

Appendix 1.8

Actsmart business expo report

Access arrangement information

ACT and Queanbeyan-Palerang gas
network 2021–26

Submission to the Australian Energy Regulator

June 2020



Evoenergy – ACTsmart Business Expo Event Report GN21

Event date:

Thursday 12 September 2019

Event times:

- 10:00am to 5:00pm

Venue:

- Canberra Southern Cross Club, Woden

Number of people engaged:

- Face-to face consultation – 93 people
- GN21 survey – 23 participated and entered in the draw
- Hydrogen Test Facility visit – 18 people expressed interest and registered

Number of times feedback was formally recorded:

- 15

Material distributed or displayed:

- IPAD for GN21 survey
- \$50 gift card participation sheet
- Posters and video on Hydrogen Test Facility
- Evoenergy corporate banners
- Information fridge magnet giveaway

Event summary:

GN21 survey

The purpose of the survey is to engage with the community in general on the future of the Evoenergy gas network. The \$50 gift card giveaway helped to entice visitors to participate in the GN21 survey. Most of the visitors participated in the survey however, not all registered themselves to be in the gift card draw.

Hydrogen Test Facility

Created awareness and interest in Evoenergy's research on natural gas alternatives. Feedback indicated a low level of awareness around the Hydrogen Test Facility but high levels of interest once they became aware.

Other

Event visitors included general public and business community representatives.

Evoenergy fridge magnets were a good tool in assisting and clarifying to event visitors that Evoenergy is a separate entity to ActewAGL Retail.



Feedback from expo visitors

Names removed	Summary	Action
Expo participant	Received a survey recently about who Evoenergy is Pleased to have done the survey, as she now has a better understanding of what Evoenergy does	
Business participant	Can Evoenergy get their software to work properly? Customers can only work on one property at a time. Said they will lose business	Evoenergy passing this on to ActewAGL Retail
Expo participant	Was unaware that Evoenergy is undergoing hydrogen testing in Fyshwick	
General visitor	Not aware of hydrogen testing facility. Why is Evoenergy doing this?	
General visitor	If I sign-up to visit the testing facility, can I take my boys (12 and 13 years old)?	Contact being passed along
Business participant	It's great to see a company like Evoenergy taking a lead in renewable energy.	
General visitor	Very excited to hear about the hydrogen testing then discovered (she read somewhere online) that it is unsafe to do so. Person was advised to look at Evoenergy website to understand further about the process.	



Feedback from expo visitors

<i>Names removed</i>	Summary	Action
Business participant	Interested in a group tour (for approximately 10 people) of the hydrogen test facility	Contact made to arrange visit
Business participant	Can a group tour to the Hydrogen Test Facility be organised for approximately 10 people.	Contact made to arrange visit
Business participant	How long is the survey regarding pricing plan is open for? Invited Evoenergy to hold a pop-up at the upcoming community festival	Already in contact with festival organiser re: Evoenergy stand
General visitor	Interested to know the model of the electricity metering How many are in used? Would like to know so they can recommend to various customers (eg: vulnerable customers etc) the preferred model to use	
General visitor	Customer wanted clarification on the advertised contact numbers on fridge magnet Are the numbers applicable to all household electricity and gas fault?	
Business participant	Have contacted XxxX XxxX (retailer) regarding an apartment that she manages but has not got a response (request unclear).	Contacted that month.