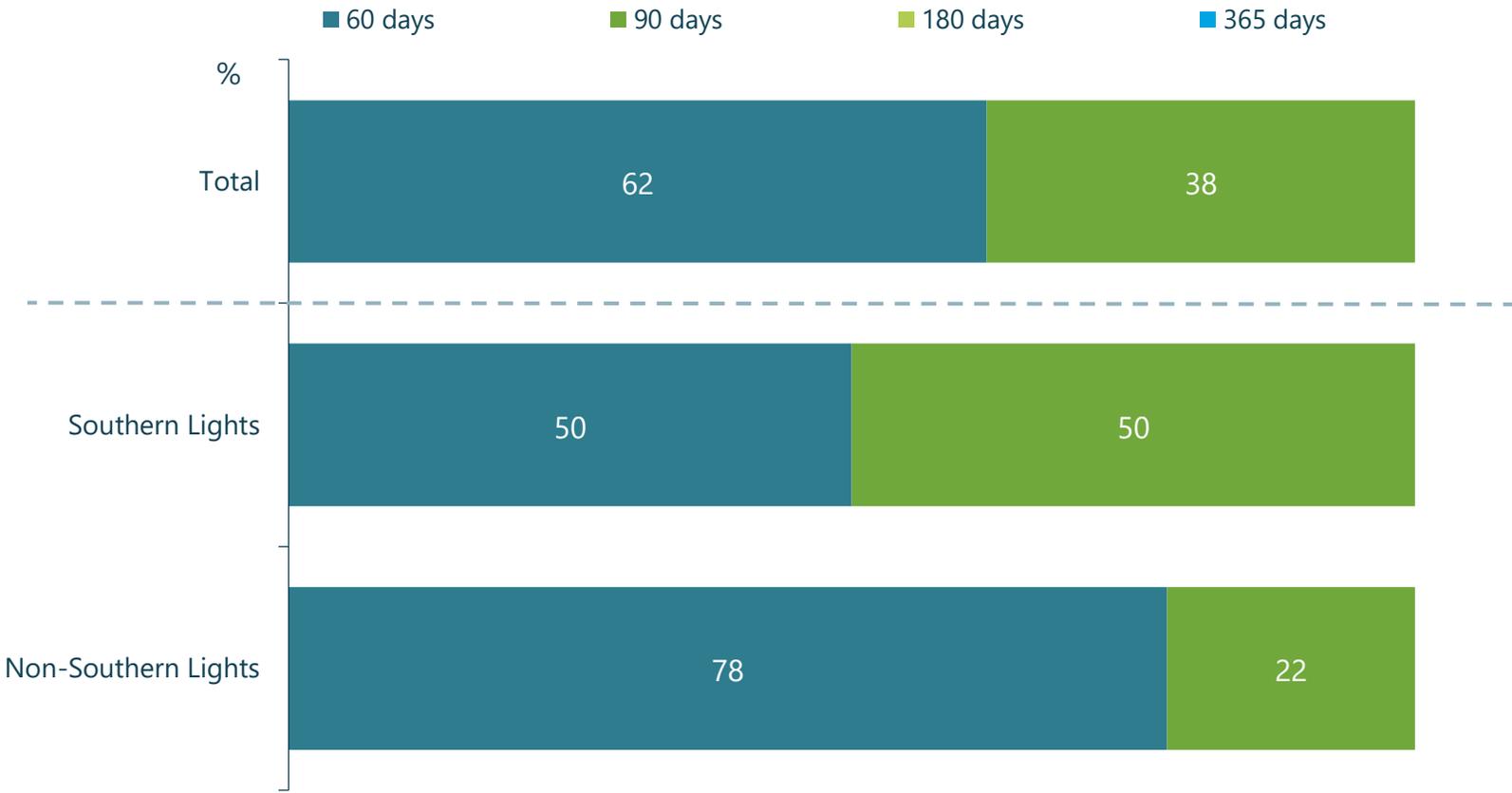
Q3. As part of the minor capital works program Council can ask Essential Energy to install extra streetlights on existing overhead power poles. After receiving a written request from Council, what time frame do you think is reasonable for Essential Energy to install these 10 extra streetlights? (choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

REASONABLE TIME FOR GLARE SHIELD INSTALLATION

Most respondents believed that a shorter timeframe of 60 days was reasonable for the installation of a glare shield (62%).

Again Southern Lights Councils were more accepting of a longer time frame with half stating 60 days compared with over three quarters of Non-Southern Lights Councils (78%).

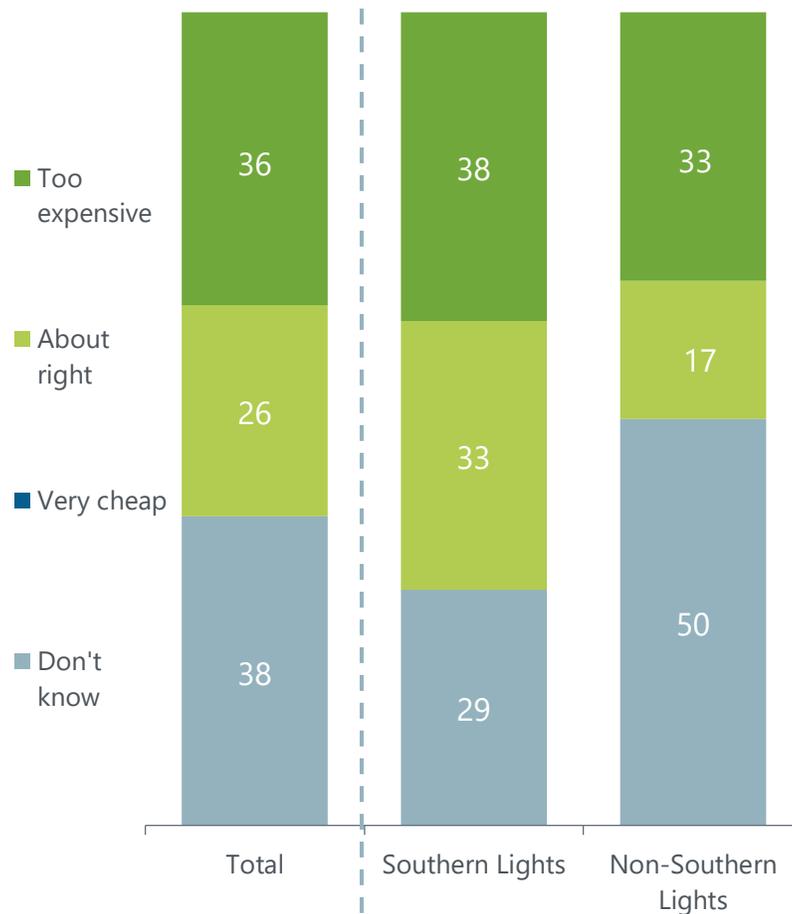


Q4. What time frame do you believe is reasonable for Essential Energy to install a glare shield after receiving a written request from Council? (Choose only one)
Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, 36% of respondents believed the OPEX charges paid to Essential Energy for the maintenance of Streetlights are too expensive and 26% believed they are about right. A large proportion did not know (38%).

Of the 15 respondents who stated that the OPEX charges are too expensive, two-fifths stated this is because the current prices are much higher compared to those of other electricity distributors and a third because LEDs require less maintenance.

OPEX PRICING



	Total (n=15) N=	Southern Lights (n=9) N=	Non-Southern Lights (n=6) N=
The current EE OPEX are much higher than for other electricity distributors	6	4	2
Most of Council's Streetlights have now been upgraded to LED which require much less maintenance	5	4	1
Poor/ no response time to street lights that are out	5	2	3
Other	3	2	1

Q6. Do you think that the maintenance (OPEX) charges paid to Essential Energy for the maintenance of Streetlights are about right, too expensive or very cheap? (Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

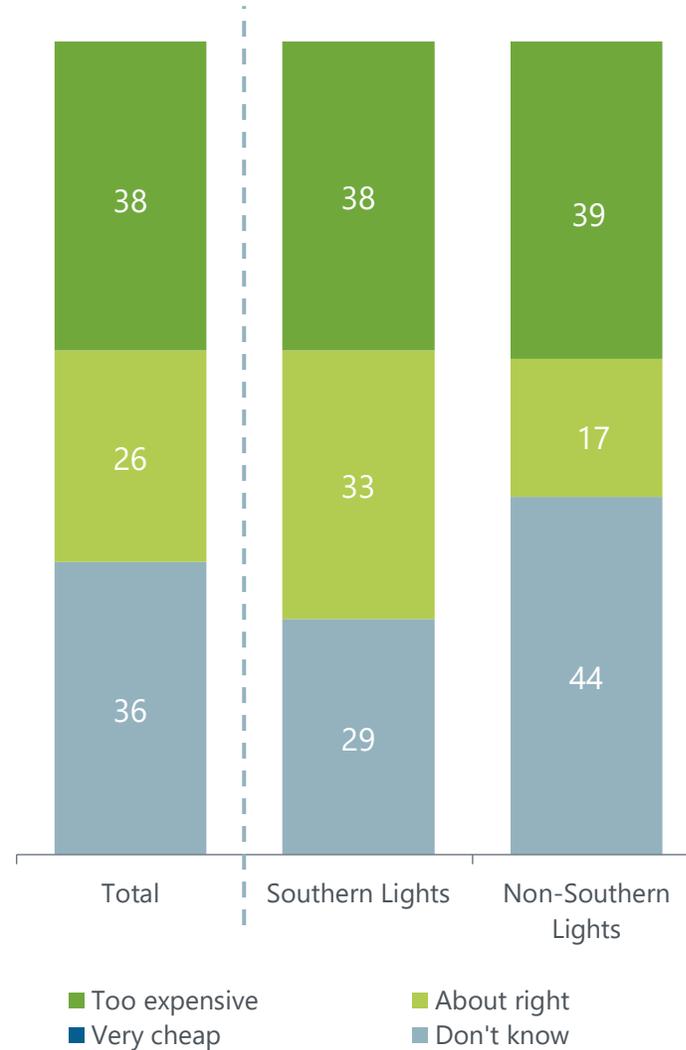
Q7. You mentioned that you think the charges are too expensive. Please can you explain why you think this?

Base: Respondents who answered 'Too expensive' for Q6 (Total n=15; Southern Lights n=9, Non-Southern Lights n=6)

Overall, 38% of respondents believe the CAPEX charges paid to Essential Energy for the replacement of Streetlights are too expensive and 26% believe they are about right.

Of the 16 respondents who stated that the CAPEX charges are too expensive, over half stated the reason as they are high in comparison to those of other DNSPs and almost a third that they don't reflect the true cost.

CAPEX PRICING



	Total (n=16) N=	Southern Lights (n=9) N=	Non-Southern Lights (n=7) N=
In comparison with other DNSP's the capital charges appear too high	9	8	1
The CAPEX charges do not appear to accurately reflect the true cost for providing the services to council	5	4	1
There should be no requirement for Councils to pay for smart lighting implementation	2	0	2
Other	2	1	1

Q8. Do you think that the capital (CAPEX) charges paid to Essential Energy for the replacement of Streetlights are about right, too expensive or very cheap? (Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

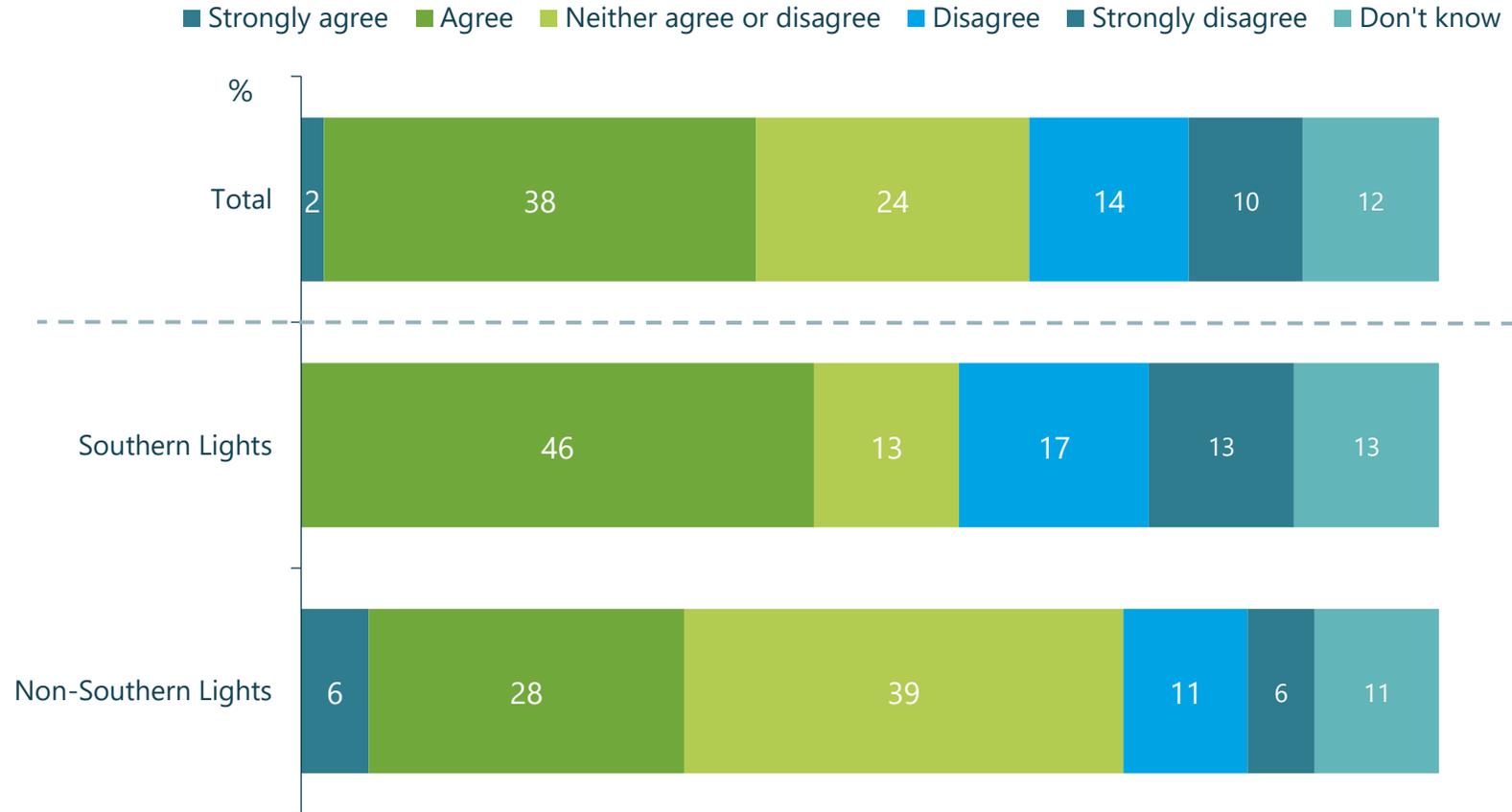
Q9. You mentioned that you think the charges are too expensive. Please can you explain why you think this?

Base: Respondents who answered 'Too expensive' for Q8 (Total n=116; Southern Lights n=9, Non-Southern Lights n=7)

ACCURACY OF STREETLIGHTING INVENTORY & BILLING DATA

Overall, two-fifths (40%) of respondents agreed that the Streetlighting inventory & billing data they receive is accurate.

However, a quarter disagreed (24%), including almost a third of the Southern Lights respondents (30%).

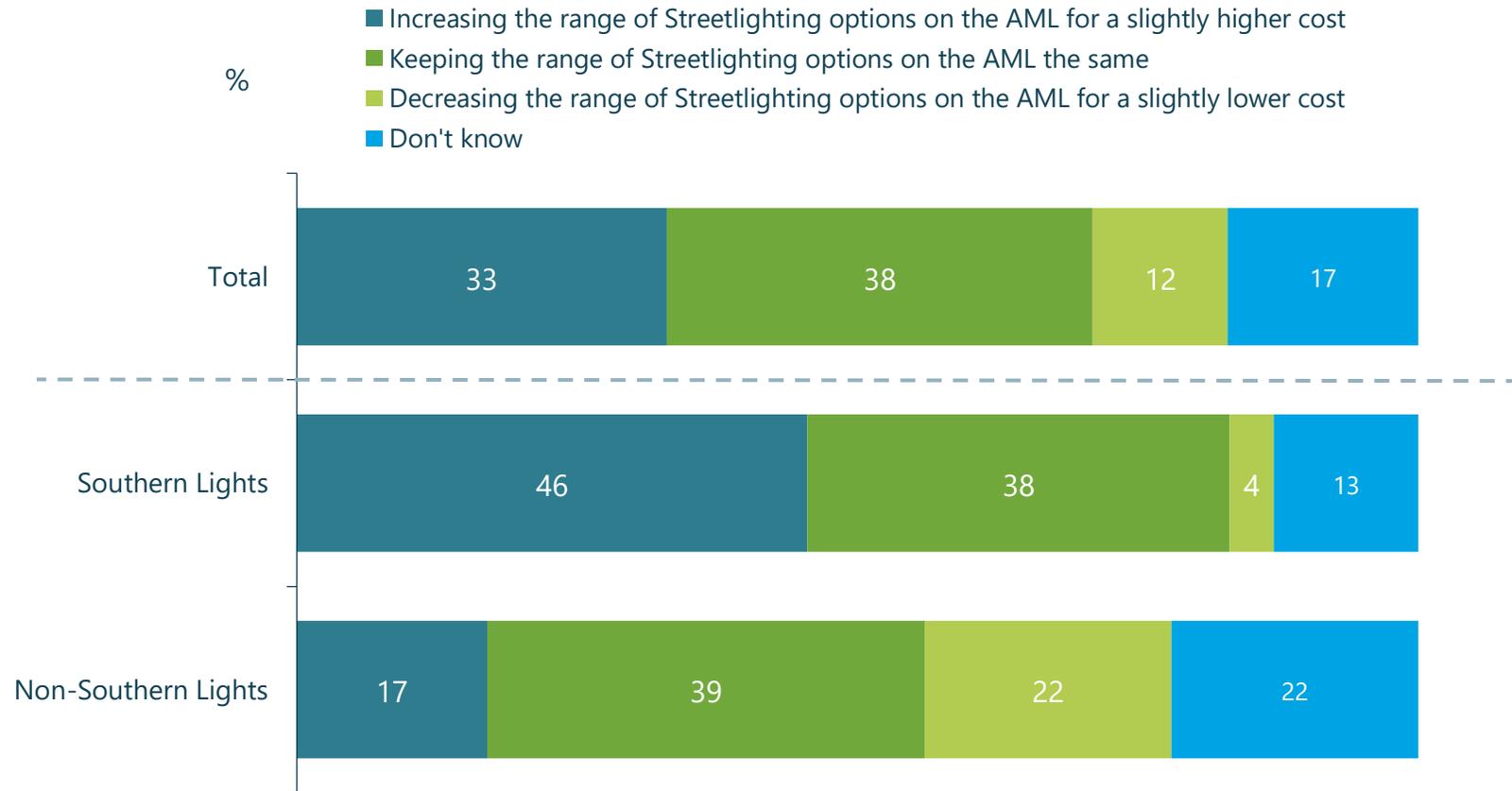


Q10. To what extent do you agree that the Streetlighting inventory & billing data you receive is accurate? (Choose only one)
 Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

STREETLIGHTING OPTIONS AVAILABLE ON THE ESSENTIAL ENERGY APPROVED MATERIALS LIST (AML)

Councils would like to keep the range of options on the AML the same (38%) or even increase them for a slightly higher cost (33%).

The most popular choice for Southern Lights Councils was to increase them for a slightly higher cost (46%).



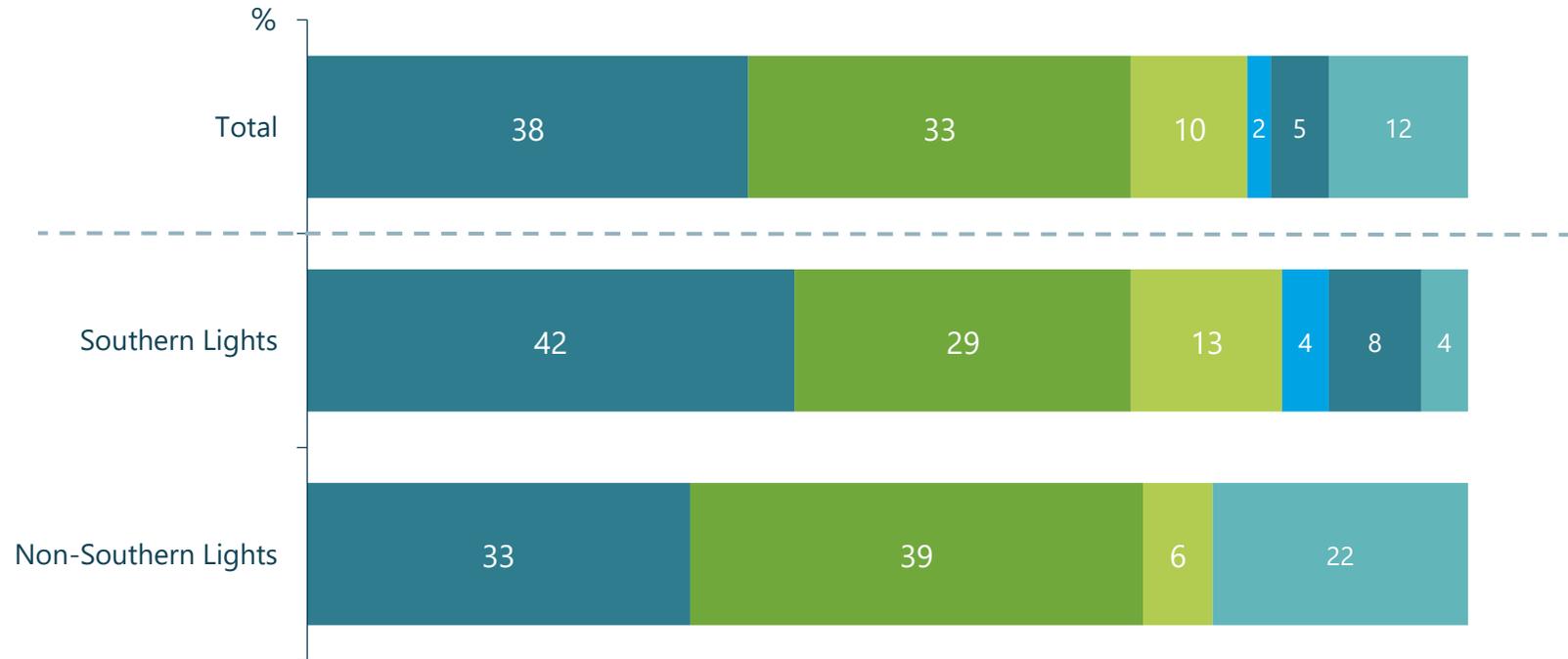
Q11. Essential Energy are reviewing the range of Streetlighting options that are available on the Essential Energy Approved Materials List (AML). Which of the following would you prefer: (Choose only one)
 Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, 71% of all respondents stated that their Councils were interested in installing Smart controllers on Streetlights.

However, almost a quarter (22%) of Non-Southern Lights respondents stated that they didn't know enough about Smart controllers to have an opinion.

INTEREST IN INSTALLING SMART CONTROLLERS ON STREETLIGHTS

■ Very interested ■ Quite interested ■ Not that interested ■ Not interested at all ■ Unsure ■ Don't know enough to have an opinion



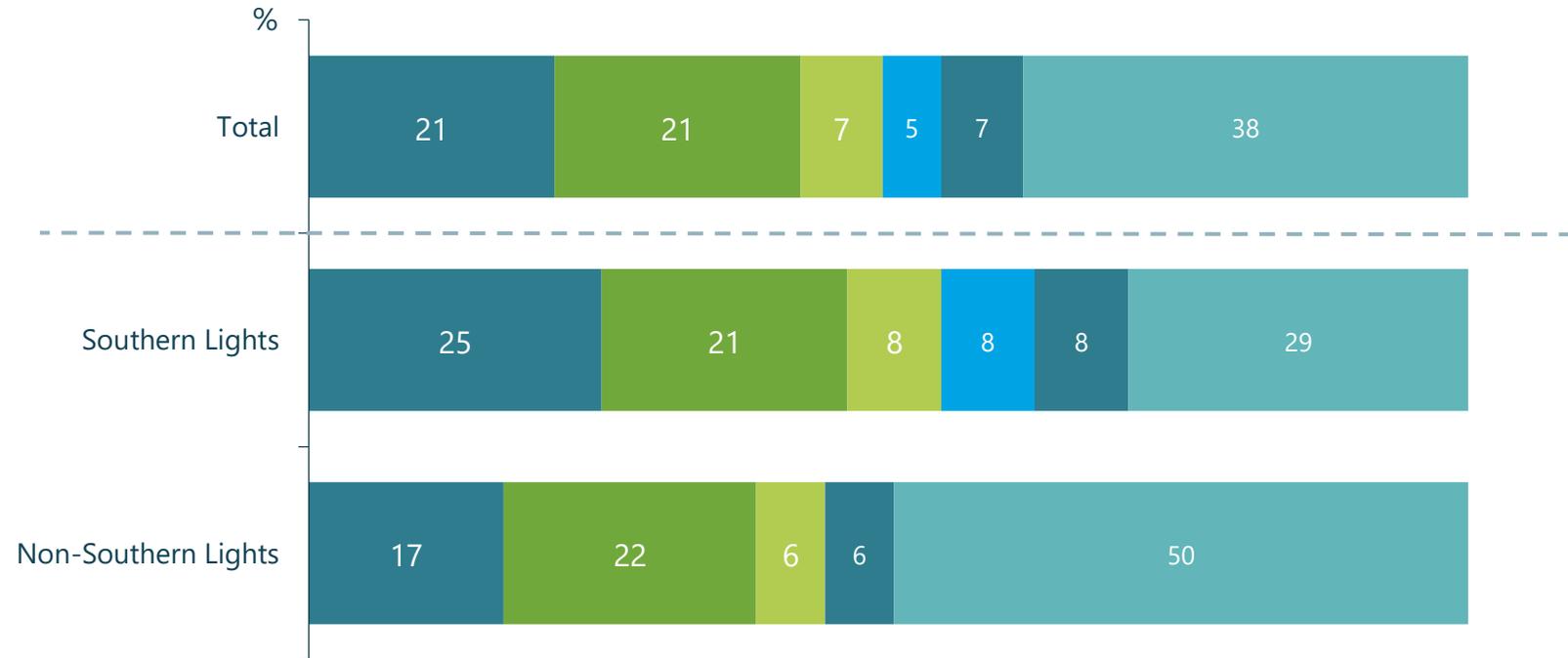
Q12. How interested is your Council in installing Smart controllers on Streetlights? (Choose only one)
Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Just over two-fifths (42%) of respondents stated that they were interested in the benefits of installing Zhaga Luminaires.

However similar numbers (38%) of all respondents and half of the Non-Southern Lights Councils stated that they didn't know enough about Zhaga Luminaires to have an opinion.

INTEREST IN BENEFITS OF INSTALLING ZHAGA LUMINAIRES ON STREETLIGHTS

Very interested Quite interested Not that interested Not interested at all Unsure Don't know enough to have an opinion

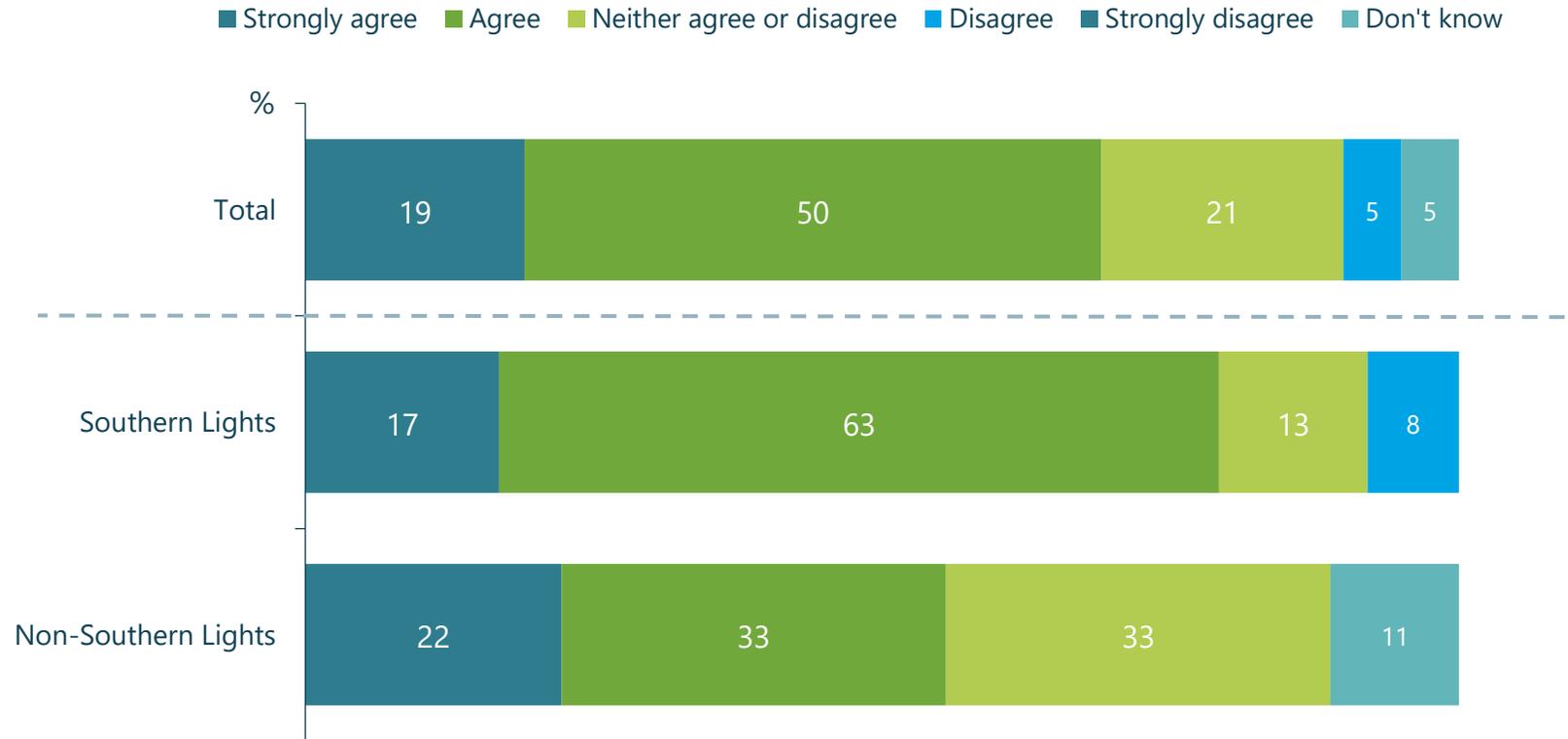


Q13. how interested is your Council in the benefits of installing Zhaga luminaires? (Choose only one)
 Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

INCLUDING MULTI-FUNCTION & SMART POLES AS A STANDARD APPROVED MATERIAL

Overall, 69% of respondents agreed that Essential Energy should include multi-function & smart poles as a standard approved material.

It appears that a larger proportion of Southern Lights respondents agreed with this (80%) relative to Non-Southern Lights respondents (65%).



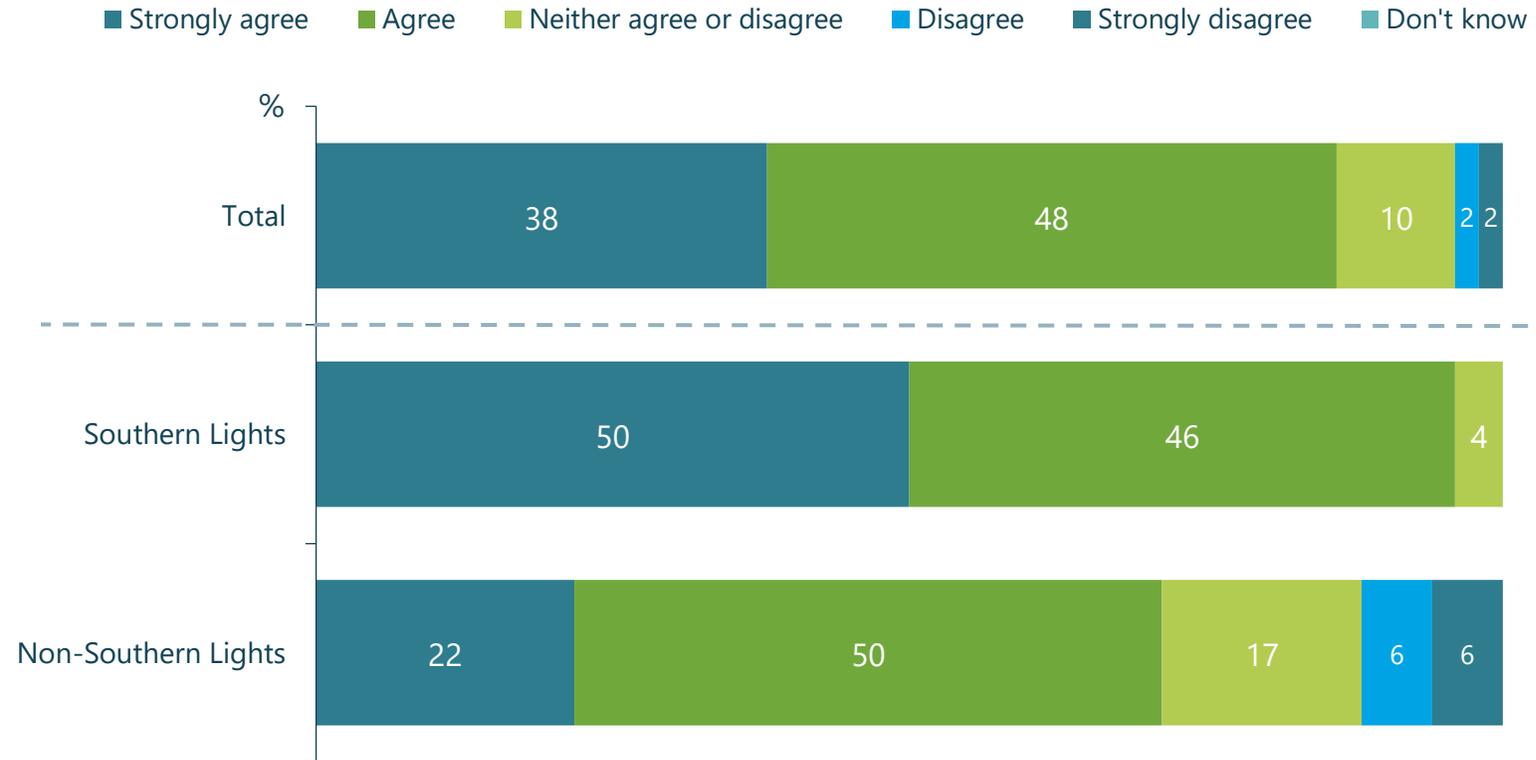
Q14. To what extent do you agree that Essential Energy should include multi-function & smart poles as a standard approved material? (Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

INCLUDING SOLAR STREETLIGHTS AS A STANDARD APPROVED MATERIAL

Overall, 86% of all respondents agreed that Essential Energy should include solar streetlights as a standard approved material.

96% of all Southern Lights respondents agreed.



Q15. To what extent do you agree that Essential Energy should include solar streetlights as a standard approved material?

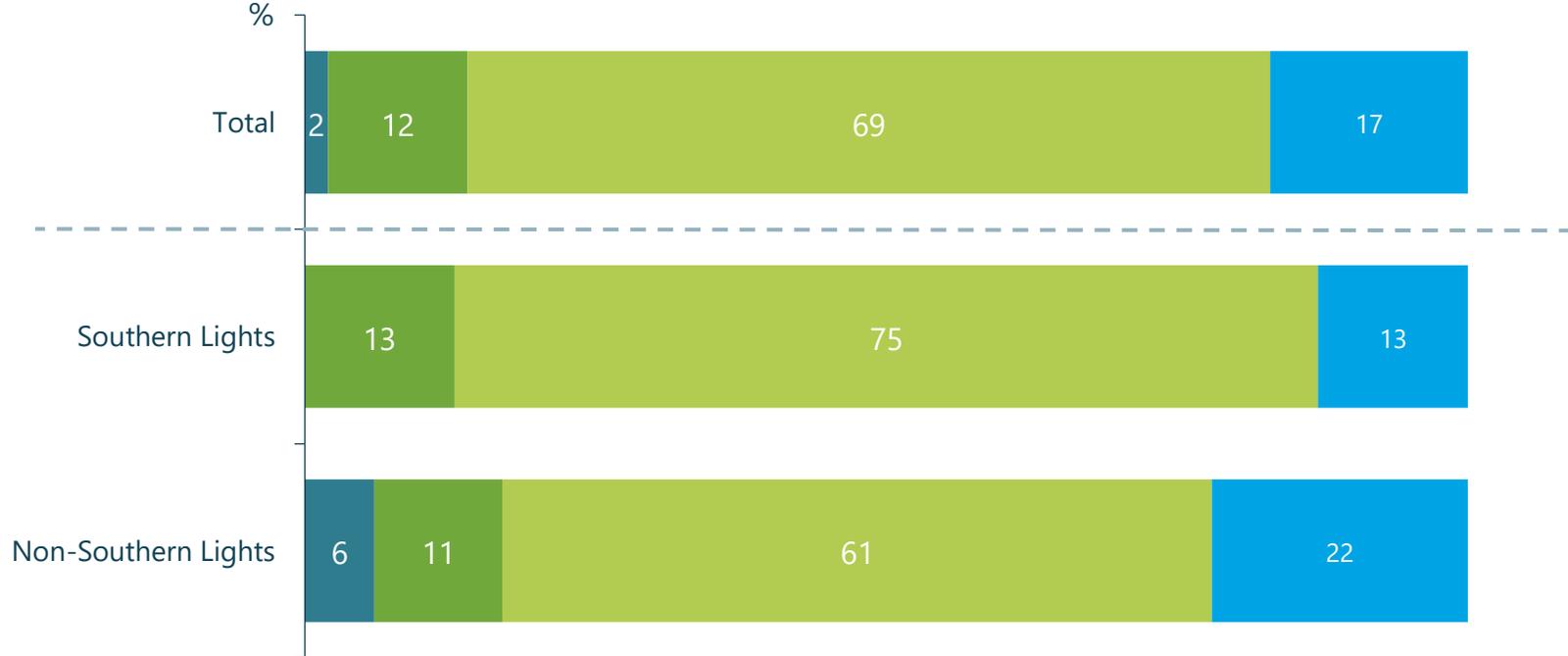
(Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, the most popular choice (69%) for the frequency of Category V night patrols was to keep the current approach (bi-annual).

FREQUENCY OF CATEGORY V NIGHT PATROLS

- Never - Complete discontinuation of Category V night Patrols resulting in a ~\$5 per category V asset saving per annum
- Move to annual inspections - resulting in a ~\$2.50 per Category V asset saving per annum
- Bi-annual (current) - no change to costs
- Don't know

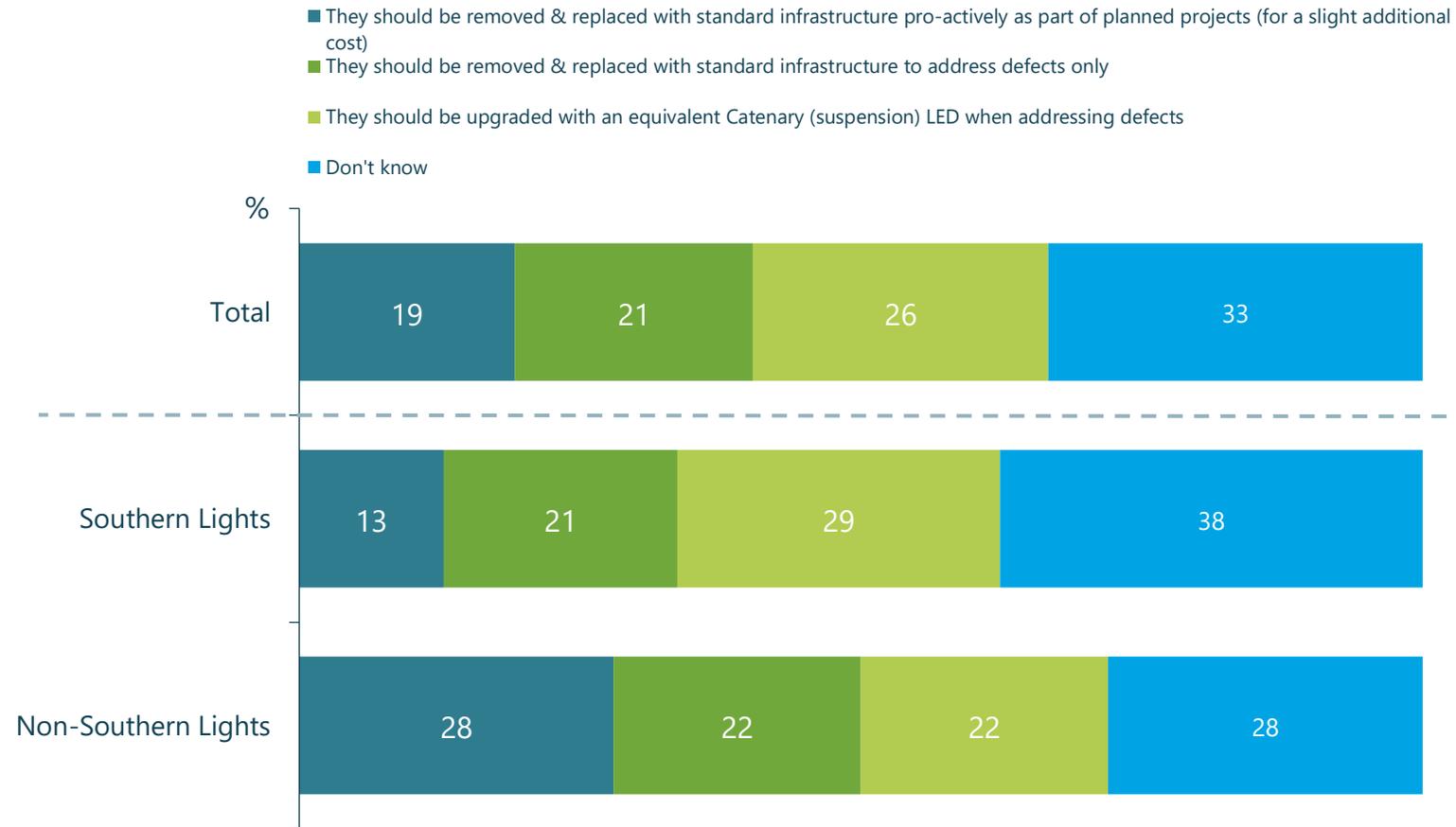


Q16. Essential Energy conducts night patrols for Category V roads on a bi-annual basis (6 monthly), this is in line with Australian Standards. If the Australian Standard was to change to allow a reduced frequency it would be lower costs slightly. What do you believe is an appropriate frequency for Category V night patrols? (Choose only one)
 Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

APPROACH FOR REMOVAL AND REPLACEMENT OF CATENARY (SUSPENSION) STREETLIGHTS

Overall, a significant proportion of respondents (33%) did not know what approach to take for the removal and replacement of catenary streetlights.

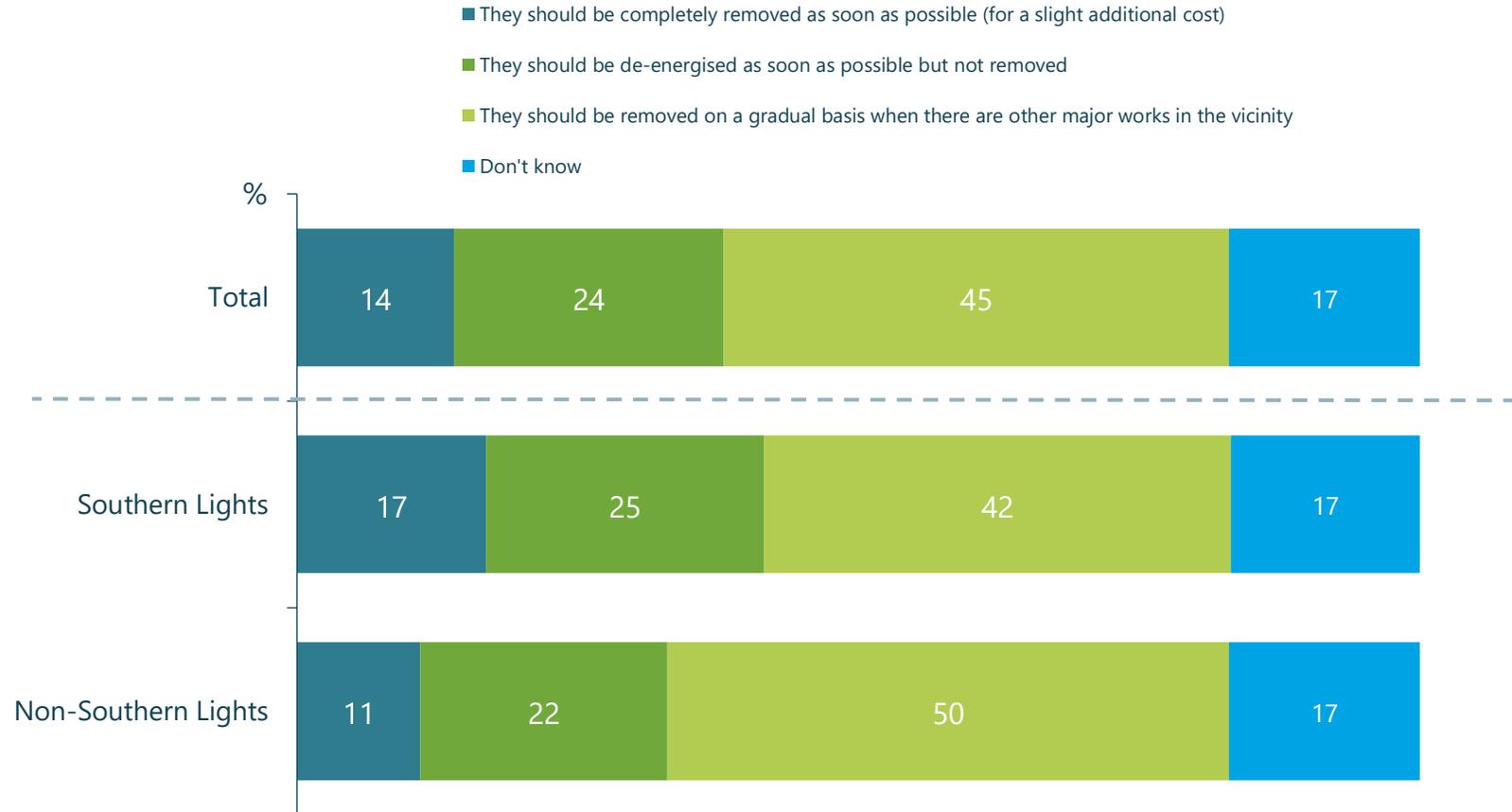
Discounting those who were unsure of what approach to take, the most popular was that they should be upgraded with an equivalent catenary LED when addressing defects.



Q17. Essential Energy are reviewing the process for the removal and replacement of catenary (or Suspension) streetlights. Which of the following approaches would you prefer? (Choose only one)
 Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, 45% of respondents stated that redundant dedicated overhead street light conductors should be removed on a gradual basis when there are other major works in the vicinity.

APPROACH FOR REDUNDANT DEDICATED OVERHEAD STREETLIGHT CONDUCTORS



Q18. In all councils there are redundant dedicated overhead street light conductors that actually pose a risk to both the public & Essential Energy workers. Essential Energy have started to remove these, but general this is being done as part of any major works in the vicinity. They could take a more proactive approach for a slight cost impact to Council. Which of the following approaches would you prefer: (Choose only one)

Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

Overall, the most common piece of feedback (10%) is to make the charges and reports clearer to read.

EXTRA FEEDBACK

	Total (n=42) %	Southern Lights (n=24) %	Non- Southern Lights (n=18) %
Charges/ reports need to be made clearer	10	17	-
Our Council is working with the Joint Organisation to coordinate feedback as part of the AER review, please consult with the JO	7	13	-
I would like there to be a service level review	5	3	6
Perhaps half the lights could be turned off after 10 pm in certain areas to save costs in low risk situations	5	-	11
Other	14	21	6
N/A or No Feedback	69	58	83

Q19. Do you have any other comments for Essential Energy on Streetlighting services?
Base: all respondents (Total n=42; Southern Lights n=24, Non-Southern Lights n=18)

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