



hear every voice, know where you stand

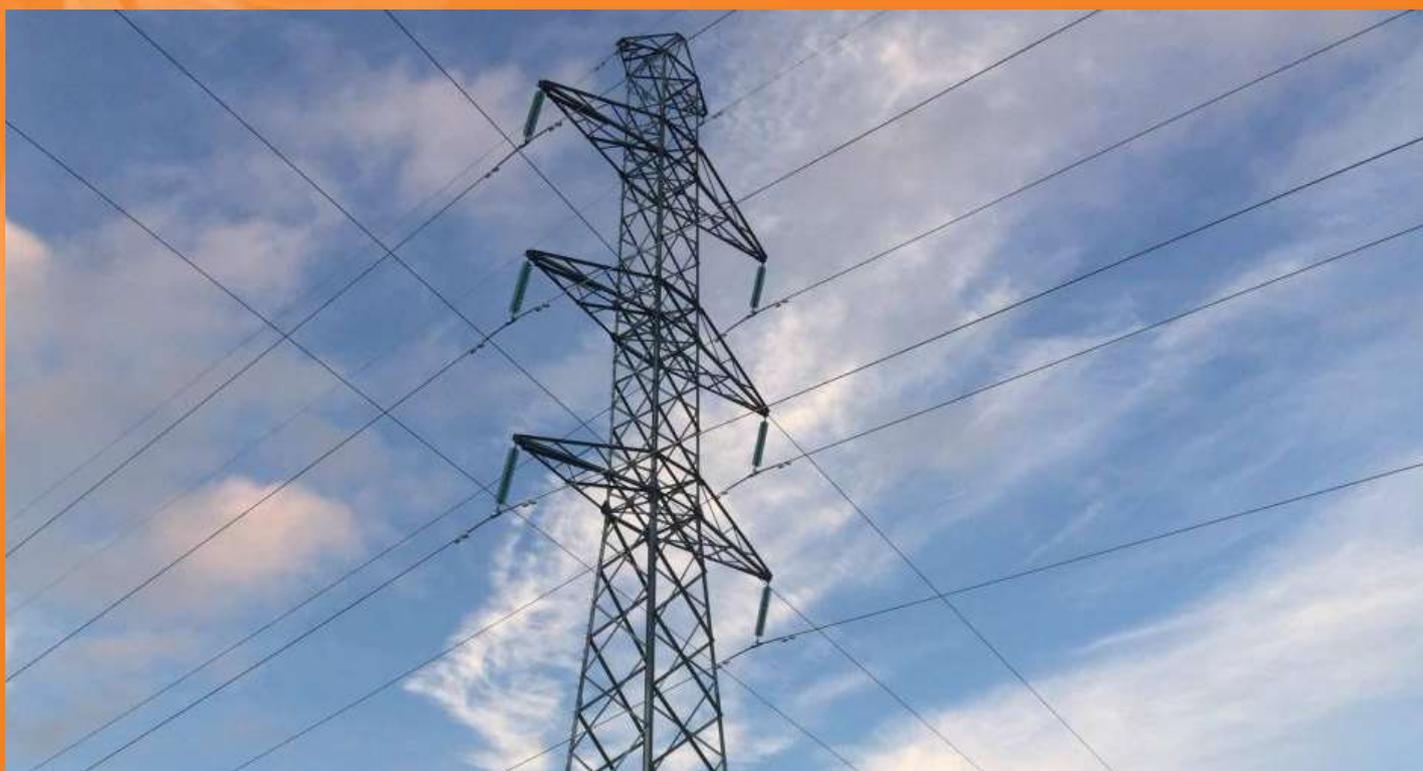
**STRAIGHTTALK**

# TASNETWORKS CUSTOMER ENGAGEMENT

Customer Engagement Workshops Report, June  
2017

Report

August 2017



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## Document

Round 2 Customer  
Engagement Workshops  
June 2017 Report

## Client

TasNetworks

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## Job number

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# 1. INTRODUCTION

This report provides details of the second round of customer engagement workshops undertaken by TasNetworks to support and inform the development of the 2019-2024 Revenue Reset for its transmission and distribution network services. Straight Talk, an independent community engagement consultancy, developed this report.

The report provides details of the:

- 📌 Context in which TasNetworks engages with its customers
- 📌 Methodology employed in running two customer engagement workshops
- 📌 Outcomes of each activity
- 📌 Analysis of pre-workshop and post-workshop surveys completed by participants regarding their expectations and experience of the engagement process.

It is important to note that, while graphs have been used to indicate the level of support for some issues or to theme or classify responses, these should in no way be relied upon as statistically valid or able to be extrapolated to indicate a broader community level of support or not. These workshops were small, qualitative engagement workshops designed to provide TasNetworks with rich data about some of the key issues and factors that underpin customer values and priorities relating to electricity provision in Tasmania.

## 1.1. Strategic context

TasNetworks is required to engage with stakeholders including end users in accordance with the National Electricity Rules (NER), before submitting its next regulatory proposal to the Australian Energy Regulator (AER). In accordance with these requirements, TasNetworks has developed a robust approach to understanding its customers and how to engage with them and has utilised the IAP2 framework to underpin its approach. This report provides details about the approach TasNetworks has pursued in relation to its qualitative/deliberative workshops and the outcomes from this customer engagement.

TasNetworks is committed to robust community engagement and has embedded a consultative approach within its strategic business planning. The feedback and reflections of end-use customers are integral to how TasNetworks plans and delivers its services.

TasNetworks supplements these activities with targeted customer workshops as it develops its regulatory proposals. Two rounds of customer engagement workshops are held, one at the beginning to understand customer values and priorities and a second once draft strategies and plans have been developed, to test, confirm and if necessary revise prior to submitting to the AER.

This is the second time that TasNetworks has adopted this approach and some participants at these workshops had attended previous workshops. Over time, these customers are developing a deep understanding of TasNetworks, the electricity industry and the rapidly changing pressures and policy environments that influence forward planning.

This report details the process and outcomes from the second round customer workshops to inform the 2019 Revenue Reset.

The objectives of this round of customer engagement workshops were to:

- 👉 Test and receive feedback on TasNetworks future plans to confirm they address customer concerns
- 👉 Provide customers with contextual information about TasNetworks, regulatory environment and pricing reform
- 👉 Ensure new participants come up to speed and use existing participants to build trust and knowledge of the process and TasNetworks
- 👉 Receive feedback on specific elements that can be influenced by the customers
- 👉 Build trust and respect for TasNetworks, its commitment to customers and engagement and its professionalism in managing Tasmania’s electricity network and distribution.

A workshop was held in Launceston on Saturday 24 June 2017 and in Hobart on Sunday 25 June 2017. 35 people attended the workshop in Launceston and 26 people attended the workshop in Hobart. A number of participants had been involved in previous TasNetworks customer engagement workshops.

The workshops were independently facilitated by Straight Talk, with assistance from TasNetworks staff across the customer, asset management, asset planning and strategic planning areas of the business. A number of TasNetworks senior executives also attended the workshops and facilitated discussions on tables.

Straight Talk is a leading community engagement consultancy based in Sydney, NSW, specialising in the design, implementation and evaluation of deliberative engagement approaches. TasNetworks engaged the expertise of Straight Talk to design a process which would effectively engage the 'silent majority', providing a thoughtful, informed environment in which participants can together weigh up and reach consensus about what they believe is the most important or relevant recommendation or decision.

The analysis of workshop outcomes only reflects the feedback of workshop participants who contributed to the responses entered in the workshop materials. We found there was negligible difference in the responses from Hobart and Launceston participants, reflecting a unified response from the two workshops. Therefore the two sets of responses are treated uniformly within the report unless differences are identified.

## 1.2. Methodology

Straight Talk and TasNetworks developed an interactive workshop approach, which sought to test the draft strategy and priorities that TasNetworks developed as a result of its work and the feedback from the first round of customer engagement workshops held in September 2016.

Each workshop went for a full day, from 9am to 4pm, and was broken down in to four sessions. The key topics presented and questions asked during each session of the day are outlined in the table below.

Key topics presented	Questions asked
<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Overview of TasNetworks</li> <li>• Overview of the industry</li> </ul>	<ul style="list-style-type: none"> <li>• Do you understand more about the electricity network?</li> <li>• What do you think is important for customers to know about the network to influence our future planning?</li> <li>• What outstanding questions do you have?</li> </ul>
<ul style="list-style-type: none"> <li>• Overview of customer feedback to date</li> </ul>	<ul style="list-style-type: none"> <li>• Overwhelmingly, people have told us that they want the same reliability for the same price – this is critical to our</li> </ul>

Key topics presented	Questions asked
<ul style="list-style-type: none"> <li>• Key issues in context of same reliability for about the same price</li> <li>• What makes up our revenue</li> <li>• Network pricing</li> </ul>	<p>thinking and has informed much of our future planning so far – Does this line up with what you think?</p> <ul style="list-style-type: none"> <li>• Network pricing and our forecast revenue: Does this make sense?</li> <li>• Tables allocated a type of household e.g. Small family, large family, share house and asked to think about a day in the life of that household and to consider their power habits <ul style="list-style-type: none"> <li>▪ What do you think this household could do to reduce their bills? What habits could the household change?</li> <li>▪ Then wonder....would you consider changing your habits? How and why would motivate you to change?</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Innovation – a customer-led future</li> <li>• Reliability</li> <li>• Grid investments and maintenance</li> <li>• Spending on technology</li> </ul>	<ul style="list-style-type: none"> <li>• Would you participate in the customer-led future? <ul style="list-style-type: none"> <li>▪ Why/why not?</li> <li>▪ What would you like us to do to help you decide?</li> </ul> </li> <li>• The Regulator currently provides us an allowance of around \$400,000 a year for innovation <ul style="list-style-type: none"> <li>▪ Do you think this should be higher, lower or is this about right?</li> </ul> </li> <li>• Grid investment and maintenance <ul style="list-style-type: none"> <li>▪ Do you agree with our choices with regard to areas of focus?</li> </ul> </li> <li>• We propose to increase our technology spend to support better customer outcomes. <ul style="list-style-type: none"> <li>▪ Given the preference to keep prices lower over higher service levels – we could slow the enhancement of customer facing service services and take more risk. This could defer up to \$20m over the five years.</li> <li>▪ What would you like us to think about in considering this trade off?</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Customers</li> </ul>	<ul style="list-style-type: none"> <li>• TasNetworks plans to engage more broadly on the initial service, expenditure and pricing forecasts from today <ul style="list-style-type: none"> <li>▪ Is there other information customers like you would want to consider the future plans?</li> <li>▪ What does this mean for customers?</li> <li>▪ What do you want to see TasNetworks doing more or less of and why?</li> </ul> </li> </ul>

Information was presented to workshop participants by TasNetworks staff and Lucy Cole-Edelstein (Straight Talk). Presenters utilised a PowerPoint, which was replicated in the workshop handbooks. One handbook was placed on each small table of participants. A nominated scribe recorded the participants' comments in the handbook. All workshop questions and activities were designed with the TasNetworks Customer Engagement Framework and were Inform, Consult or Involve, depending on the topic and degree of feedback required.

Participants were also asked to complete a pre- and post- workshop survey to help TasNetworks understand what participants understood about electricity and their priorities and to evaluate the engagement process itself.

This report presents the outcomes from the information captured within the facilitator handbooks and completed surveys.



# 2. OUTCOMES

## 2.1. Setting the scene

### 2.1.1. Understanding of the electricity network

Both workshops began with a short presentation providing an overview of TasNetworks, the regulatory environment, the electricity market, pricing, reliability of supply and the major cost factors of capital expenditure and operational expenditure. Following this presentation, participants were asked whether they now understood more about the electricity network.

All participants indicated they understood more about the electricity network, however the extent of their understanding varied. At both workshops some participants indicated they now understood a lot more while others stated they only understand a little more. Those who stated they only understood a little more often commented that the information was very complicated or overwhelming and that they felt they still had a lot to learn.

Indicative comments:

- 👉 "A bit, just scratched the surface"
- 👉 "Little bit clearer/understand more – a bit daunting"
- 👉 "Definitely understand more"
- 👉 "A lot more, didn't understand it was instantaneous".

The key topics participants indicated they understood more about were:

- 👉 Peaks
- 👉 The organisation's structure
- 👉 Ageing infrastructure
- 👉 Renewables and batteries
- 👉 Generation sources and supply
- 👉 Long term plan and costs
- 👉 Basslink.

### 2.1.2. What customers need to know

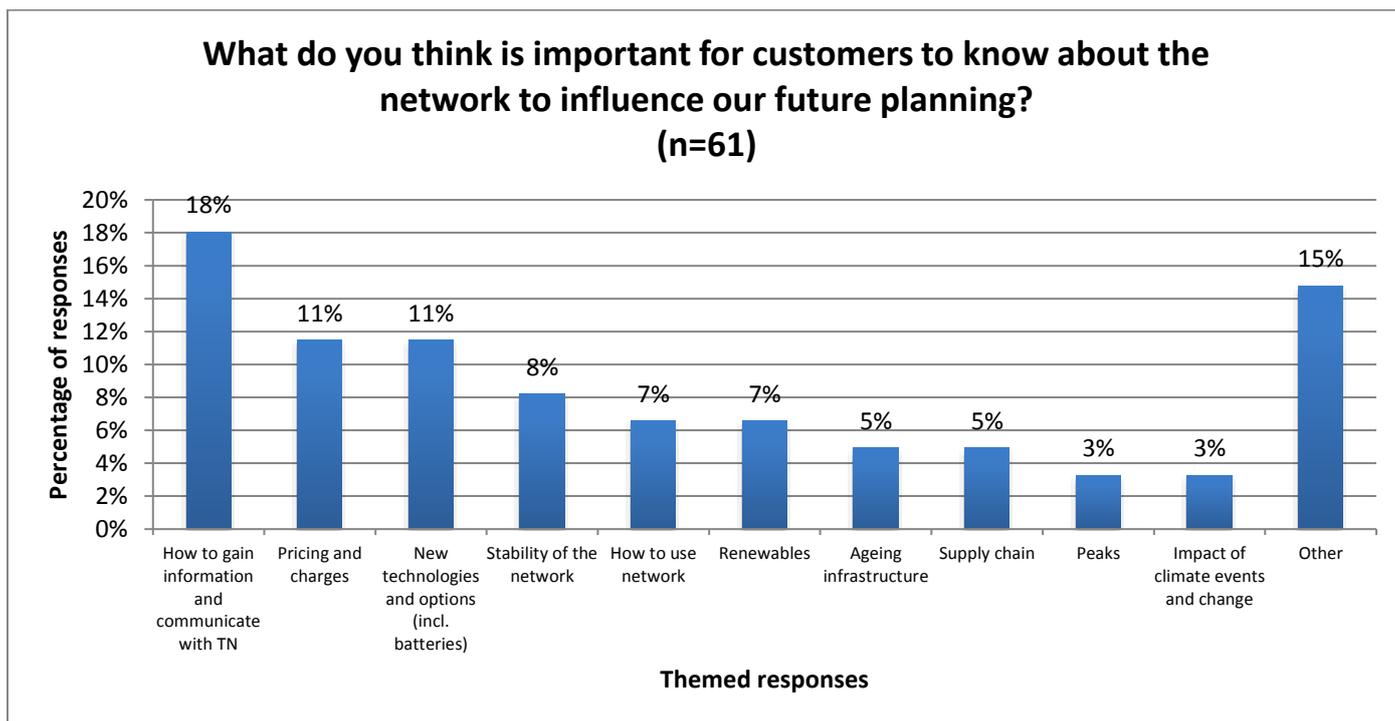
Given the complexity of the information presented, participants were asked to identify what information customers need in order to understand electricity and pricing better so that they can participate and provide feedback.

Multiple participants stated broadly that customers need more information through education.

Indicative comments:

- 👉 "Get out communications (mass market)"

👉 “More information the better, customers can choose to read”.



## How to gain information and communicate with TasNetworks

The most common response theme was “how to gain information and communicate with TasNetworks” (18%). Responses in this category identified the need for customers to be able to obtain information from a range of outlets and for customers to be able to easily communicate with TasNetworks should they require, for example during an outage.

Indicative comments:

- 👉 “Easy access/communication/who to phone if issues/outages etc.”
- 👉 “Video informative pieces”
- 👉 “What about using websites?”.

## Pricing and charges

Participants comments (11%) identified customers need to know more about pricing and charges. Feedback suggested improving understanding of different usage rates and providing greater detail on the breakdown of bills.

Indicative comments:

- 👉 “The difference between our charges and other charges needs to be expanded on early”
- 👉 “Viable options – how to use network and usage rates”.

## New technologies and options (including batteries)

The theme of “New technologies and options” was evident in 11% of the responses. Participants identified customers should know more about new technologies and options that would benefit TasNetworks and allow the network to operate more efficiently. Comments specified that customers should know about technologies such as solar, batteries and a smart network.

Indicative comments:

- 👉 "Understanding technology – investing in batteries"
- 👉 "What's needed and potential options for customers to harness the power we've got".

### 2.1.3. Outstanding questions

Common themes emerged in the outstanding questions raised at both workshops. These themes and the related questions are outlined below:

- 👉 Renewable energy sources
  - Can hydro increase?
  - What is the solar problem?
  - Wind farms will double in next 3 years?
  - What role do renewable energy certificates play in relation to price/cost?
- 👉 Treatment of large customers
  - Subsidise big companies – why?
  - Affordability – large customers – leaving more costs for others
- 👉 Heat pumps
  - How to get the best use of my heat pump (x2 responses)
- 👉 Basslink
  - Is there going to be another Basslink?
  - What does Basslink have to do with all of this?
  - Basslink versus peaks?
- 👉 Metering
  - Not aware of three separate entities. Most people assume Aurora reads the meters
  - What's happening with metering and advanced metering?

## 2.2. What is important to customers

During previous consultations participants have told TasNetworks that they want the same reliability for the same price. TasNetworks has acknowledged this viewpoint when undertaking future planning. At the workshops, participants were asked whether this viewpoint lined up with their thinking.

Overwhelmingly, participants' comments indicated reliability is very important. The majority of feedback stated they would like the same reliability for the same price, with some participants stating they would object to spending more money to improve reliability. Some participants indicated that they expect to pay more, for example so that prices increase relative to CPI or to pay for more renewables, while a smaller number of comments stated the same or improved reliability should be achieved for less money.

A few participants acknowledged that certain parts of Tasmania receive poorer reliability and that some outages are inevitable. However, there was a common trend in responses that when there are outages, in particular planned outages, TasNetworks needs to improve their communications.

Indicative comments:

- 👉 "Need to do a better job of providing information about restoration"
- 👉 "Better information from Facebook page about what causes the outages...Helps to be ok with outages".

A few participants mentioned their experience of reliability was positive because they received Guaranteed Service Level (GSL) payments.

## 2.3. Network pricing and our forecast revenue

### 2.3.1. What makes up our revenue

Participants were presented with information regarding network pricing, which included details of the industry's pricing arrangement and how this translates to retail bills. Following the presentation, participants were asked whether the details presented made sense. The majority of responses indicated that some parts made sense but not all and participants raised many questions regarding the information presented. The questions most commonly raised by participants fell into the following themes:

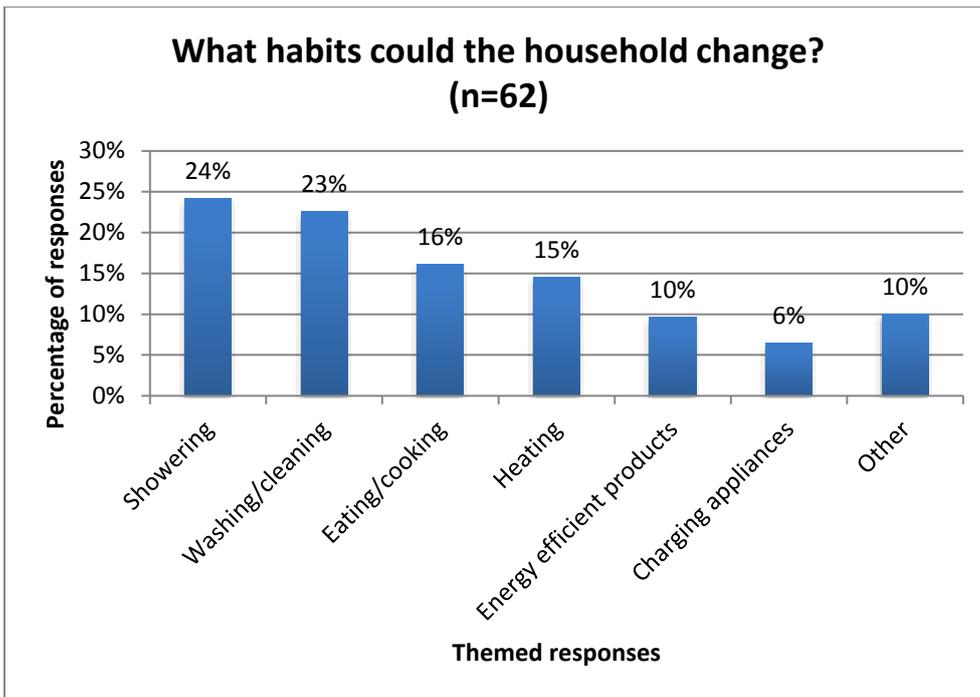
- 👉 What does this all mean for the customer and their bill?
- 👉 Why is the price consumers pay going up?
- 👉 What is the role of the government?
- 👉 Is Aurora maximising their profits?
- 👉 Is this information relevant to us?

### 2.3.2. Network pricing

#### Households' power habits

Tables were allocated a type of household, for example a small family, large family or shared house, and asked to consider the power habits of that household. They were then asked what they thought this household could do to reduce their bills and what habits could the household change.





## Showering

Almost a quarter of responses (24%) identified showering as a habit that households could change in order to reduce their electricity bills. Participants suggested households could reduce their electricity bills by having shorter showers and showering off peak.

## Washing/cleaning

The second most commonly mentioned habit that participants suggested could be changed was washing and cleaning (23%). Participants suggested households use washing machines and dishwashers during the day, and that clothes are air dried rather than using dryers.

## Other methods to reduce electricity bills

Participants' feedback also indicated other ways households' could reduce their electricity bills. The most commonly mentioned methods were to improve the management of hot water within the household (four responses), "Put appliances on timers" (four responses) and "Turn off stand-by devices" (two responses).

## Participants' power habits

Following this activity, participants were asked whether they would consider changing their own habits, as well as how and why would they be motivated to change. The majority of responses did not explicitly address the first question and only listed what would motivate them to change. Of the responses that did state whether they would consider changing their habits seven comments indicated it would be difficult to achieve, while two comments were positive and suggested that change was already occurring.

Indicative comments:

- 👉 "Hard to get everyone to change habits and stick to them"
- 👉 "Older people set in ways"
- 👉 "Exhausted all options with teenage daughters!"
- 👉 "Table overwhelmingly said we already are changing, and being rewarded with lower bills".

Of the 17 responses that addressed why people would be motivated to change their habits, 14 of these comments stated they would be motivated by the right price or receiving financial rewards. The remaining three comments were “Saving energy – it’s a finite resource”, “Very important” and “Social conscience”. In terms of how participants could be motivated to change, the most prevalent answer was through education. The second most common answer was through the implementation of real time apps to measure power usage.

Indicative comments:

- 👉 “Need more information – website, flyers in bills, information on bills, apps”
- 👉 “Education to help change”
- 👉 “Different information for different customers – education/communication/clearer facts and figures”
- 👉 “Real time usage meter connected to Wi-Fi with advanced meters”.

## 2.4. Innovation

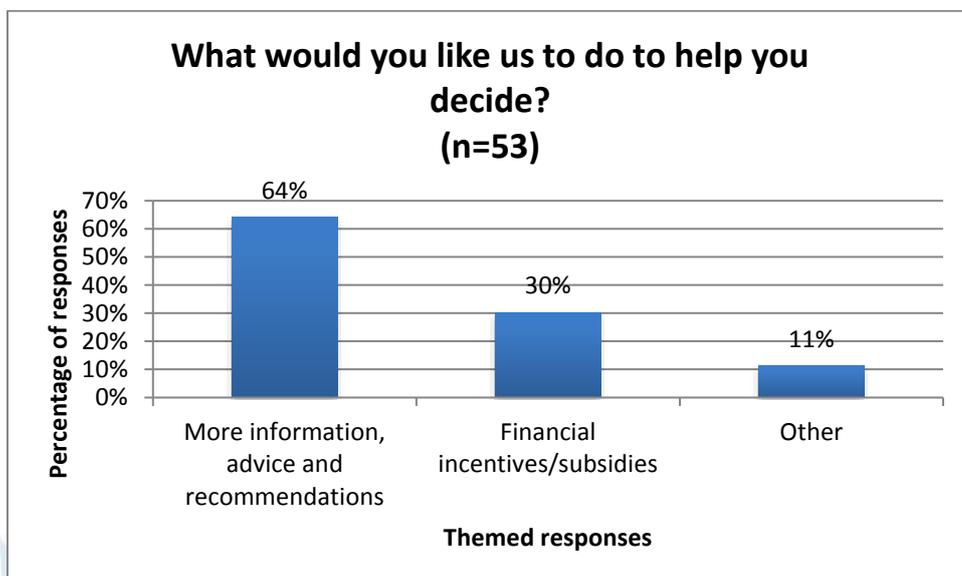
A presentation on innovation was provided, which proposed a customer-led future to solve problems faced by TasNetworks. Participants were asked a series of questions in an effort to better understand their attitudes towards a customer-led future.

### 2.4.1. Participation in customer-led future

The first question asked whether participants would participate in the customer led future. All responses, except four, indicated they would take part in a customer led future, however many clarified that they would only take part if it were cost effective. Participants were then asked to explain why they would participate. The most commonly given reasons were to:

- 👉 Save money (15 responses)
- 👉 Innovate and change future (2 responses)
- 👉 Help the environment (2 responses).

The third question asked in this section was “What would you like us to do to help you decide?”.



## Information, advice and recommendations

The majority of responses indicated that the provision of more information, advice and recommendations by TasNetworks would help them to decide if they would participate in a customer-led future. Respondents indicated they require simple information on the following topics:

- 👉 Estimates of costs, including upfront and ongoing costs
- 👉 Recommendations of solar and battery providers along with comparisons of batteries
- 👉 Evidence of how it works and information on how to use it
- 👉 Pros and cons
- 👉 Outcomes of Bruny Island trial.

## Financial incentives and subsidies

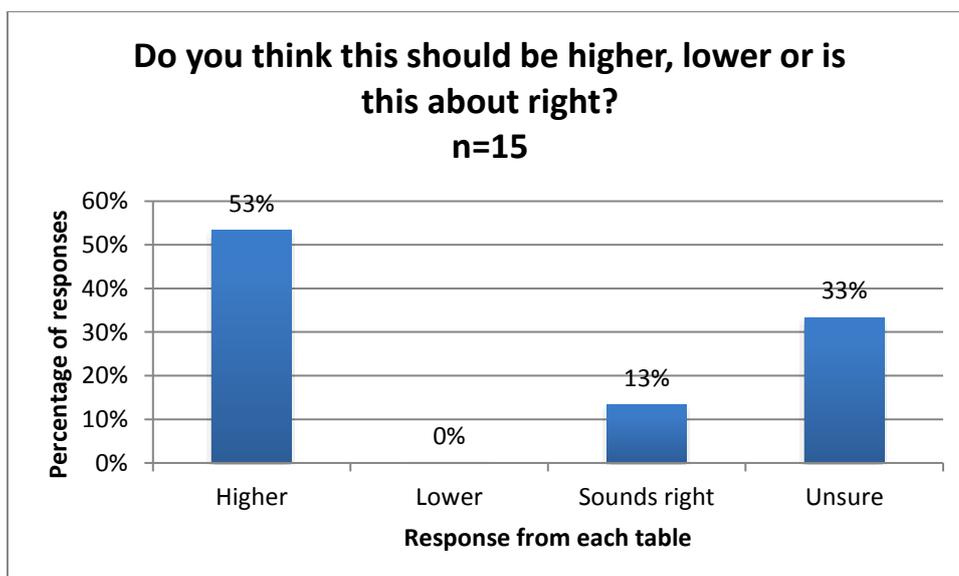
The second most commonly mentioned theme was “financial incentives and subsidies”. Participants stated that the financial incentive would need to be large enough to make their participation worthwhile. A range of suggestions were made regarding the form an incentive could take, for example provide upfront discounts, reduce the price of batteries or offer other subsidies. In addition, some participants sought clarity on the long-term financial implications of being involved, while others expressed a desire to reduce their electricity bills as much as possible.

Indicative comments:

- 👉 “Contribute to the costs (maybe government) incentives.”
- 👉 “\$18,000 off i.e. trial”
- 👉 “Aiming not to have a power bill”.

### 2.4.2. Demand Management Incentive Allowance

The Australian Energy Regulator (AER) currently provides TasNetworks an allowance of approximately four hundred thousand dollar each year for innovation. Participants were asked to reflect upon whether this amount should be higher, lower or if it is about right.



Just over half of the responses (53%) thought four hundred thousand dollars was not enough money for innovation.

Indicative comments:

- 👉 "Not enough – if it's going to benefit people (us) – should be more – if spent in the right channels"
- 👉 "This number is too small...very small amount relative to our total expenditure".

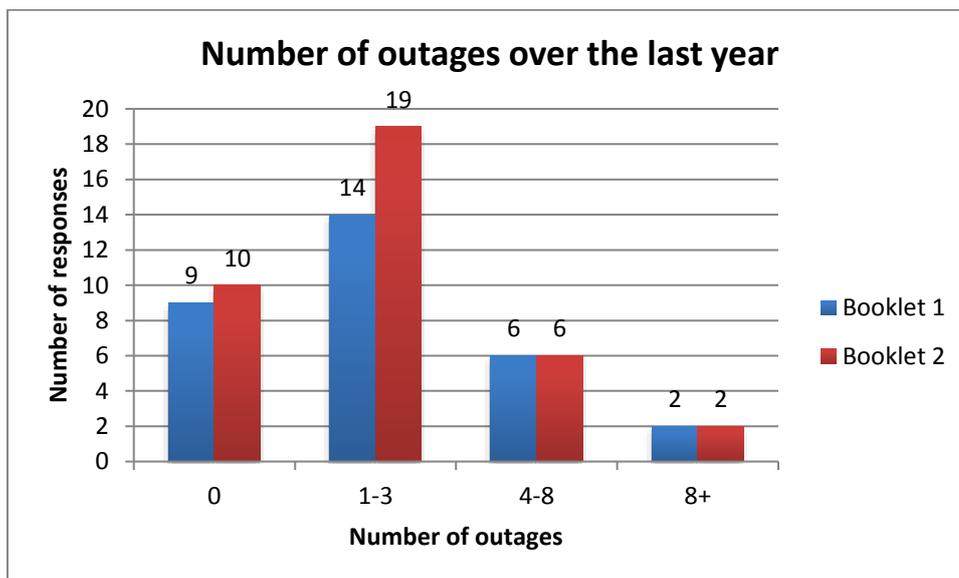
No responses suggested the amount should be less than four hundred thousand dollars. However, approximately a third of responses (33%) stated they needed more information, including details on where the money goes and what the return is on the investment, in order to determine if the given figure is the correct amount.

Indicative comments:

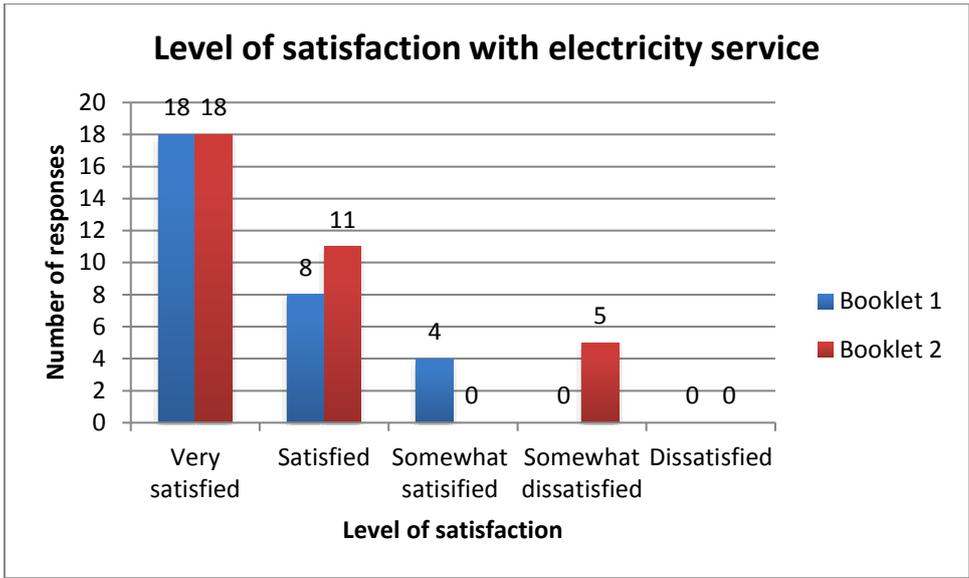
- 👉 "What do you get for that money"
- 👉 "It is just a number. Need more information to make a more informed decision".

## 2.5. Grid investment and maintenance

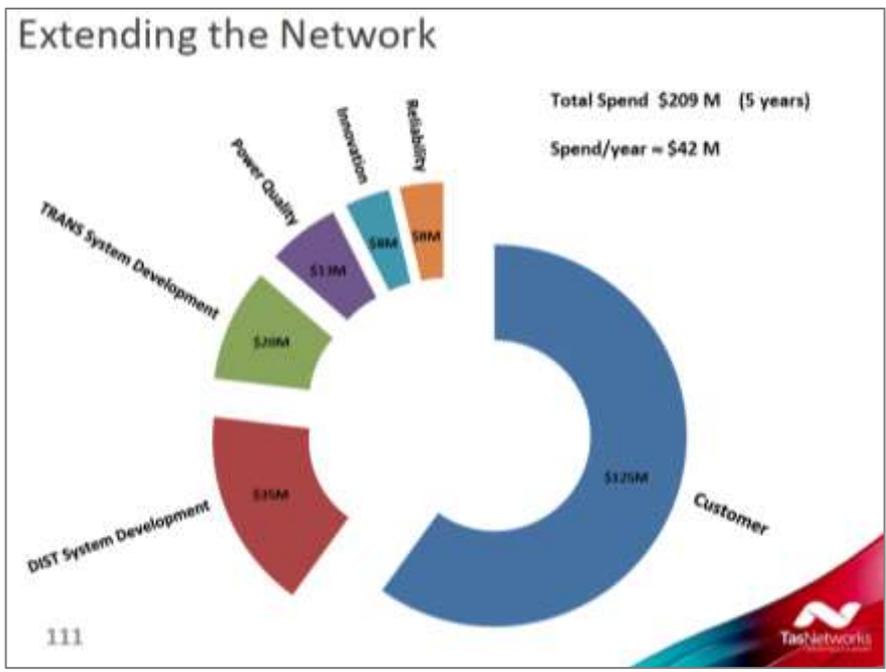
At the Launceston workshop, two booklets recorded the results from an activity where people were asked to identify how many outages they had in the last year. The results from these two booklets are presented below.



Two booklets also recorded the level of satisfaction participants had with their electricity service. These results are presented below.



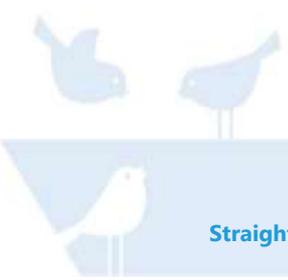
Some Launceston participants then went on to comment on the below slide, and addressed the question “Do you agree with our choices with regard to areas of focus?”.



Launceston participants’ most common responses to this question included:

- 👎 Not enough for innovation
- 👎 Power quality is important and needs to be improved.

At the Hobart workshop photos were taken of participants taking part in the same activities undertaken at the Launceston workshop, where they first identified how many outages they had in the last year and then their level of satisfaction with their electricity service. The photos, which demonstrate participants’ responses, are presented below.



## Number of outages over the last year



**0 Outages**



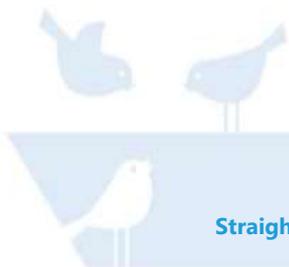
**1 to 3 Outages**



**4 to 8 Outages**



**Over 9 Outages**



## Level of satisfaction with electricity service



**Satisfaction excellent**



**Satisfaction good**



**Satisfaction okay**



**Satisfaction rubbish**

Hobart participants went on to respond to the question “Do you agree with our choices with regard to areas of focus?”. Clear themes emerged in responses, including:

- 👉 Unsure or don't have enough information to make a decision
  - Benchmarking, nationally and internationally, should be considered
- 👉 Heading in the correct direction
- 👉 More money for research and innovation
- 👉 A lot more can be done.

## 2.6. Technology

TasNetworks proposes to increase their technology spend to support better customer outcomes. Given the preference to keep prices lower over higher service levels, TasNetworks could slow the enhancement of customer facing services and take more risk. This could defer up to 20 million dollars over five years. Workshop participants were asked whether they would like TasNetworks to think about considering this trade off.

### **Spend now which in turn will save customers money in the long term**

There was a very strong feeling that technology provides better customer service and it is important to be kept up to date rather than having a major spend later down the track.

Indicative comment:

- 👉 “If you don't do it now, you'll have to do a catch up spend later.”

Customers understood that if you keep an old system, reliability and service may be compromised as the system becomes out-dated

Customers however did want to see that the money was spent on things we needed as opposed to things we wanted “have to prioritise to ensure anything put on hold is more “wish list” rather than must have”

### **The risks of compromising reliability and service if we don't upgrade**

If the technology wasn't upgraded, customers started to question what risk this would have on reliability, services and cost. Questions were asked of TasNetworks around “When do we reach the trigger point for implementing new technology?” and “what is a list of things that you would take a risk on”

Customers felt TasNetworks needed to manage these risks as we were the professionals so long as risks didn't increase for customers. “You need to manage the pace of change as best as possible”

### **More information is required to understand what you are asking**

Like a lot of detailed sections of the workshop, customers felt that to really give accurate feedback they needed more information

A small group were happy to pay more to keep the full technology budget in the reset

Another small group simply said “Keep the lights on; don't care how it's done”.

## 2.7. Have your say

The final component of the workshops provided an opportunity to reflect more on the customer. Three questions were asked in this component.

### 2.7.1. Other information customers want

The first question sought to understand if there is any other information customers would want in order to consider TasNetworks future plans. Customers stated they would like to be regularly updated with brief and clear information that is easy to understand. There was a lack of consistency in the types of information customers stated they would want. A full list of the responses can be found in the raw data in Appendix B. Types of information mentioned more than once, included:

- 👉 "What's going on with Basslink"
- 👉 Why was solar encouraged then discouraged
- 👉 Details on the charges and how they make up the parts of bills
- 👉 Understanding levels of power usage in the home
- 👉 Off-grid facts.

### 2.7.2. What does this mean for customers

Few respondents answered the second question "What does this mean for customers". Of the responses made, many were unrelated to the question, however three comments suggested it meant customers would be better informed.

### 2.7.3. What TasNetworks should do more and less of

In conclusion, participants were asked what they want to see TasNetworks doing more or less of and why. The majority of responses indicated customers would like to see TasNetworks provide more information, communication and education.

#### **Information, communication and education**

Participants stated they would like information to be provided through a greater range of outlets, for example through "social media", "media" and "information sheets in bills". One response stated that all information should be provided in plain English. Topics people would like information on include:

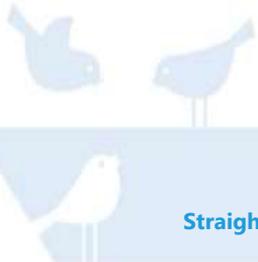
- 👉 What's happening, including plans for the next 12 months
- 👉 How to conserve and save energy, including energy saving products
- 👉 Costs and billing
- 👉 Metering information
- 👉 Outages
- 👉 How the network works, including off peak.

Indicative comments:

- 👉 "More education via lots of avenues".

Participants also mentioned they would like more awareness of the following:

- 🔥 LED lighting
- 🔥 Power efficiency
- 🔥 Heat pumps.

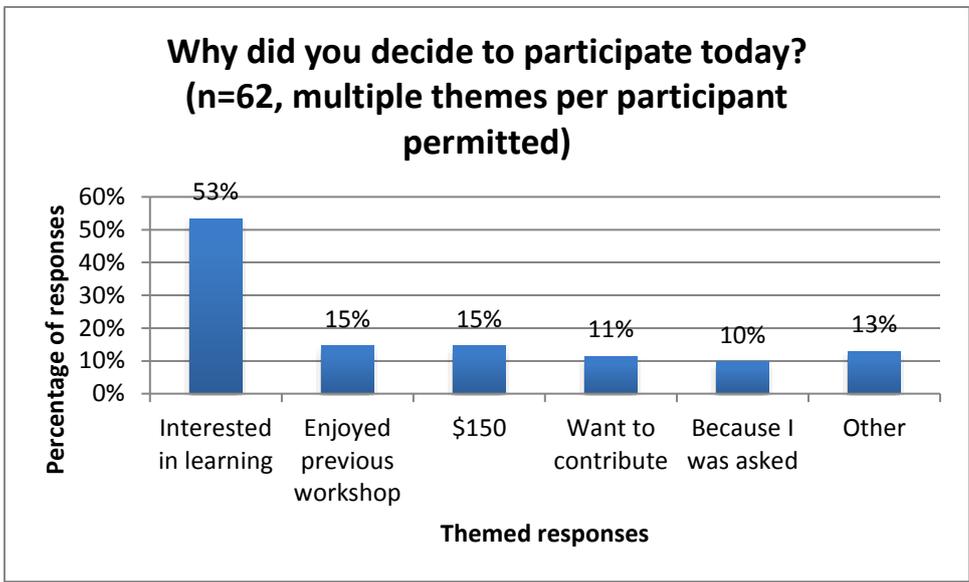


# 3. PARTICIPANT EXPERIENCE

## 3.1. Pre-workshop survey

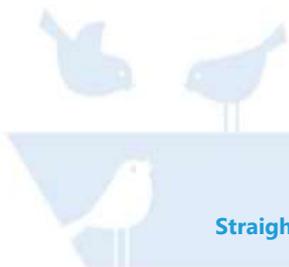
Participants were given a one page survey before the workshops to help TasNetworks understand their expectations of their participation. A complete copy of the pre-workshop survey responses can be found in Appendix C. Due to the similarity between both workshops' survey responses, the responses from Launceston and Hobart have been analysed together.

### 3.1.1. Why participants decided to participate

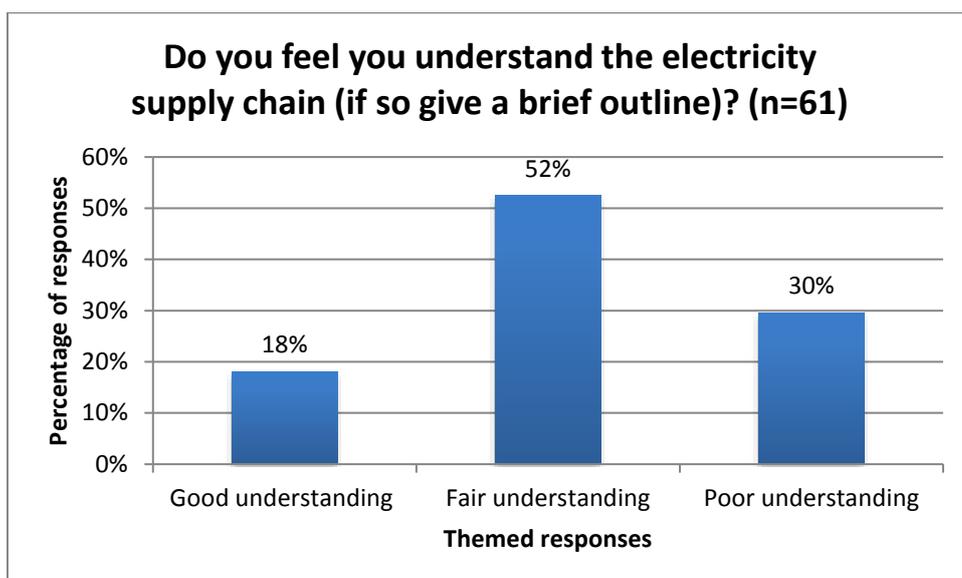


The most common theme of responses was "Interested in learning", with over half of all responses falling into this category (53%). Comments reflected that participants were interested in learning more about topics such as TasNetworks' operations, the future of the energy market and specific details such as pricing.

The second most common themes were "Enjoyed previous workshop" and the money incentive, with both themes being reflected in 15% of comments.



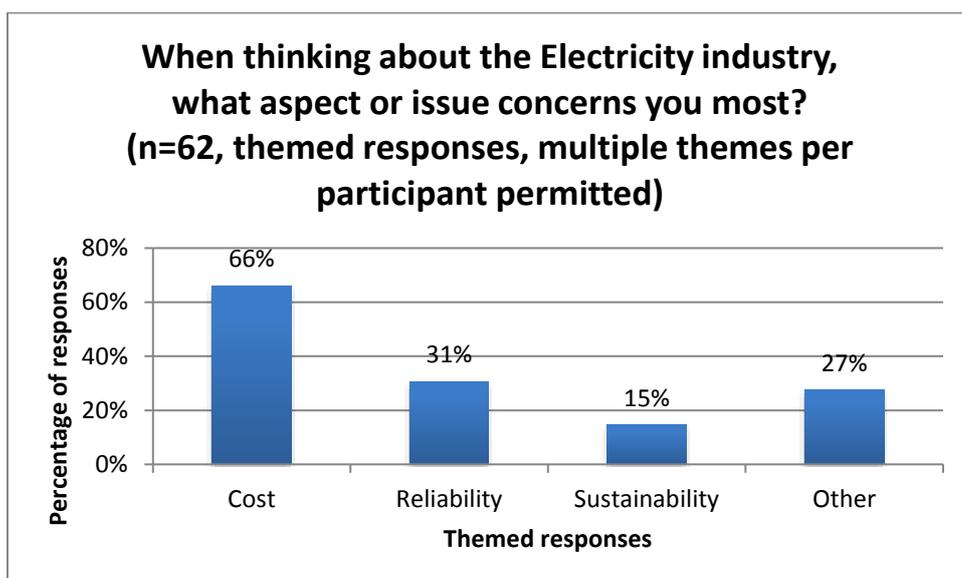
### 3.1.2. Do participants understand the supply chain before the workshop?



Participant responses to this question were grouped according to the competence of their brief explanation of the electricity supply chain. Responses were rated as a "good understanding" if they made correct reference to the companies providing different services in the supply chain like generation, transmission and distribution, sales. Responses were rated as "fair understanding" if they showed some understanding that different roles were involved in the supply chain or if they answered "yes" without providing an outline. Responses were rated as poor understanding if they answered "no", "not really" etc. or provided an outline that was largely incorrect. Responses were themed based on these three groupings.

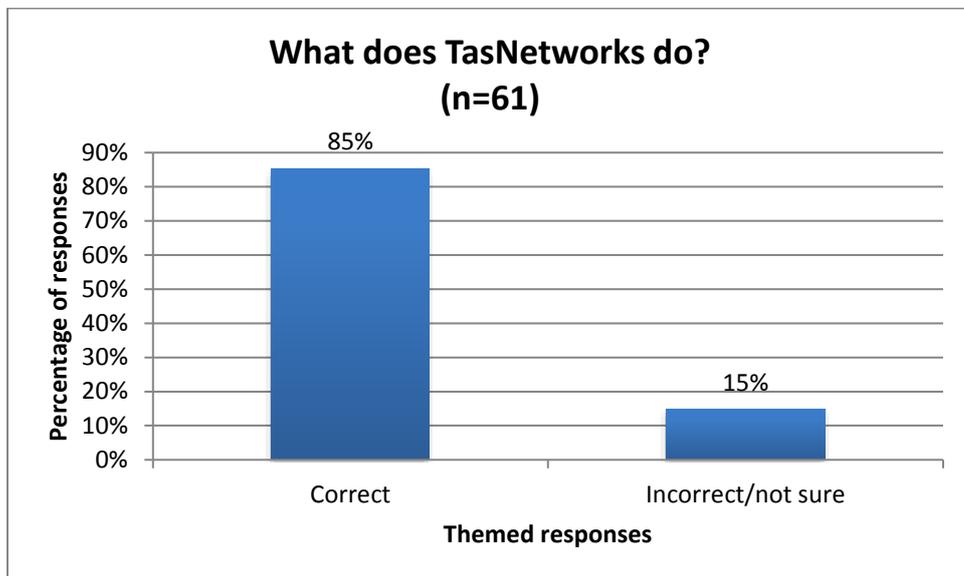
Just over half of participants (52%) indicated they had a fair understanding of the electricity supply chain, with many outlining the key processes in the supply chain however not specifying the company that was responsible for each process. 30% of responses indicated a poor understanding of the electricity supply chain with some of these participants indicating they still had a lot to learn.

### 3.1.3. Aspects or issues of concern to participants



Some participants indicated multiple aspects or issues of concern; consequently each response was allowed to fall into multiple themes. The most common theme mentioned in responses was “cost” (66%) with responses indicating participants were particularly concerned about prices and costs rising. The second most commonly mentioned theme was “reliability” (31%). Two participants stated they were not sure what aspect or issue concerned them most.

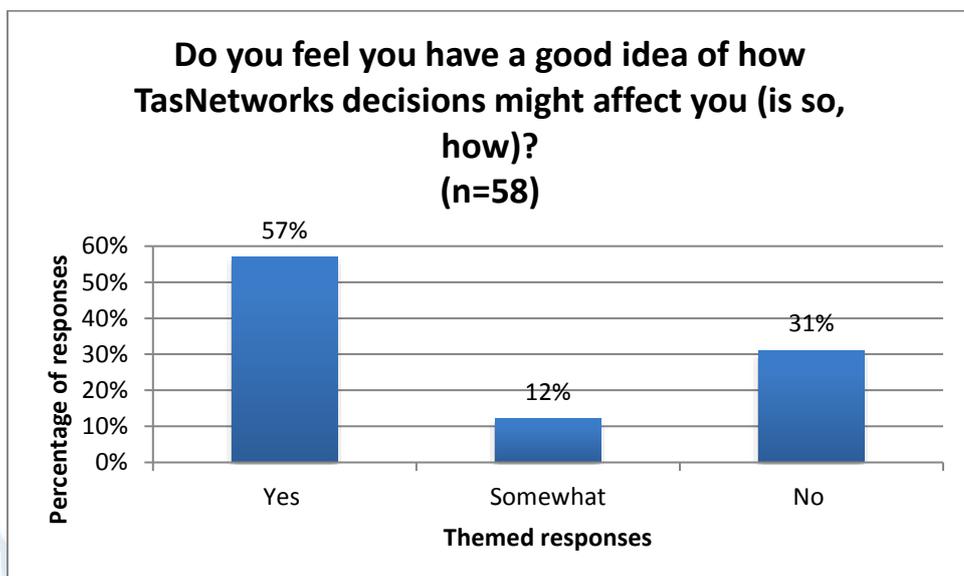
### 3.1.4. Do participants know what TasNetworks does?



Responses were grouped as "correct" if they mentioned transmission, distribution or a synonym, or if they mentioned the correct infrastructure and did not name a role that TasNetworks does not perform (like generation).

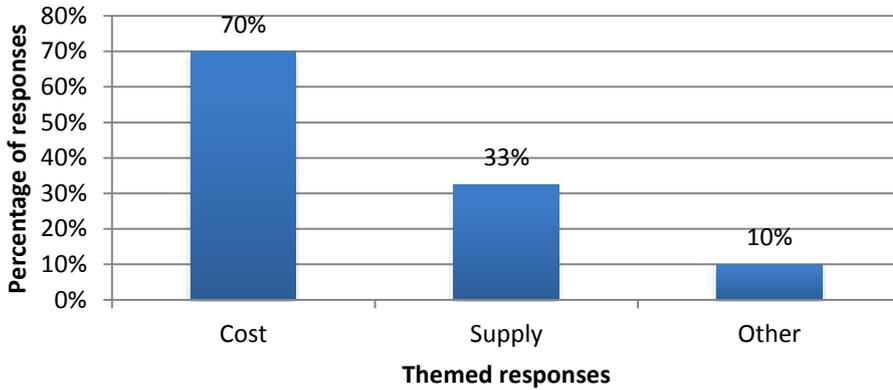
The majority of responses were correct (85%), however many only described one component of what TasNetworks does, for example “Provides the infrastructure to supply the power”, or gave a very generic, however not technically incorrect answer, for example “Provide electricity”.

### 3.1.5. Participant understanding of how TasNetworks decisions affect participants



### Do you feel you have a good idea of how TasNetworks decisions might affect you (is so, how)?

(n=40, responses who indicated 'yes' or 'somewhat' of a good idea, multiple themes per participant permitted)



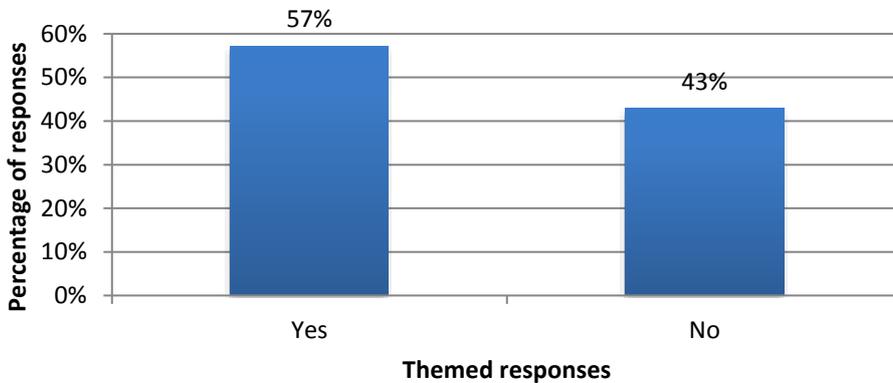
Participants responded to this question in one of three ways. Responses were either yes, somewhat or no, yes or somewhat with an explanation of how TasNetworks decisions affect participants, or just an explanation of how TasNetworks decisions affect participants. Responses in the third category were themed as 'yes', as the participants effectively reflected their understanding.

Over half of responses (57%) indicated they had a good idea of how TasNetworks decisions might affect them and 12% of responses indicated they had somewhat of a good idea. Of the responses who indicated yes they had a good idea or that they had somewhat of a good idea, the most common theme of how TasNetworks decisions may affect them was "cost" (70%) followed by "supply" (33%). Many participants reflected multiple themes in their response.

### 3.1.6. Participants' previous experience with community engagement

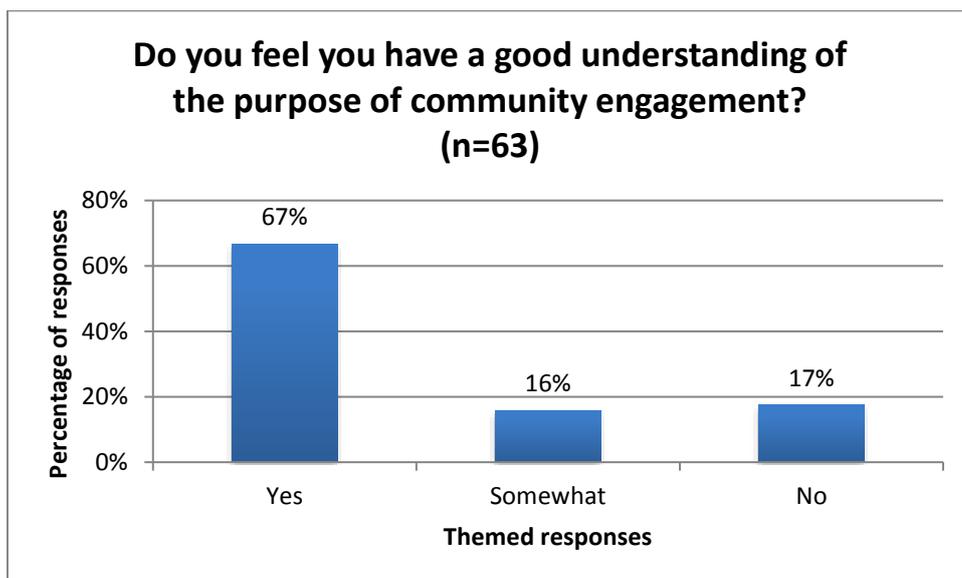
#### Have you participated in a community engagement process before?

(n=63)



A slightly higher proportion of participants had participated in a community engagement process before. Just over half (57%) of responses stated yes, while 43% stated no.

### 3.1.7. Participant understanding of community engagement



The majority of responses either stated “Yes” (67%) they had a good understanding of the purpose of community engagement or they indicated they had “Somewhat” (16%) of an understanding.

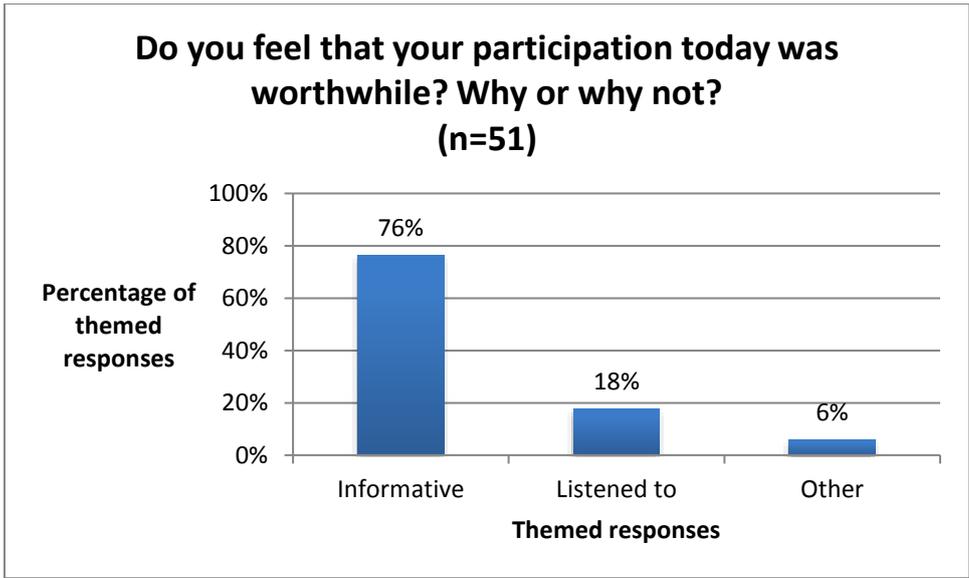
## 3.2. Post-workshop survey

At the conclusion of both workshops an evaluation survey was completed by participants regarding the workshop and engagement process. A complete copy of the post-workshop survey responses can be found in Appendix D. Due to the similarity between both workshops’ survey responses, the responses from Launceston and Hobart have been analysed together.

### 3.2.1. Participant feelings about workshop

Participants were asked “Do you feel that your participation today was worthwhile? Why or why not?”. 100% of participants felt that their participation was worthwhile.

51 participants elaborated on why they felt their participation was worthwhile. These responses have been themed in the below Figure.



The majority of participants felt their participation was worthwhile because of the knowledge they acquired during the workshop and their increased understanding of TasNetworks and its operations.

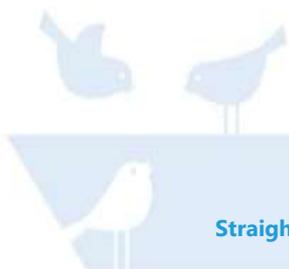
### 3.2.2. Participant understanding of electricity industry

Participants were asked "Do you feel you now have a better understanding of the electricity industry?". All participants responded that they did. Some participants elaborated on how much of a better understanding they felt they had, however there was a mixture of responses, with some feeling they understood a great deal more while others only understood a little more.

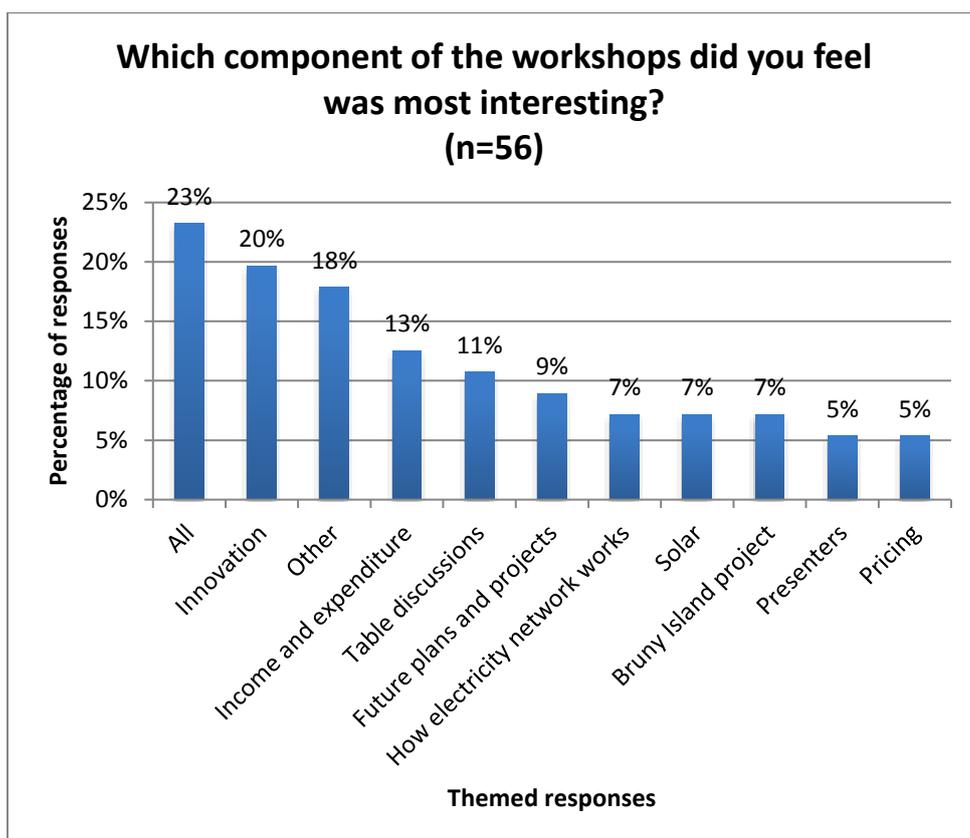
### 3.2.3. Participant understanding of TasNetworks' role

Participants were asked "Do you understand what TasNetworks does? If not, what could have been better explained?". All participants expressed that they do understand what TasNetworks does, however four participants went on to offer suggestions on how their understanding could be improved. These comments were:

- 👉 "Yes, some words were difficult to understand and could be made easier to understand"
- 👉 "Simpler wording and graphs"
- 👉 "Yes, the graphic and other materials used to communicate/explain how TasNetworks works need to be improved"
- 👉 "Most, but feel that with more exposure to discussion to grasp and have better understanding".



### 3.2.4. Most interesting component of workshop

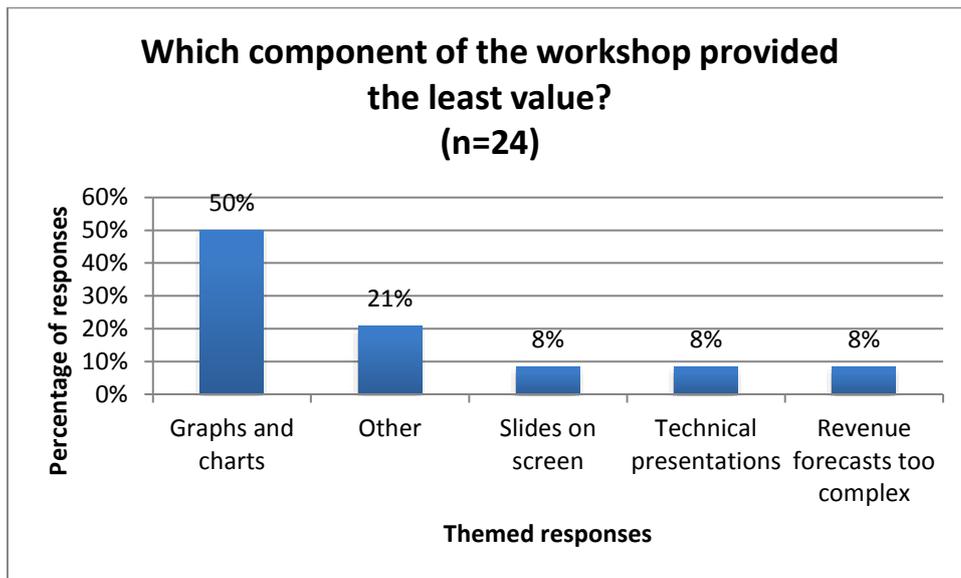


While this question implied participants should give a single answer some nominated multiple components. Participants most commonly stated that they could not select one workshop component that was most interesting because they found all the components interesting (23%). The single component most commonly mentioned as being the most interesting was “Innovation” (20%) followed by “Income and expenditure” (13%).

### 3.2.5. Perception contribution will make a difference

Participants were asked whether they thought the contribution they made at the workshop would make a difference. The vast majority of participants stated they thought their contribution would make a difference or they were at least hopeful that it would make a difference. Some participants were less sure, answering the question with “maybe”. A small portion (two people at each workshop) stated that they did not think their contribution would make a difference, with these respondents stating the decisions would need to be made by better informed experts.

### 3.2.6. Least valuable component



Many participants chose not to select a component of the workshop as providing the least value and 26 participants stated in their response that no component lacked value, showing high levels of satisfaction with the workshops.

Of the 24 respondents who identified a component of least value, half (50%) stated the graphs and charts presented.

# APPENDIX A WORKSHOP HANDBOOK



# TasNetworks' Customer Engagement Workshops: Handbook

Saturday 24 June 2017 – Launceston

Sunday 25 June 2017 – Hobart

**(please circle relevant workshop)**

**Table facilitators names:.....**  
.....

**Note:**

- **One book per table**



# Customer engagement workshops

**Dates:** Saturday 24<sup>th</sup> June 2017 (Launceston)  
Sunday 25<sup>th</sup> June 2017 (Hobart)

**Time:** 9.00am-4.00pm

**Venue:** University of Tasmania Stadium (Launceston)  
Blundstone Arena (Hobart)

**Facilitator:** Lucy Cole-Edelstein from Straight Talk

**Presenters:** John Sayers, Bess Clark, Stephen Jarvis, Josh Bradshaw, Kirstan Wilding, Damian Leonard, David Ellis, Derek Jones

**Table Facilitators:** Sarah Twemlow, Adrian Batey, Kim Sharman, Mike Paine, Jane Mannion, Pip Bartlett, Rowena Childs, Dane Merkel

**Coordinators:** Dan Sinkovits, Darlene Svamvur

## Agenda

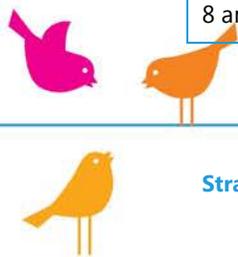
Item	Topic	Presenter	Time
1.	Welcome and Housekeeping	Lucy Cole-Edelstein	9.00am-9.30am
2.	Setting the Scene	John Sayers Bess Clark Stephen Jarvis	9.30am-10.40am
Morning Tea 10.40am – 11.00am			
3.	What have we heard from Customers	Josh Bradshaw	11.00am-11.20am
4.	What is important to Customers?	Lucy Cole- Edelstein	11.20am-11.50am
5.	Network pricing and our forecast revenue	John Sayers Kirstan Wilding	11.50am-12.50pm
Lunch Break 12.50pm - 1.30pm			
6.	Innovation	Derek Jones	1.30pm-1.50pm
7.	Grid investments and maintenance	Stephen Jarvis David Ellis Damian Leonard	1.50pm-2.30pm
8.	Technology	John Sayers	2.30pm-2.45pm
Afternoon Tea 2.45pm – 3.00pm			
9.	Have your say	Lucy Cole- Edelstein	3.00pm-4.00pm

# WORKSHOP RUNSHEET

<b>Project:</b>	TasNetwork Revenue Reset				
<b>Workshop:</b>	Round 2 Customer Engagement Workshops				
<b>Details:</b>					
<b>Date:</b>	24 & 25 June	<b>Time:</b>	9 am - 4 pm	<b>Duration:</b>	7 hours
<b>Venue:</b>	Uni Tasmania Stadium Launceston; Blundstone Arena Hobart	<b>Team Members:</b>	LCE		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Test and receive feedback on TasNetworks future plans to confirm they address customer concerns</li> <li>• Provide customers with contextual information about TasNetworks, regulatory environment and pricing reform</li> <li>• Ensure new participants come up to speed and use existing participants to build trust and knowledge of the process and TasNetworks</li> <li>• Receive feedback on specific elements that can be influenced by customers</li> <li>• Build trust and respect for TasNetworks, its commitment to customers and engagement and its professionalism in managing Tasmania's electricity network and distribution</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
8 am	Bump in	Room set up			Sign in sheet

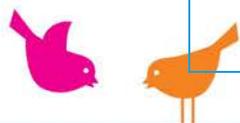




Time	Session	Activity	Content	Speaker	Equipment
9.30-9.45	Setting the scene	Plenary presentation	Quick overview of who TasNetworks is, the regulatory environment, the electricity market, pricing, reliability of supply and the major cost factors of capital expenditure and operational expenditure. Touch on environmental context  Play Clarke and Dawes video  Time for questions of clarification	John Sayers	Screen, laptop/video for video playing with audio
9.45-10.00	Customer base	Plenary	Snapshot of customer base and price	Steve	
10.00-10.20	NTRM	Plenary	Provide overview of national market and work and Tasmanian context; acknowledging complexity  2025 Business vision (APR and venn diagram)	Bess Clark	
10.20-10.40	Activity 1	Small group activity	Reflecting on what you just heard;  Do you understand more about the electricity network?  What do you think is important for customers to know about the network to influence our future planning?  What outstanding questions do you have?	LCE	Notes captured in books        Post it notes for outstanding questions
10.40-11.00 MORNING TEA					
11.00-11.20	What we have heard so far	Plenary	Customer feedback has told us that ...	Josh	
11.20-11.40	What is important to customers?	Small group work	Overwhelmingly, people have told us that they want the same reliability for the same price – this is critical to our thinking and has informed much of our future planning so far –  does this line up with what you think?  Keep the lights on and do it for the same cost...	LCE	Team members take note of the comments and questions they are asked



Time	Session	Activity	Content	Speaker	Equipment
				TasNetwork team All	
11.40-11.50	Report back	Plenary	Debrief on what the key issues are in the context of same for about the same (RE price and service/reliability).	LCE	k
11.50-12.00	Overview of cost base etc	Plenary	Presentation on how TasNetworks prices with the building blocks etc	John Sayers	
12.00-12.10	Activity 2	Small group work	Does this make sense? Questions of clarification?	LCE	Notes captured in books Questions on post it notes
12.10-12.50	Network Pricing	Plenary	Indicative price outcomes and what this means on the retail bill. Play the Tariff Video emPOWERingYou Trial and what information does this give the customer Play the Tariff Video again Question: Would you find it useful to see the network charge on your bill?	Kirstan Wilding	Table activity with Retail bills included on the tables
12.50-1.30 LUNCH					
1.30-1.50	Innovation	Plenary	Network investments to respond to evolving network challenges (?) Would you participate in the customer-led future? Why/why not? What would you like us to do to help you decide?  DMIS Question - Do you think this should be higher,	Derek Jones	Facilitators books



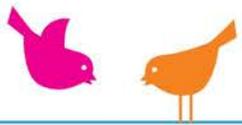
Time	Session	Activity	Content	Speaker	Equipment
			lower or is this about right?		
1.50-2.05	Reliability	Plenary	Vegetation Management and bushfire mitigation	David Ellis	
2.05-2.15	Video	Plenary	Hawces program video Program drivers on the aerial inspections of the overhead distribution network	Damian Leonard	Audio and video equipment Screen
2.15 - 2.30	Reliability	Plenary	Presentation on reliability, asset spend, maintenance	Stephen Jarvis	
2.30 - 2.40	Reliability	Plenary	Please go to the corner that represents the number of outages you have experienced over the last year. 0; 1- 3; 4-8 and over 8. Quick report back on what happened and why  Now go to the corner that best describes your level of satisfaction with your electricity service - Rubbish; Okay; Good; Excellent.  How does this relate to levels of outages?  How do perceptions of outages relate to reality of number of outages?  Do you agree with our choices with regard to areas of focus? - SEE NOTE in other column		Run customer activity to determine if customers AGREE , DISAGREE , or DON'T KNOW about the emphasis we are placing on the types of issues of where we spend money  If they disagree stand at the front, if they agree they stand at the back, if they don't know they stand in the middle of the room. And we ask each group what made them choose that position , and for disagree, and don't know what would move them into agree
2.40-3.00	Technology	Plenary	We propose to increase our technology spend to support better customer outcomes.  Given the preference to keep prices lower over higher service levels – we could slow the enhancement of	John Sayers	



Time	Session	Activity	Content	Speaker	Equipment
			customer facing service services and take more risk. This could defer up to \$20m over the five years. What would you like us to think about in considering this trade off?		
2.45-3.00 AFTERNOON TEA					
	Customers	Plenary	Based on the session after lunch, are these forecasts reasonable enough to engage more broadly?	LCE	
3.00-3.10	Customers	Plenary	What does this mean for customers? - services changing? What do you want to see TasNetworks doing more or less of and why?	LCE	
3.10-3.30	Customers	Small group	We have spent this time telling you what we want to know, and, while we have been focussed on customers, we are keenly aware that we haven't asked you what is important to you.  I am going to ask the TasNetwork people to leave the room, and for you, at your tables, to identify what it is that you want to see TasNetworks doing more of and why.  We are then going to pull all this together and put these ideas and suggestions to them to respond too.	LCE	Butchers paper Post it notes TasNetwork team go and have a cup of coffee so participants can discuss freely
3.30-4.00	Presentation from participants to TasNetworks	Plenary	TasNetwork team sit as a panel at the front and participants ask questions and make suggestions based on discussions. These are responded to by TasNetworks and ideas and questions that can't be answered or deserve actioning and noted.	LCE All	Butchers paper Master notes



Time	Session	Activity	Content	Speaker	Equipment
			Responses need to be authentic with reasons! Post Survey Stipend hand out		





## Pre workshop evaluation survey

TasNetworks Customer Engagement Workshop

June 2017

Thank you for participating today!

Name: \_\_\_\_\_

Why did you decide to participate today?

Do you feel you understand the electricity supply chain (if so give a brief outline)?

When thinking about the Electricity industry, what aspect or issue concerns you most?

What does TasNetworks do?

Do you feel you have a good idea of how TasNetworks decisions might affect you (if so, how)?

Have you participated in a community engagement process before?

Do you feel you have a good understanding of the purpose of community engagement?



## Post workshop evaluation survey

TasNetworks Customer Engagement Workshop

June 2017

Thank you for participating today!

Name: \_\_\_\_\_

Do you feel that your participation today was worthwhile? Why or why not?

Do you feel you now have a better understanding of the electricity industry?

Do you understand what TasNetworks does? If not, what could have been better explained?

Which component of the workshops did you feel was most interesting?

Do you think your contribution today will make a difference?

Which component of the workshops provided the least value?

# Facilitators Handbook questions for June 2017 Workshops

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## **Agenda # 1: Welcome**

**[Lucy]**

- Housekeeping
- Overview of workshop Agenda
- Pre-workshop survey (Lucy to provide)
- Introduce table facilitators
- Role of facilitator
- Icebreaker activity

# Customer engagement workshop

*“our future plans and your input”*

Revenue Reset 2019  
June 2017



## Today’s objectives

- In January we will lodge a proposal to our regulator, for the income to provide electricity network services from 2019 to 2024
- Today, we want to:
  - Provide an overview of
    - how TasNetworks delivers your power
    - feedback we’ve got so far from customers
    - what we need to keep doing and key changes we see
    - how these are shaping our future investment plans to 2024
  - Get feedback from you as we go
    - as a ‘sense check’ on what we are planning
    - so we understand what you want to know more about
    - so we improve our customer consultation.

2



# 1

SETTING THE SCENE

June 2017




## Some highlights

- Savings of \$35m from merger
- 20% reduction in Network charges to customers
- National recognition for how we engage with our customers
- Positive feedback from our customers and stakeholders for how we work and engage with them

4

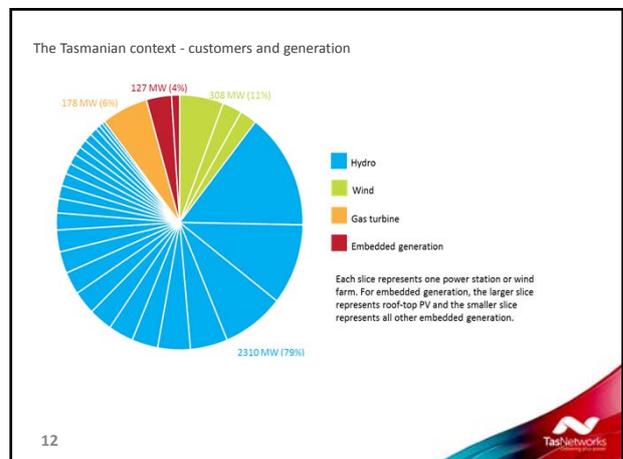
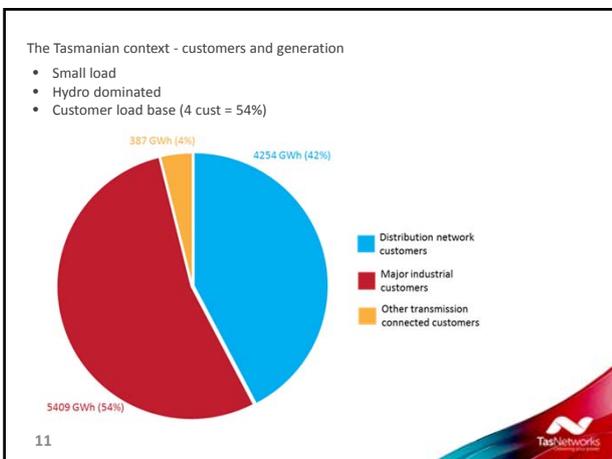
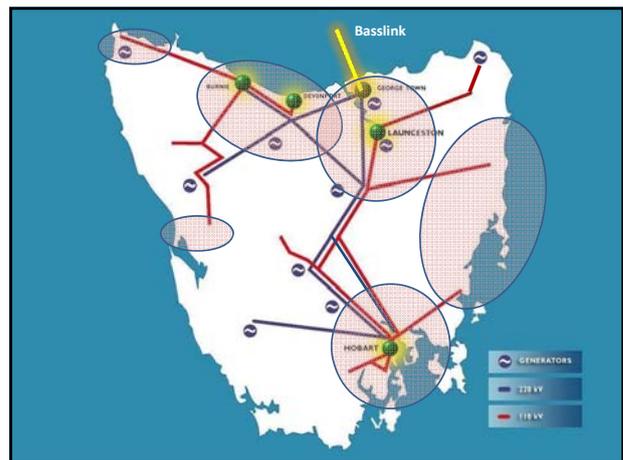
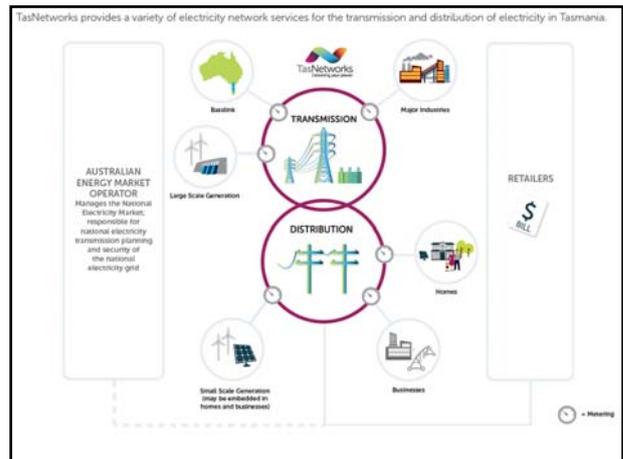
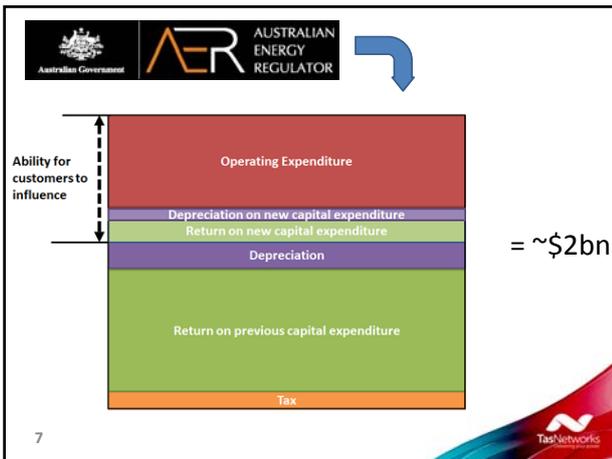


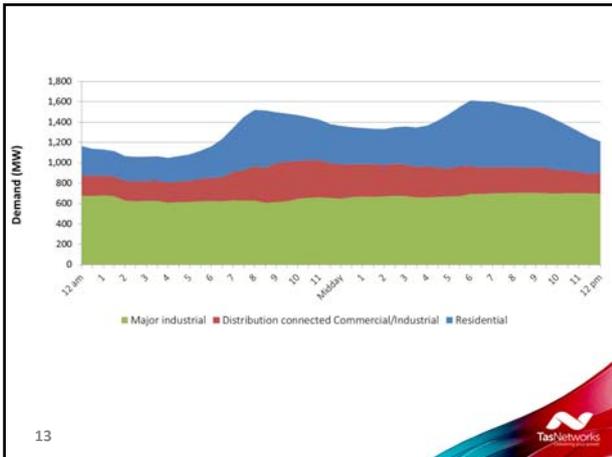
## Our operating environment and where we fit



## The key players in the National Electricity Market for us







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### Tasmanian context compared to other states

- An island state with a population of 518,478 persons and has a median age of 40, the oldest and fastest-ageing population in Australia
- Lower levels of literacy compared to other states
- Relatively high levels of unemployment and low participation rates
- Reliance on a small number of industries, some of which are undergoing restructure which is resulting in retrenchments
- Transportation issues and challenges, both intra and interstate
- Positive signs in tourism, hospitality and agriculture
- Strong investment in tertiary education infrastructure
- 34 % of customers receive some form of concession

14

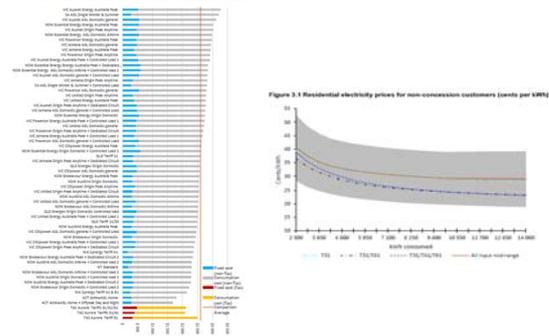
### Electricity Consumption in the National Market

Jurisdiction	Benchmarked annual consumption (kWh)	
	Low income	Middle and High income
Queensland	4100	5800
New South Wales	4300	5900
Victoria	3700	4900
South Australia	3700	5100
<b>Tasmania</b>	<b>6500</b>	<b>8800</b>
Australian Capital Territory	5600	7500
<b>Average</b>	<b>4280</b>	<b>5840</b>
	( 1.5 x average)	( 1.5 x average)

Source: AER Bench marked electricity consumption by Jurisdiction, as at 30 June 2016

15

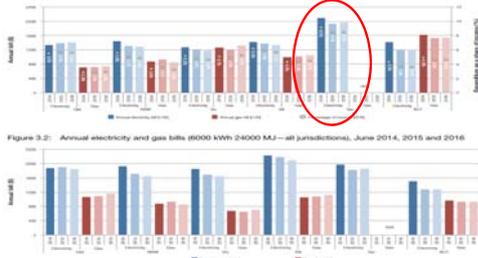
Figure 3.2 Residential standing offer electricity bills based on annual consumption of 220 kWh



Source: Comparison of Australian Standing offer Energy Prices as at 1 February 2017, OTTER

16

Figure 3.1: Annual electricity and gas bills, and as a share of benchmark low income household's disposable income (without concessions)—jurisdiction specific 'low' consumption levels, June, 2014, 2015 and 2016

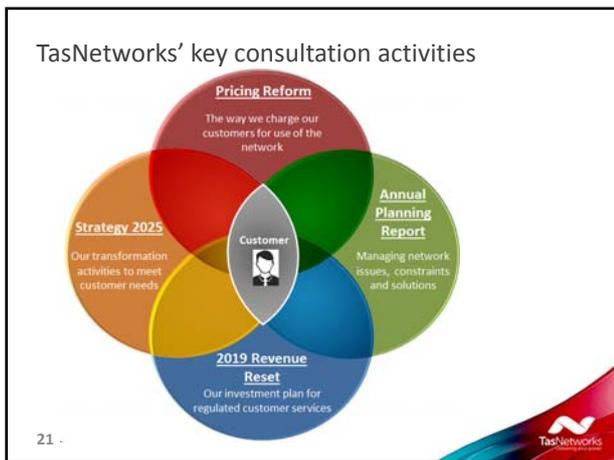
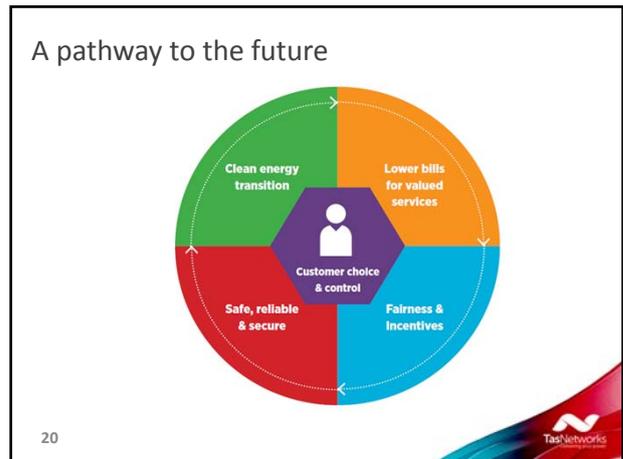
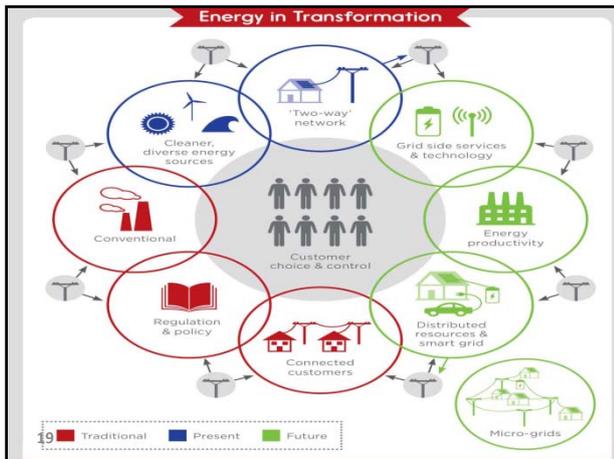


Source: AER, Annual report on the performance of the retail energy market, 22 November 2016

17

### An industry in transformation





**Group activity**

*Reflecting on what you just heard:*

- Do you understand more about the electricity network?
- What do you think is important for customers to know about the network to influence our future planning?
- What outstanding questions do you have?

The number 22 is in the bottom left corner.

**2**

**What we have heard so far, building blocks, trends and prices**

June 2017

The slide features a stack of colorful blocks, a magnifying glass over a line graph, and a dollar sign icon. The number 21 is in the bottom left corner.

**Some of the themes so far....**

This is what people are telling us they would like from TasNetworks:

- Keep the lights on – I'm OK paying what I do now but I don't necessarily want to pay more (and do it cheaper if you can...)
- I'm pretty comfortable with my level of reliability
- Talk to us – get better at this. We don't mind outages if we just know what's going on
- We expect you to be looking to the future and we're happy to support this if you do all these other things well – get the basics right first though!
- Do it safely – keeping the community and your people safe is important to us

The number 24 is in the bottom left corner.

## Agenda # 2: Setting the Scene

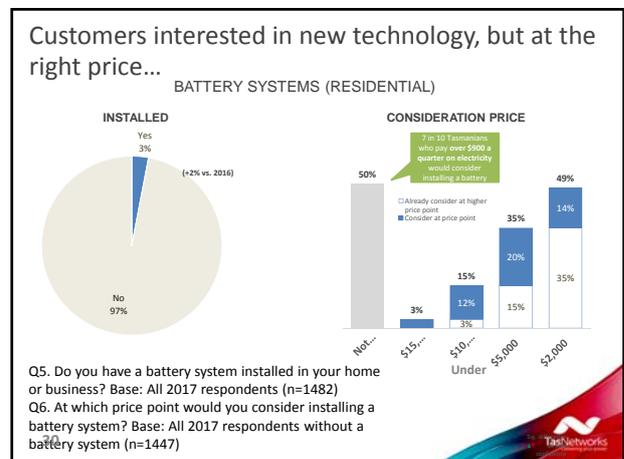
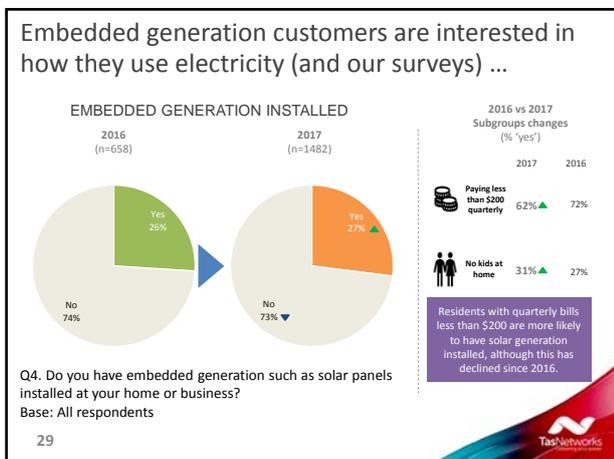
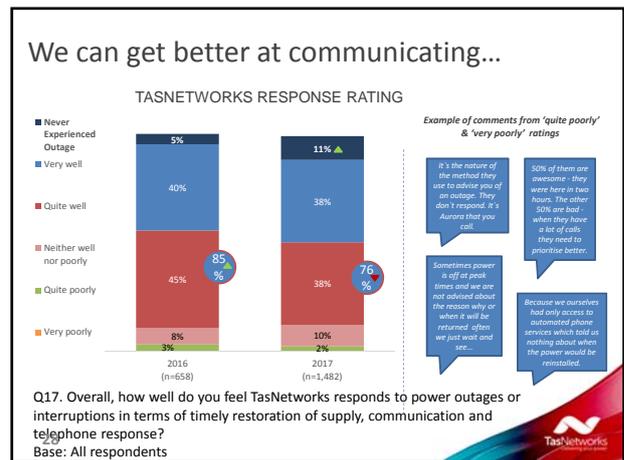
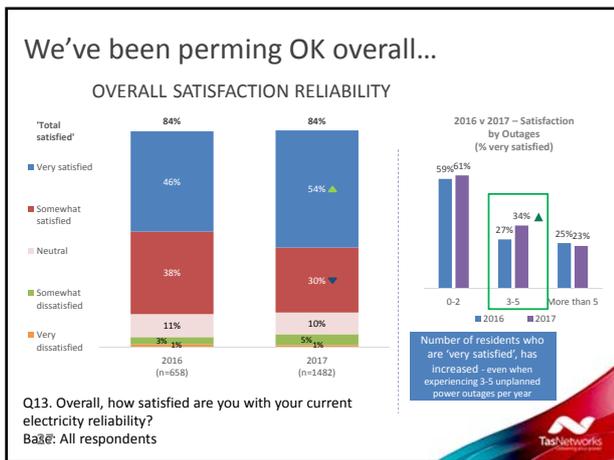
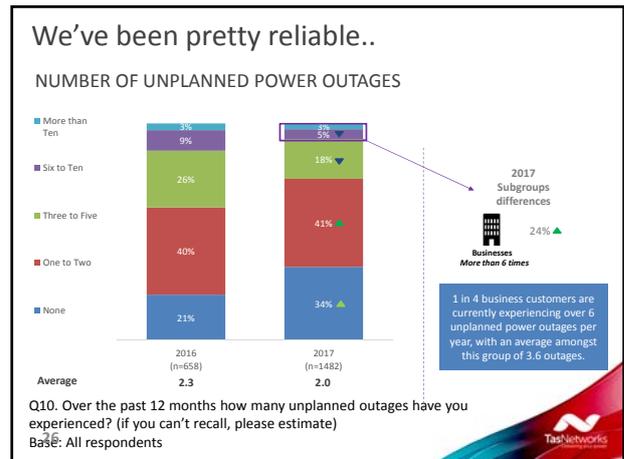
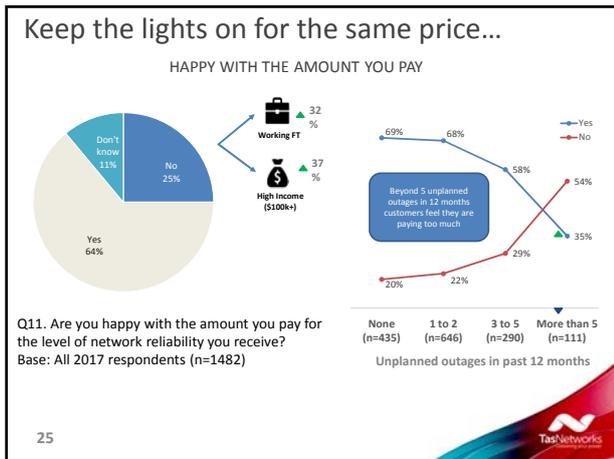
[Lucy]

*Reflecting on what you just heard:*

Do you understand more about the electricity network?

What do you think is important for customers to know about the network to influence our future planning?

What outstanding questions do you have?



### Some of the themes in summary....



**CHANGES IN VALUED SERVICES**

There has been a softening in the perceived value of TasNetworks' core services (delivery and restoration of supply) this year, particularly amongst a younger audience (35-44 years old). However, younger electricity users (18-34 years old) are now significantly more likely to value TasNetworks' public awareness campaigns on safety issues.



**OUTAGES REMAIN INFREQUENT**

The perceived average number of unplanned outages has remained stable this year at 2.0 times for residents while overall satisfaction stayed high. The number of customers who rate their satisfaction as 'very high' has significantly increased, notably amongst those who are experiencing between 3-5 outages per year.



**DESIRE TO REDUCE PRICES AND IMPROVE COMMUNICATION**

Unsurprisingly 'lower prices' is the option most likely to improve satisfaction amongst residents. This is driven particularly by those with kids at home, spending an average of \$540 per quarter. Improved communication channels and more information on solar & renewable energy options are also requested by 1 in 6 residents to improve satisfaction.



**POTENTIAL TO TRADE ENERGY**

1 in 2 customers like the idea of having a way to trade excess energy, enticed by the option to generate an income and have more control over their energy bill. However, more information is needed for customers to make an informed decision as to whether they would like to partake in this trading in the future.

31 

**Activity:**

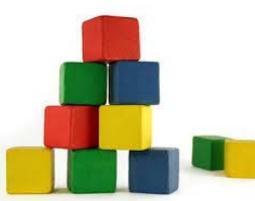
Overwhelmingly, people have told us that they want the same reliability for the same price – this is critical to our thinking and has informed much of our future planning so far –

*does this line up with what you think?*

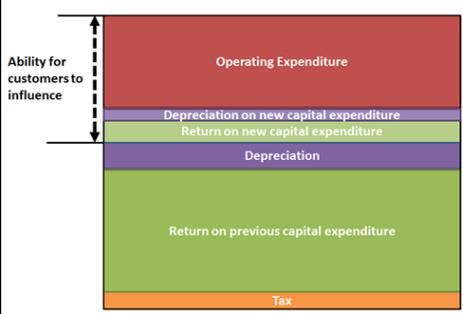
Keep the lights on and do it for the same cost

32 

### What makes up our revenue



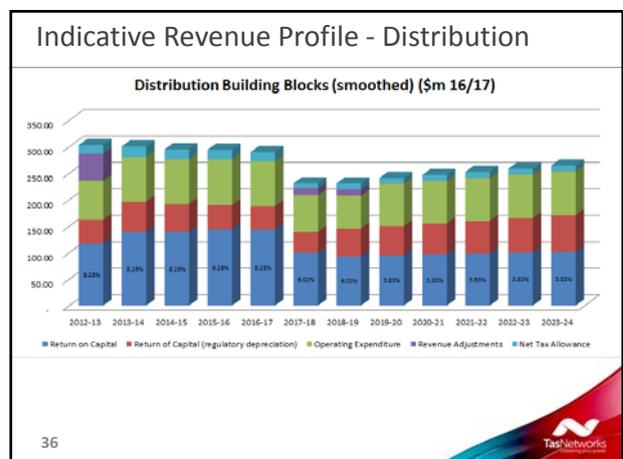
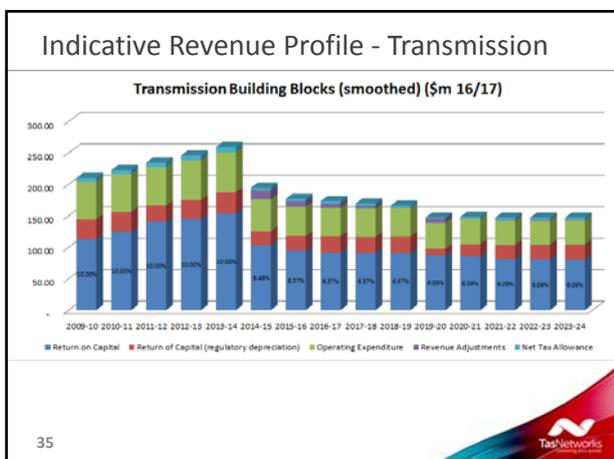
33 

Ability for customers to influence

= ~\$2bn

34 



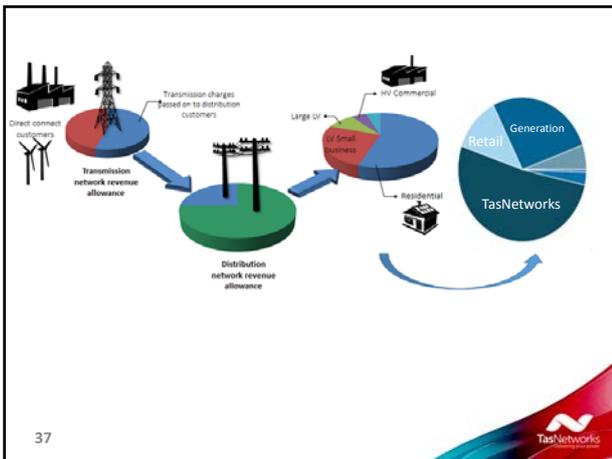
## **Agenda # 4: What is important to Customers?**

**[Lucy]**

Overwhelmingly, people have told us that they want the same reliability for the same price – this is critical to our thinking and has informed much of our future planning so far –

Does this line up with what you think?

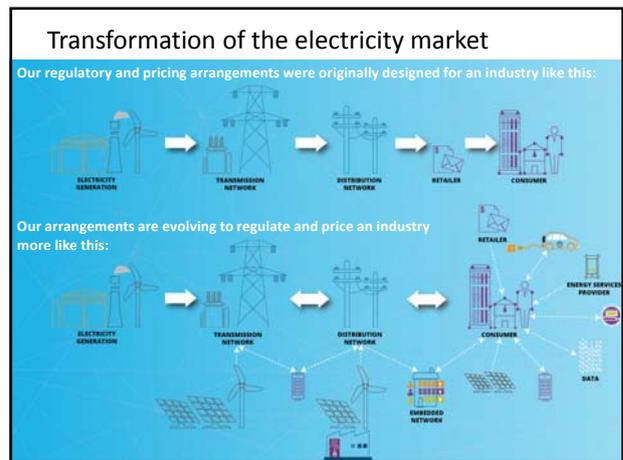
Keep the lights on and do it for the same cost



### Network pricing

empowering our customers to understand and manage their electricity use

Kirstan Wilding



### Lets look at the RETAIL bill

Your Energy Account

- Daily supply charge
- Energy charge
- Together they are called tariffs

Your electricity cost breakdown July 2016\*

27.1%	<b>Generation:</b> energy generated through local hydro and gas plants and from the mainland. This does not include any costs for carbon.
5.6%	<b>Renewable Energy Certificate charges:</b> Australian Government charges to support renewable energy generation.
0.4%	<b>Market charges:</b> fees payable by all customers to participate in the National Energy Market.
52.0%	<b>Network:</b> costs to manage and maintain the poles and wires that deliver power from generators to customers premises.
2.7%	<b>Metering:</b> the provision, installation, maintenance and reading of meters.
12.2%	<b>Retail:</b> covers costs for billing, customer service and provision of information services.

For more information visit [auroraenergy.com.au](http://auroraenergy.com.au)  
\*The cost breakdown applies only to regulated standing offer electricity prices.

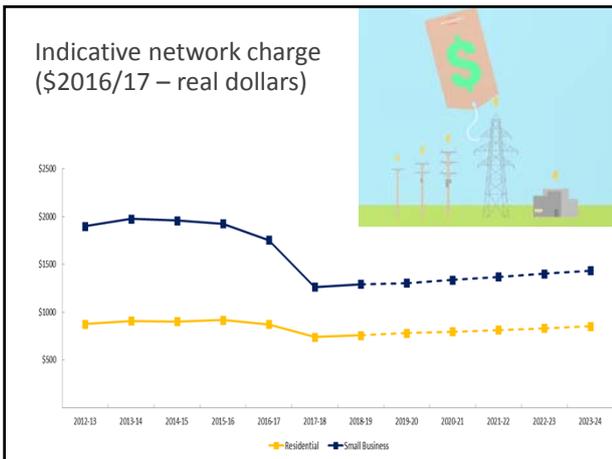
ENERGY USAGE AND SUPPLY CHARGES	QUANTITY	RATE(\$)	AMOUNT(\$)
Residential Standard Feed-in-Tariff 140 Energy	166 kWh	-0.06671	11.07 CR*
Residential light and power - Tariff 31			
Daily Supply Charge	91 Day/s	0.92457	84.14
Energy Charge	708 kWh	0.26065	184.54
Heating and Hot Water - Tariff 41			
Daily Supply Charge	91 Day/s	0.17907	16.30
Energy Charge	1,051 kWh	0.15719	165.21
<b>TOTAL</b>			<b>439.12</b>
<b>Includes GST payable of</b>			<b>40.94</b>

\* Not subject to GST

## **Agenda # 5: Network pricing and our forecast revenue**

**[John]**

**Does this make sense?**

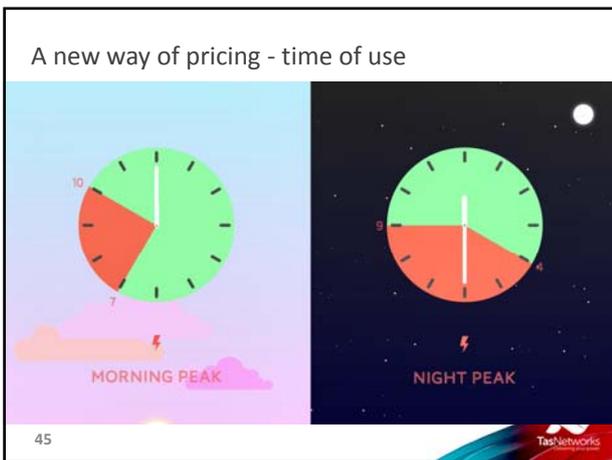


### Customer feedback 2017

- DESIRE TO REDUCE PRICES AND IMPROVE COMMUNICATION**
- Explain changes as a result of technology. Most of all we want SIMPLE solutions to complicated issues**
- An app would help us manage our usage and would help us understand the impact of investments we make in technology such as solar/wind/batteries**
- POTENTIAL TO TRADE ENERGY**

Off-peak > Prices > Piggy Bank

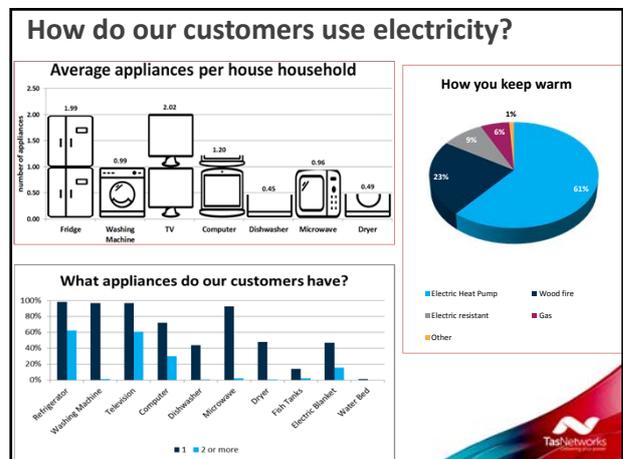
**Price your services so that we both benefit**

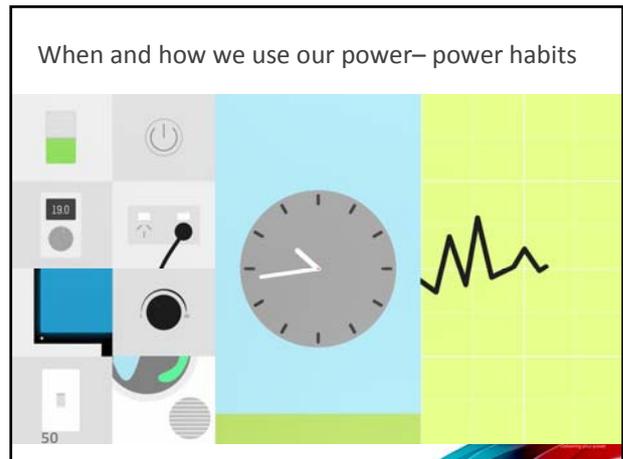
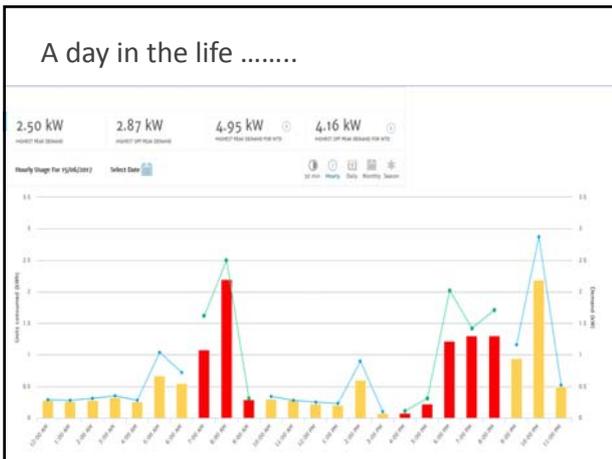


### emPOWERing You Trial

- Tasmanian first – inspired by our community
- learning for us and our customers, such as:
  - smarter decisions on investments
  - better products and services to suit our customers needs
- help you make more informed choices so you can understand and manage your power use

It all starts with you.

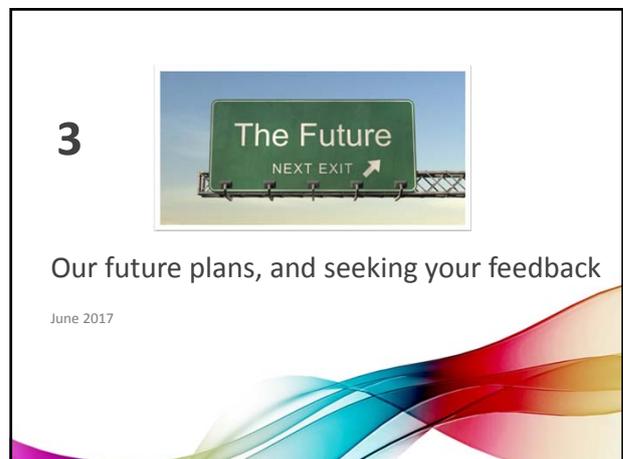




- ### A day in the life activity
- Tables have been allocated a type of household eg. Small family, large family, share house.
  - Think about a day in the life of that household
  - Consider their power habits
  - *What do you think this household could do to reduce their bills? What habits could the household change?*
  - Then wonder....*would you consider changing your habits? How and why would motivate you to change?*
- Off-peak > Prices > Savings



- ### How can I find out more?
- Go to our website:  
[tasnetworks.com.au/customer-engagement/tariff-reform/empoweringyou/](http://tasnetworks.com.au/customer-engagement/tariff-reform/empoweringyou/)
  - Contact us by email:  
[empoweringyou@tasnetworks.com.au](mailto:empoweringyou@tasnetworks.com.au)
- 



## **Agenda # 5: Network pricing and our forecast revenue**

**[Kirstan]**

Tables have been allocated a type of household eg. Small family, large family, share house.  
Think about a day in the life of that household

Consider their power habits

What do you think this household could do to reduce their bills? What habits could the household change?

Then wonder....would you consider changing your habits? How and why would motivate you to change?

A vision

Imagine a future where we don't have to build new network. Instead all we have to do is ask our customers to help us solve problems



55

Activities



- Would you participate in the customer-led future?
- Why/why not?
- What would you like us to do to help you decide?

56

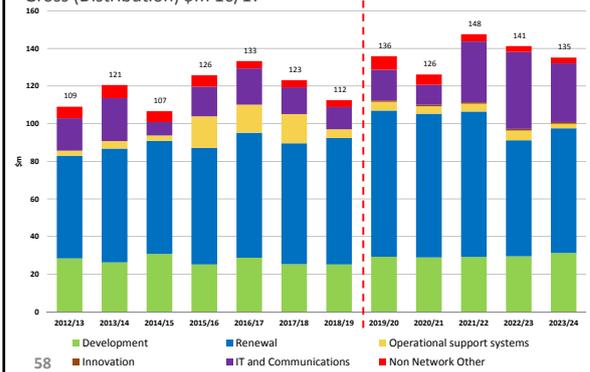
Demand management incentive allowance

The Regulator currently provides us an allowance of around \$400,000 a year for innovation

Do you think this should be higher, lower or is this about right?

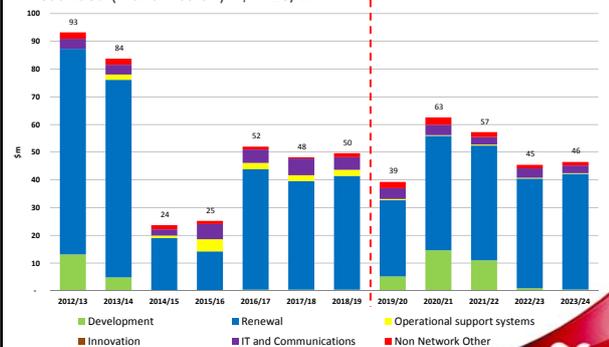
57

Preliminary Capital Expenditure Forecast Trend Profile Standard Control Gross (Distribution) \$m 16/17



58

Incurred Preliminary Capital Expenditure Forecast Trend Profile Prescribed (Transmission) - \$m 16/17



59

Preliminary Operating Expenditure Forecasts – Distribution

- Standard control operating expenditure forecast - \$m 16/17



60

## **Agenda # 6: Innovation**

**[Derek]**

Would you participate in the customer-led future?

Why/why not?

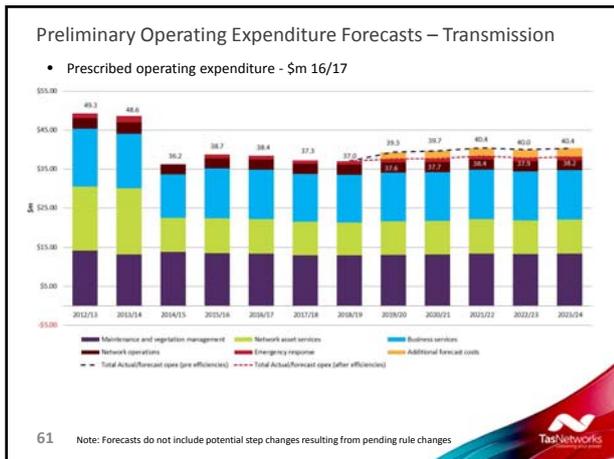
What would you like us to do to help you decide?

## **Agenda # 6: Demand Management Incentive Allowance**

**[John]**

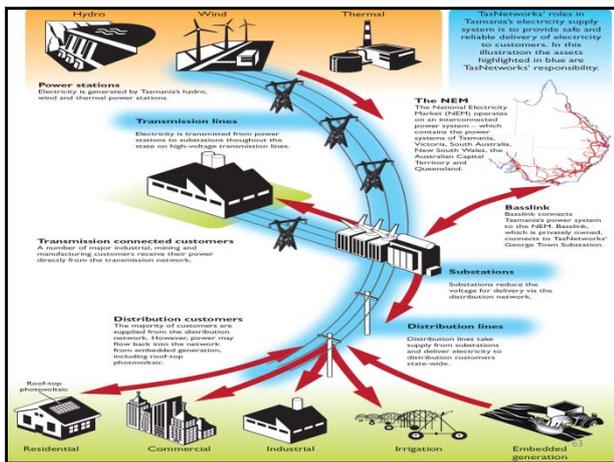
The Regulator currently provides us an allowance of around \$400,000 a year for innovation

Do you think this should be higher, lower or is this about right?



# Asset Management

Operate / Maintain / Repair / Replace



## What it takes to deliver your power

TasNetworks is responsible for the design, construction, reliability and maintenance of the network that supplies power from the generation source to Tasmanian homes and businesses.

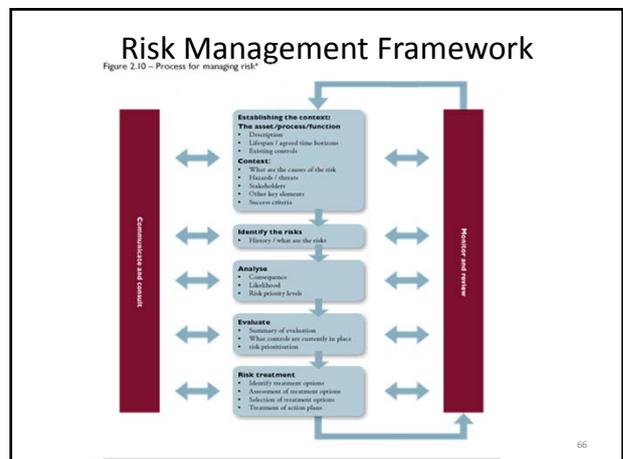
The network is made up of:

- Transmission: 3,500 circuit kilometres of transmission lines, 8,500 transmission line support structures, 11,000 hectares of easements
- Distribution: 15,000 kilometres of high voltage powerlines, 5,000 kilometres of low voltage powerlines, 2,000 kilometres of high and low voltage underground cables, 222,000 poles

## Management of risk

**Risk = Likelihood + Consequence**

**Bushfires:**  
Likelihood of fire start = Low  
Consequence of damage/loss = High



### High risk areas

- Fire
  - Vegetation
  - Low rainfall
  - High temperatures
  - The long term average for Total Fire Ban days per year is 3.6
- Floods
  - Extreme flooding events
  - Poles fall over
  - Water and electricity don't mix
- Storms (Wind)
  - Increased wind strengths
  - Wind blown debris
  - Trees falling onto lines
  - Conductor clashing

### Fire and vegetation impacts of electricity infrastructure

**Photo 1: Conductor clash**



**Photo 2: Phase-to-phase fault**



**Photo 3: Phase-to-earth fault**



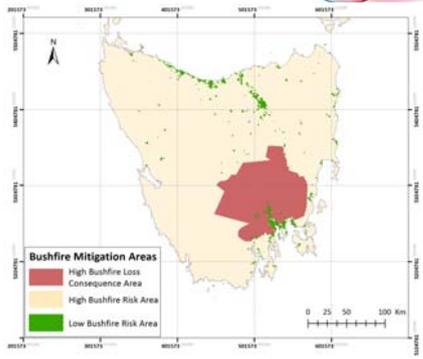
**Photo 4: Multiple broken conductors**



### Storm and flood resilience



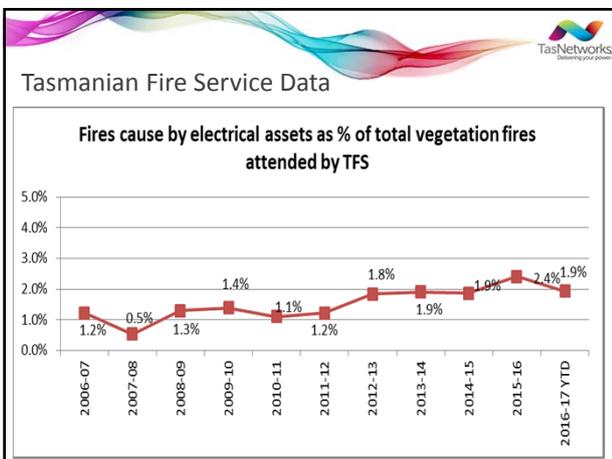
### High Bushfire Loss Consequence Area



- 30,000 poles - High Bushfire Loss Consequence Area (Approx. 13% of network)
- 118,000 poles - High Bushfire Risk Area (Approx. 52% of network)
- 80,000 - Low Bushfire Risk Area (Approx. 35% of network)

**Bushfire Mitigation Areas**

- High Bushfire Loss Consequence Area
- High Bushfire Risk Area
- Low Bushfire Risk Area



### How TasNetworks manages asset risk

- Bushfires Management**  
(To prevent asset starting fires)  
Proposed spend: From \$15 Million in 2019 to \$7.5 Million in 2024
- Vegetation Management**  
(To minimising the detrimental impacts of vegetation on the network)  
Proposed spend: From \$13 Million in 2019 to \$13 Million in 2024
- Poles Management**  
(Proactively managing an ageing population)  
Proposed spend: From \$12 Million in 2019 to \$16 Million in 2024

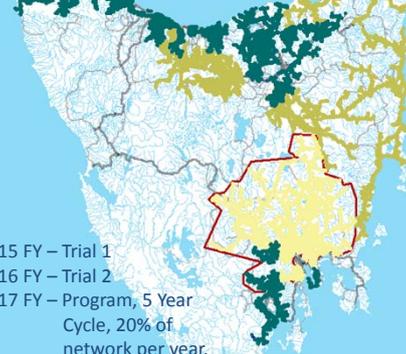
Aerial inspection of overhead assets video



73



Aerial Inspections of Overhead Distribution Network



14/15 FY – Trial 1  
 15/16 FY – Trial 2  
 16/17 FY – Program, 5 Year Cycle, 20% of network per year.



Program drivers:

- Reduce fire risk.
- Improve reliability.
- Identify pole top defects.
- Cost effective inspection method.



Aerial Inspections

- \$550,000
- 54,000 poles
- \$11 per pole
- Comprehensive defect identification
- Does not test pole strength

Ground Inspections

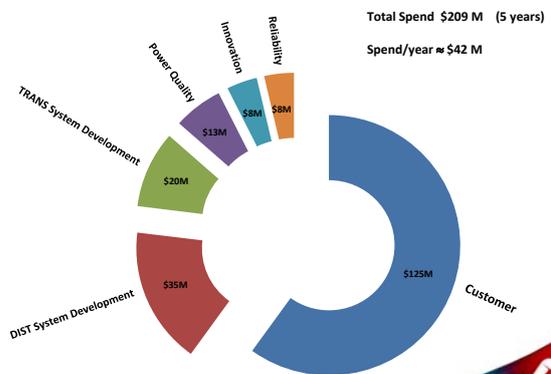
- \$1,600,000
- 59,000 poles
- \$28 per pole
- Limited defect identification
- Tests pole strength



Extending the network



Extending the Network



78



## **Agenda # 7: Grid investments and maintenance**

**[Lucy]**

Do you agree with our choices with regard to areas of focus?

Do you agree with our choices with regard to areas of focus?



### Key project: George Town Dynamic Reactive Support

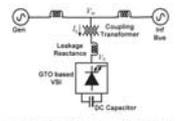



Figure 7.10 A STATCOM connected to an IEEE power system

### Keeping the lights on – technology supporting our services

Telecommunications and technology infrastructure

Technology to support running the business



**Operating the network in real time**

**Managing our assets and works**

**Managing our customers in the national market**

81

Telecommunications and technology infrastructure



**For 2019-24:**

**\$30m on infrastructure (consistent with current spend)**

The IT team supports 700 applications and 900 virtual and physical servers.

We work in 17 locations across the state to support 3500 client devices (including 450 mobile tablets), giving round-the-clock access to our field crews.

**\$16.6m on Transmission prescribed communications (consistent with current spend)**



82




**Operating the networks in real time**

2019-24

**Transmission (\$2.3m) – business as usual**  
**Distribution (\$6.5m):**  
 – gaining better visibility of the network in real time  
 – responding to customer led two way energy flows and changing loads

**Operating the network in real time**

83

Currently undertaking significant investment and renewal through Ajilis (SAP).

**For 2019-24:**

**\$13m for distribution (reducing from previous 5 years)**

**\$8m for combined systems, continued investment in Ajilis (SAP)**




Transmission Number of new transmission lines	3,500	8,500	11,000
Distribution Number of new distribution lines	15,000	5,000	
Transmission Number of new transmission lines	2,000	222,000	
Telecommunications Number of new telecommunication lines	1,675	2	

**Managing our assets and works**

84

**Technology to support running the business**

We have just invested in Ajilias (SAP)

Key investment is systems to manage our information \$9.4m over 5 years (we are moving to managing more than just documents)

And around \$26m for continued investment our other corporate systems (over 5 years)



**Technology to support running the business**



Paying over 1000 people and managing their leave etc

Managing over \$300m of expenditure and 38,000 invoices

85

**Managing our customers in the national market**

Consistent with our current spend, renewal of our market support systems to ensure accurate billing and compliance with obligations required for participating in the national market is required, \$73m over 5 years

In Tasmania we have issues with our scale



Each year we process:

- 1.1 million bills for retailers
- \$413 million in revenue
- 2.4 million meter reads

While maintain compliance with our obligations



Managing our customers in the national market

86

We propose to increase our technology spend to support better customer outcomes.

Given the preference to keep prices lower over higher service levels – we could slow the enhancement of customer facing service services and take more risk.

This could defer up to \$20m over the five years.

*What would you like us to think about in considering this trade off?*



87

**Keeping the lights on – technology supporting our services**

Telecommunications and technology infrastructure

Technology to support running the business



Operating the network in real time

Managing our assets and works

Managing our customers in the national market

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**4**

Wrap up and open forum




TasNetworks plans to engage more broadly on the initial service, expenditure and pricing forecasts from today

- *Is there other information customers like you would want to consider the future plans?*



## Agenda # 8: Technology

[John]

We propose to increase our technology spend to support better customer outcomes.

Given the preference to keep prices lower over higher service levels – we could slow the enhancement of customer facing service services and take more risk.

This could defer up to \$20m over the five years.

*What would you like us to think about in considering this trade off?*

What does this mean for customers?



What do you want to see TasNetworks doing more or less of and why?



Open forum



Test of objectives:

*do you feel we achieved the objectives we set for today?*



Today's objectives

- In January we will lodge a proposal to our regulator, for the income to provide electricity network services from 2019 to 2024
- Today, we want to:
  - Provide an overview of
    - how TasNetworks delivers your power
    - feedback we've got so far from customers
    - what we need to keep doing and key changes we see
    - how these are shaping our future investment plans to 2024
  - Get feedback from you as we go
    - as a 'sense check' on what we are planning
    - so we understand what you want to know more about
    - so we improve our customer consultation.
  - Undertake activities that help us meet our regulatory obligations



## Agenda # 9: Have your Say

[Lucy]

TasNetworks plans to engage more broadly on the initial service, expenditure and pricing forecasts from today

- *Is there other information customers like you would want to consider the future plans?*

What does this mean for customers?

What do you want to see TasNetworks doing more or less of and why?

## **Agenda # 9: Test Objectives**

**[Lucy]**

Do you feel we achieved the objectives we set for today?

# APPENDIX B HANDBOOK RESPONSES



**Please note:**

- Data has been mostly left in its original form. Grammar and abbreviations edits have been made in some responses to aid readability
- Illegible words have been indicated by red typeface.

## **Agenda # 2: Setting the Scene**

### ***Reflecting on what you just heard:***

#### **Do you understand more about the electricity network?**

##### **Launceston**

- A bit, just scratched the surface
- What have you learnt
  - We are all clean and green
  - How the electricity peaks
  - Relationship between cloudy days and solar
- Nuclear power?
- PAYG has helped with the concept of time of use / peak + off peak
- "Everything Bess said should be mandatory!"
  
- Yes
  - Very
  - Now realise it's quite complicated/complex
  - Overwhelmingly
  - Definitely understand more
  - But "Structure's Government "Dice" – why so many departments/companies
  
- Yes but complicated
- Overwhelming with facts and figures
- Understand more
- Marginally structures – state owned – separation of
  
- Yes x2
- A little x4
  
- Yes
  - Two network systems
  - Understanding the future
  - Ageing infrastructure – what's next
  - Major industrials
  
- Yes
- Come before and I've learnt more
- The complexity and how bits fit together (learnt more)
- Learnt renewables doesn't solve the network problems
- Solar and battery reduces peaks
- Generation sources have different characteristics and complementing. \_\_ is managing all these bits

## Hobart

- A bit more understood - more to come today
  - Just glazed over. I'm a bit tired (young person!)
  - Been before but got more understanding of the network – worry that the network (110kV) is old
  - Learned don't look after Basslink
  - Don't understand how Basslink work
  - Option for a wholesale solar service. Battery backup a priority -> longer than investment if moved house
- 
- Yes – don't control pricing – generation supply
  - A little, still a long way to go
  - Understanding long term plan and costs
- 
- Possibly – a little still, big way to go
  - Relocation – we don't control energy flows
  - When will TN catch up to technology?
  - When will we replace – there's an end to fix it up? will it diminish?
  - Didn't realise how old network is
  - Should we go off grid
- 
- A lot more, didn't understand it was instantaneous
  - A bit more – one thing I didn't realise you don't know if my power goes out
  - You need better feedback sensors on the Dx network so you know what's going
  - Power is energy generated?
  - Flipping between terms is hard to follow
- 
- Yes – maps helped to understand power outages
- 
- Yes
- 
- Interesting separating distribution and transmission
  - TN trucking company
  - Interesting residential peaks
  - Peak demand customers needs better understanding
- 
- Has improved since last time (the seminar) x2
  - More understanding of wind farms, batteries, solar
  - Still need more clarity re: difference between TN/Aurora
  - The stuff about the power stations was interesting
  - Informative native. You're listening now
- 
- Little bit clearer/understand more – a bit daunting

- Need to understand the history to understand now
- We have a system built for big industry – everything on the back of it
- Heavy industry, only small number, but really favoured major industry
- Households are subsidising power to large industry. I know 3 people moving from the grid to battery
- Less and less households relying on the network

## **What do you think is important for customers to know about the network to influence our future planning?**

### **Launceston**

- People should understand the concept of building the network to the peaks. Customers need to understand their contribution to that and what they can do to help that. There is a general commitment to turning things off to save electricity – more pricing signals. We need to do more informing and education
- Stability of the network
- Satisfaction - Expect to get what we pay for
- Easy access/communication/who to phone if issues/outages etc.
- Confusing us more – too much information
- Viable options – how to use network and usage rates
- Effective or not to install?
- Stability of the network
- Easy access to communication
- Talk to someone about what is going on
- Buying a commodity – just want the power on – want mechanism
- Effectiveness of PV – info online to explore what is in their interest
- Security supply
- Communication regarding outages
- Reliable and efficient supply
- Ageing infrastructure – are they on top of this?
- How do I get/afford solar panels?
- How do batteries work?
- How can TN benefit from these and new technologies
- What's a smart network look like
- Generally as consumers we don't understand the complexity, don't recognise solar causes issues
- Need to communicate that
- Video informative pieces
- Get out communications (mass market)
- Advertise for electricity from fact on TV

### **Hobart**

- Age of assets and replacement plans and costs
  - What's needed and potential options for customers harness the power we've got
    - Put forward as a project
    - Let customer know what options we have e.g. solar
  - Some customers can't afford to invest
- 
- More info on pricing
  - Is time of use being offered
  - Should we invest in batteries
- 
- Reliability
  - TN reliability service is good
  - Solar doesn't run houses without \_\_\_\_
  - No time of use tariff
- 
- People should have a better understanding of supply chain
  - Bill inserts?
  - What about using websites?
  - In a community engagement sense – why not use pop up stalls in shopping?
  - Don't understand charts
  - Where does our power come from?
  - What is the difference about who does what
    - Just Aurora bill doesn't show enough
- 
- Price paths for electricity in the future?
  - We are left the bill? Are we getting value
  - Is the infrastructure ok
  - How do we appear on the bill?
  - How will we manage extreme climate events (e.g. mild winters and hots summers)
- 
- Understanding the demand profit
  - More information
  - Present facts
  - Not one liners
- 
- Peak demand
  - More information the better, customers can choose to read
  - TN to provide facts about situations e.g. energy crisis
  - Media coverage doesn't provide enough information
- 
- Climate change
  - The difference between our charges and other charges needs to be expanded on early
  - Scary to hear that other states electricity businesses are offshore owned
  - Will Tasmania be penalised for out current reliance on renewable energy?
- 
- History – remember how we developed, don't understand our history
  - Where can we better it – why Basslink why do we send across

- Who pays for behind the meter, who gets the data – do we need to share information
- Understanding technology – investing in batteries
- What happens into the future

### **What outstanding questions do you have?**

#### **Launceston**

- Not aware of 3 separate entities (Hydro Aurora and TN's). Most people assume Aurora reads the meters!
- How to get the best use of my heat pump
- Subsidise big companies – why?
- How to get best usage of our heat pump
- Why do large customers
- Can hydro increase
- Are we not going to send gas and electric anymore
- Is there going to be another Basslink
- Affordability
  - Large customers
  - Customers leaving costs more for others
- Going off grid
- EVs – charging and impact on network
- Came from email, advert, Facebook, telephone

#### **Hobart**

- What's happening with metering and advanced meters
- 290 V more
- Quite happy with what's happening
- Level peaks – what does it mean?
- What is the solar problem?
- When its at its peak
- Understand more
- Suggestion – engagement booths at shopping centres
- What is clean coal?
- Will we get a SA event?
- What is the average age of our assets?

- Basslink versus peaks
- Windfarms will double next 3years
- Why sell clean energy for dirty cheap energy
- What does Basslink have to do with all of this?
- What role do renewable energy certificates play in relation to price/cost?

## Agenda # 4: What is important to Customers?

**Overwhelmingly, people have told us that they want the same reliability for the same price – this is critical to our thinking and has informed much of our future planning so far –**

**Does this line up with what you think?**

### Launceston

- My power never goes off, so yes!
- We have had 3 in the past
  - Don't know why it's gone off
- We are not updating our info on the website fast enough
- Communications and information needs to be timely and relevant
- Table are all pretty comfortable with the above statement
- Not everyone has a mobile
- Need to do a better job of providing information about restoration
- 6 hour planned in \_\_\_ - 2 weeks notice was good – came back on 1 ½ hours sooner than advertised time
- Being informed better
  - App 1 unplanned – chq could be used to benefit services – so interrupts don't happen so much
- Any interruptions should be recorded in seconds (Level of outages should be 0)
- 10+ unplanned
- Any interruption should be recorded as an outage
- Reliability is not good enough
- GSL payments for investors in network
- Reliability and prices
- Real people would consider paying more for reliability
- More considerate of energy
- Trying to save cost of bills by using energy efficient products
- **Keep the lights on and do it for the same cost** – Yes this is the most important
- Yes (x2)
- No brainer
- Want to know why its

- Power fluctuation can be annoying
- Some areas are really poor and need to be fixed
- Some are great
- App for outages
- Yes consensus
- Reasonable level of services for reasonable price
- Outages – major storms – accepting but normal winds should be capable of enduring through
- Conscious decisions
- Carried on as normal until advised i.e. during energy supply crisis

## Hobart

- Wouldn't want to pay more. Same for same seems ok
- More for less would be best
- Power has gone up a lot -> don't like it
- However, better information from Facebook page about what causes the outages (our website doesn't though). Helps to be ok with outages
- Same for same for me
- Yes, happy with reliability
- Bound to get outages where we live, Meed area so we expect it
- Undergrounding expensive
- GSL being paid to meter that is on a pump in the creek
- Call centre – message won't clear tried to report outage
- Yes
- Don't care how it works but want it to be there
- Yes – same for about the same
- I believe we must pay more
- Yes (4)
  - but cheaper
  - but pay more for renewables
- Good value and can manage it
- Tips for energy saving could be good
- "Close the door"
- Don't expect prices to go down
- Don't have to spend money
- Mind set that the only use innovation
- Reliability < 1 year
- Expect price to rise with CPI
- Zinfra – spending money
- Happy with unreliability \_\_\_ the cheques
- Keep in line with CPI, expect prices increase. Reasonably happy with reliability

- Object to spending move to make better. Expect innovation
- Reliability good. Expect price to rise CPI
- Spending spread across state. Reliability good
- Happy with reliability as has received \$80 GSL chq's x 5
- I find it incredible that it's as reliable as it is
- Very happy, no outages in the last 12 months
- Not happy to spend more to get less outages. Don't want to pay anymore
- It's all about timing
- Quite happy with things as they are but use technology to improve things and charge us more if you have to
- **Keep the lights on and do it for the same cost** –not just is it on/off but the quality of the power. Tassie very good
- Concerned about length of outages
- Inevitable that outages occur
- Reliability seems good now
- False sense of security – perception issue
- Communication for planned outages needs to be better

## Agenda # 5: Network pricing and our forecast revenue

### Does this make sense?

#### Launceston

- What is driving the increase in energy costs?
- Want to know what the effect is on the overall bill
- All made sense
- Can we buy shares!
- Don't think we should be connected to the mainland
- Take what you need for your situation – relevance to self
- Complicated layers
- Something's do not impact as on PAYG
- Why do we pay more than the billed customers – when we do not have to come and read meters etc.
- We don't care how we get electricity we just want it
- Network price going down – bill going up
- Makes sense – but is this relevant to you? NO
- Lord give us/lord take us – Rob Peter to pay Paul
- Veg – clearing – knowledge "education"
- Take what you personally need
- Just want as cheaply as possible
- Pay more for a decent service
- Why is pay as you go

- Why are we in the market
- Yes it makes sense but is it relevant
- Land owners more responsible for veg on their land to recover cost
- Shared cost
  
- Largely yes
- Why does the water cost me?
- Understanding of how the revenue profile works
- Some of the information provided in the flowcharts was too high level
  
- Yes – good recognition of contribution to the price to customers
- Good understanding of the electricity value chain
- Market the two stories to differentiate with Aurora or Hydro
  
- Why are generation prices in Tas going up when more generation green
- National market. Government intervention
- Return in capital – where does this go? Government takes portion as dividend
- Regulated industry to provide fairness
- What does revenue adjustment mean
- Why are the colour blocks moving

## Hobart

What does:

- Talking about the business in terms that relate to normal business operations
- Some forms of communication really good: Facebook/website

What doesn't:

- Our proportion of 'the pie' needs more explanation
- More detail on what the revenue reduction looks like
- Power of choice (smart meters)
  
- Competitive market – are you making me fit
- Why are we part of the NAM
- Why is our charge \_\_\_ to Victoria
- Is Aurora maximising profit
- Happy the way it is
- Concession framework
  
- Not really – headline \_\_\_ vs revenue
- TN/ Aurora profit
- How long before retail deregulation
- Generally made sense
- Happy the way it is 'hydro bill'
- Self funded retirees get no concession

- Distribution loss for us
- Yes and no
- Did the earlier customer engagement workshops for the 17-19 regulatory period contribute to price reduction? In part but there are other major contributors
- Renewables cost more than traditional coal generators
- Why is the price still going up when TN revenue is coming down?
- Does the government tell TN how to spend the revenue?
- What is the role of the government
- Yes
- Incentives
- Regulator activities e.g. audit
- Benefits of a monopoly business
- Vague sense
- Sort of
- What is affect on retail bill
- Focuses on TasNetworks view
- We talk about revenue, what does this mean for my bill
- Reinvest in the network to make the business more efficient
- Fair understanding
- What does it mean to customers
- Revenue – should be cost
- How do transmissions cost effect bill
- TN between rocks AER and keeping prices down
- Major challenge need to embrace innovation
- Environmental risk increasing
- How the business is regulated is slightly confusing – we need to work out how to explain this more clearly
- Prageru (university) – YouTube clips re: how the system works
- Looks like loosing \$ on transmission but making \$ on distribution
- The regulator is really a competitor. Need a term/strategy to better communicate
- Hold \_\_\_ with poles and wires
- Bucket of money with incentives
  - this is the amount of money
  - how we get the money
  - the regulator sees how we spend the money

## **Agenda # 5: Network pricing and our forecast revenue**

**[Kirstan]**

**Tables have been allocated a type of household eg. Small family, large family, share house.**

**Think about a day in the life of that household**

## Consider their power habits

**What do you think this household could do to reduce their bills? What habits could the household change?**

### Launceston

- Cook one lot of meals
- Washing and cleaning at weekend
- Use computers at off peak
- Charge their computers at uni
- Eat and shower at friends or mum and dads
- Eat out
- Shower together
- Wear more jumpers
- Heat one room where they all study
- Their habits don't contribute to the peaks
- They would be price sensitive
  
- Shower within off peak – shorter showers
- Shower weekends
- Homemaker – was during day, clothes dry outside, opp-to using dryer
- Electric heating – minimise room use
- Looking energy saving (e.g. duct heating)
- Rewards for changing habits
- Education and knowledge
  
- Shower in off peak times
- Have shorter showers
- Do the washing during the day
- Heating – heat limited number of rooms
  
- When they do their laundry
- Charging tablets, phones etc.
- Look at energy saving products
  
- Morning
  - Set timer on things
    - Dishwasher
    - Washing machine
  - Boil jug once, use thermos
- Day
  - Limit shower times
    - egg timer
    - change to instantaneous hot water or use timer on hot water
- Evening
  - Charging devices at off peak times

- Electric blankets at off peak times
  - Think about alternatives e.g. electric throw rug
- Washing in middle of day
  - Change meal times/cooking times
  - Change shower times
  - Dryer
  - Consider battery technology
  - Multiple fridges
  - Turn off stand by
  - Dishwasher off peak
  - Energy efficient appliances

### Hobart

- Timer on shower, + other appliances on timers
  - What are they using now and what can they change
  - Don't use dryers? TVs?
  - Can do some activities during the day
  - Investigate whether to use tariff would affect them/give a better outcome
  - Some kids don't care about how much power use e.g. long showers, turn off computers
  - Don't charge phones during the day
- 
- Get up, shower, quick breakfast, maybe buy breakfast
  - Go out for tea, turn off TV, or cook
  - Reverse cycle, may leave on all day
  - Issue – so different from us
- 
- May not be worried about costs – typical households
  - May pay more for more efficient devices
  - Use timers
  - Use devices that power down when not in use
  - Choose well designed house, in regards to heating and cooling
  - Kids have showers as soon as they get home
  - Use slow cookers with timers
- 
- Shower outside of peak time
  - Short showers (3 minutes)
  - Divide showers morning and night
  - Share a bath
  - Reduce hot water temperatures
  - Timer on washing machine
  - Air drying clothes
  - Pre-prepare food

- Turn off stand-by devices
- Most expensive heating
- Heating all day
- Capacity to be more flexible
- Use washing machine/dishwasher during the day
- Insulation of home
- Discount scheme to purchase efficient products
- Solar hot water
- Heat pump/heat pump hot water
- Eat out at night
- Put appliances on timers (slow cookers)
- Get up earlier/do washing at night
- Invest in energy efficient measures
- Dryers as heat condensers: latent heat used as space heating
- Price sensitive
- Time available but not necessarily flexible with time
- No daily pattern

**Then wonder....would you consider changing your habits? How and why would motivate you to change?**

#### Launceston

- Saving money
- Saving energy – it's a finite resource
- Need more information – websites, flyers in bills, information on the bill, apps (sometimes flyers go in bin)
- For the elderly target those carers – e.g. family members etc.
- See the education role to be both the responsibility of the retailer and the networks
- Wondering the impacts
- Try, but got too hard. Kids break rules
- Savings – would want to achieve
- Only reason would change if price was right
- Hard to get everyone to change habits and stick to them
- If not later time – use timers for shower
- Reward people
- It would be hard
- If the price difference was sufficient
- Don't leave TV on for dog
- App that predicts your consumption in the near term
- Run heating at constant rate
- Older people set in ways

- Education to help change
- Informed customer examples
- Simple clear info
- Waste because not informed
- Incentives to insulate houses
- High electricity bills
- Very important
- Use clothes airer
- More efficient appliance e.g. to LED
- Power monitor / alarm
- Education on power usage
- Consider fire place to heat
- Use smaller appliances for cooking etc.
- Use of real time apps

## Hobart

- Share house: very little motivation
- Exhausted all options with teenage daughters!
- Shower off peak, switch off hot water
- Cost
- Devices which are programmable with timers etc. e.g. ovens, washing machines
- Ease of use
- General well being e.g. energy efficient drapes
- Energy efficient building
  - Double glazing
  - Curtains
- Dollar driven
- Social conscience
- Something in it for me
- Being rewarded
- Table overwhelmingly said we already are changing, and being rewarded with lower bills
- Prices – make them more efficient. Price is already top of mind
- Could consider cooking at different time of day
- Real time usage meter connected to wifi with advanced meters
- Understanding your budget better would help
- Affordability is key
- Cost of living plays a part
- Yes, could (or have) changed habits based on cost saving

- Different information for different customers – education/communication/clearer facts + figures
- Very little concern- already made investment
- Not much I change – wouldn't think so much about timings
- At home during day be more aware
- Potentially because of the savings available would look to save if possible

## Agenda # 6: Innovation

### Would you participate in the customer-led future?

#### Launceston

- Yes for future generations
- Willingness to participate and help out (absolutely fantastic)
- Brilliant idea
- Subject to price
- Yes
  - Subject to it being economic
  - If it lets you lower your power
- Yes
- Yes
  - Other reason to connect batteries
  - For the right cost/correct price point
  - If cost effective
- Yes

#### Hobart

- Yes = 3, No = 1
- Yes. Smart battery v dura battery, cost of battery
- Yes
- Yes
  - If the information was right
  - If the payback was short enough
  - If its worthwhile
- Yes
- Yes
- Yes
  - But the reason why depends
  - Could be for greater good (hospitals)
  - Could be for the right price (\$)
- Need to be confident with provided insurance situation
- Risk -> fire etc.
- Product replacement service

### Why/why not?

#### Launceston

- Yes
  - For future generations
  - Cost efficient need to do the cost analysis
  
- Yes
  - Being part of innovation
  - Benefiting for customers
  
- Yes
  - Money saving
  - Money earning
  
- Yes
  - Save money
  - It will offset my bill
  - Will pay a little more, with the hope that less environmentally friendly generators (e.g. diesel) will be taken off line
  
- Yes
  - Cost
  - If it helps the environment
  - Reliability in outages
  - If it helps the consumers

## Hobart

- No – too expensive
- Yes- to see if it could work
- Yes – at the right prices
- Yes – if there was a subsidy
  
- Yes
  - Age – would want to see a payback
  - Would need to see a payback and weigh that up
  - Weigh up info > battery use
  - How we weigh up? What if you change price in future
  - Need certainty on price and payback
  
- Limited selection
  
- Yes
  - This is our chance to change the future
  - I like high tech stuff
  
- Yes

- If payback is too long, then no. Most are only looking at a few more years
- Yes
  - Why wouldn't you
  - Improve network
  - Money back
  - Life of battery is a concern
- No – its all bollocks: the batteries are environmentally unfriendly. Can't power anything
- Yes – especially to help essential services
- Yes – for the right price (and above)
- Complexity with customer-led future
- Lot of capital cost up front
- Need contractual certainty
- Cost of installation a concern

### **What would you like us to do to help you decide?**

#### **Launceston**

- Contribute to the costs (maybe government) incentives. Education but in simple terms to help us weigh up different options
- More information, subsidies, less outages, simplicity
- More information to make a decision
- More subsidies
- Simple information
- Reduce the price of the batteries
- \$18,000 off i.e. trial
- Estimates/scenarios of costs
- Which user group have more information
- TasNetworks recommends trusted solar/battery etc. suppliers
- Provide outcomes of Bruny Island trial
- Lay person/plain English used when providing information
- What is best for us and our house
  - Independent advice for all areas
  - Trusted. Everyone is trying to sell
- Clear offer, simple offer, on what TasNetworks is offering
- Incentive offers
- TEALS program, similar for solar

- Reducing the upfront costs – installing technology no. upfront costs

## Hobart

- Give it to me for free
- Be clear on payback assumption
- Think about subsidies
- Advice recommending battery comparisons
- Aiming not to have a power bill
- Rebate
- Payback period – true, life
- Best way to use it, why is it better. Can you hook a dumb to a smart
- Recommendation
- \$1K on \$20K not much
- Certainty
- Spend \_\_\_ than the bill
- What sort of battery?
- How long does the battery last?
- How does the reposit works?
- Need more info about costs and return periods
- Pro and cons
- Payback calculator
- What would happen if I move?
- Is it portable
- Contract enduring? Grandfathering?
- Impact on affect of property price
- Upgradability info
- What's the ongoing cost
- Is it just solar battery or can we have wind etc.?
- Communication and information
- Information
- Information – facts
- Results from Bruny
- Communicate with us (ask us) via survey
- Engage communities where the problems exist
- Authorative voice – who is it?
- Benefit TasNetworks – is it worth it?

## AGENDA # 6: DEMAND MANAGEMENT INCENTIVE ALLOWANCE

[John]

The Regulator currently provides us an allowance of around \$400,000 a year for innovation

Do you think this should be higher, lower or is this about right?

Launceston

- No – should be double that! Especially in scheme of overall exp. has to be the direct benefit – keep TN's honest with the spend
- Not enough – if it's going to benefit people (us) – should be more – if spent in the right channels
- Spend more to get results with positive outcomes
- Problems can be resolved
- Quality will be better
- Not enough
- Provided it is properly spent
- Provided it is practical and looking at real problems
- Good presentation Derek
- Go up and yes
- Spend to save
- About right
- What is the money spent on?
- Yes, provided the network becomes more efficient
- Yes it is important, but not sure what amount is appropriate
- \$400,000 doesn't feel like a lot of money
- Depends on costs to TasNetworks and if that will cover the research
  - What do you get for that money
- Seems proportionally small to the network expenditure considering the potential benefit
- Assisting companies who are looking to the future
- Demonstrate the past expenditures has provided improvements
- What is the dollar value return on the \$400,000 and if positive return why not invest more

Hobart

- It is just a number. Need more information to make a more informed decision. There is a percentage that should be paid for R and 1). That to me, is too low. Depends on what projects. How reluctant are they at the times should be higher Relative to what you spend on the broader network. I don't know, maybe more. Always new staff around.
- More money for research
  - What's the money going to
  - Has to be put in the right direction
  - Waste would be bad, don't waste

- Support in concept
- Young families can't afford these batteries etc.
- Wastage of money? Government departments waste money
- Not enough information
  - Need program costs
  - Need schedule
  - \$400,000 is not enough
- 3% of revenue = \$7.5 million, but don't want to pay for this
- Is it feasible to play a 1-2% innovation levy on customers? Itemise the cost on the bill
- Doesn't sound like a lot
- Need to know what sort of things the money goes to
- Need to explain what \$400k means to the individual
- Can't really comment until two previous points are met
- Not enough money spent
- Yes – about right
- Must be spent wisely
- Needs to be transparent/book-ended
- Could be increased
- Could it be open-ended – fund what's needed to do
- Graduates or our own (younger) people to do the work not expensive consultants
- This number is too small
- A very small amount relative to our total expenditure
- As a business, this is only one FTW

## AGENDA # 7: GRID INVESTMENTS AND MAINTENANCE

Do you agree with our choices with regard to areas of focus?

### Launceston

- Most don't care – some though the numbers were immaterial compared to last
- One thought no where near enough for innovation
- One thought power quality is important

Very satisfied	18
Satisfied	8
Somewhat satisfied	4
Somewhat dissatisfied	
Dissatisfied	

## Outages

8+	2 customers
4-8	6 customers
1-3	14 customers
0	9 customers

Very satisfied	18
Somewhat satisfied	11
Somewhat dissatisfied	5
Dissatisfied	

## Outages "In last year"

8+	2 customers
4-8	6 customers
1-3	19 customers
0	10 customers

- Not enough information to make an informed decision
- It doesn't seem like enough
- Amount for innovation is not enough
- Power quality needs to improve

## Hobart

- A lot more could be done
- Should we be addressing reliability issues in regional areas more?
- I don't have enough information to make a decision
- Need some benchmarking to make a decision – is this National/International best practice? How do they compare?
- Spend less, produce more work on maintenance
- Not sure
- Going in the right direction but more on research/innovation
- Couldn't really comment, need more information
- Told a good story, justified what they are doing
- It's a lot to take in
- What I've seen and what they've done is then heading in the right direction sharing the data is great
- Support everything I've heard
- I know I don't know enough

- Mixed spread, feedback below
  - Benchmarking (Aus and International)
  - Not enough on innovation
  - Not enough information to make informed decision
  - Can't leave people behind
  - A lot of people noted they aren't SME's
  - Noted it will never be perfect
  - Steps in the right direction, but not sure how far it will go
  - People were open to a follow up to provide more feedback one they've had time to process
  - Someone who has attended multiple said he is happy because he is seeing progress ad it is being shared, so while acknowledging it isn't perfect, they are happy
  - Quite a few said a lot more can be done
- 
- Heading in correct direction
  - Need more information to decide
  - More money need to be spent on innovation
  - How does TN compare to the rest of the world
- 
- Yes but feel going with vibe
  - Neutral
    - not enough information
    - who cares
    - amount is insignificant
    - doesn't seem like enough
  - More
    - More for innovation, seems too small
    - More for research, especially around reliability

## Agenda # 8: Technology

**We propose to increase our technology spend to support better customer outcomes.**

**Given the preference to keep prices lower over higher service levels – we could slow the enhancement of customer facing service services and take more risk.**

**This could defer up to \$20m over the five years.**

***What would you like us to think about in considering this trade off?***

### Launceston

- Keep the lights on; don't care how it's done
- Look at preventative maintenance rather than reactive
- Don't ignore high risks and safety risk
- TN need to manage the risk as the professions
- Don't increase the risks and don't increase the costs
- Wouldn't mind paying a little more for innovation
  - Would like a smart meter
  - Aim to use the innovation to decrease costs
- Do we have a social responsibility when considering technology expenditure?

- Interested but be mindful of the costs and risks
- What is our considering risk at the moment? We need more information
- What is most likely for us to trade?
- Time trade off in apps?
- Prefer real time monitoring in home
- Reliability, safety and affordability are most important to us
- Is there opportunity to generate the \$20m in some way?
- Internal culture should be important face of the company
- List of things that you would take a risk on
- More information on the risks
- Systems that have Services I.e. outages (eofy? using systems)
- Wanted to understand this risk
- Require more information
- Provided IT doesn't reduce reliability or safety
- And does not compromise cyber security
- Risk of cost blow out with IT projects
- Reliability – loss
- Investment security – is there any?
- More information (around the what/why?)
- Cost pricing of non-systems hefty
- Wouldn't want to lose reliability
- Would rather spend now to have a better future
- Concept is good
- Zinfra

## Hobart

- Technology supports good customer service
- Increases efficiencies but at a cost
- We still have to provide services to the market despite our small size
- If we need technology we need to wear the cost
- When do we reach the trigger point for implementing new technology?
- You need to manage the pace of change as best possible
- We need to communicate better about what the risks are and what the trade-offs are
- Take into account reliability at a reasonable price
- Important not to fall behind and have a big catch up
- Don't end up like the NBN
- Need to have a comprehensive plan that customers can see
- Better, faster and cheaper
- Limited ability to pay increased power bill
- Keep investing in back end system
- Keep up or TN will fall too far behind
- Good but sensible steps forward
- Having someone to talk to rather than on the automated system is important
- Important to feel listened to, including face to face
- No more "Green Sleeves" hold music
- Have to prioritise, ensure anything put on hold is more "wish list" rather than must have

- If you don't do it now, you'll have to do a catch up spend later. Better to spend it now (this is consensus around the table)
- What about under grounding power?
- Can we have more analysis on this in relation to cost/benefit?
- Have we considered innovative power poles?
- Paper Bill – some people will still need it.
- Reliability of supply to the household
- Smart Readers will save money
- How often will a problem occur if the costs are deferred?
- Why are we concerned about \$20m when the revenue is much, much higher?
- What is the real trade-off?
- Which one is more cost effective? What is the trade off against? IT hardware and Software
- Technology advancements – need to give me info to make that trade off e.g. concrete vs wood poles
- What services value most
- Why needs to be uncovered in a more targeted way
- Why when outages return
- Pay a little bit more
- Don't want to be left behind
- Limited capacity to pay
- Keep good but sensible

## Agenda # 9: Have your Say

**TasNetworks plans to engage more broadly on the initial service, expenditure and pricing forecasts from today**

- ***Is there other information customers like you would want to consider the future plans?***

### Launceston

- Now that we are brain fried?
- As a customer this have been really useful to me
- It's hard to engage with customers
- No private power poles
- Helps understanding the parts of the bill we pay for
- Promoting or not promoting solar!
- More information / plain English
- Information day
- Explanation of graphs/flowcharts (in plain English)
- Storm charts that may affect power
- Is there a gadget/device that tells me how much power I'm using (per appliance)?
  - Council's have a kit
- Short courses to explain power usage in the household – actual costs

- Web calculator
- Per appliance
- Per person
- Per time of day
- More info on new energy efficient technologies or appliances e.g. LED lights
- What time s the metre reader coming
- More information on national energy market
- Learn more about Tasmania's export potential to mainland under renewable energy target

## Hobart

- More information on the breakdown of capital/operations
- Demand-manage innovation was confusing re: \$400k and generally'
- What's going on with Basslink
- What about a second Bass Strait Interconnector
- What does new wind farms mean for us
- Why were we encourages to put solar on roofs then discouraged
- Off grid info – stats and facts
- How long before deregulation
- Future of Basslink
- Energy security
- What is the tipping point (wind/distance)
- Why do they encourage us to get solar then take it away
- Continuous information flow of everything we said today. Keep us up to date!
- More info over social media
- Info on trials
- Brief, readily, plain language
- Would like info from TN people, not the Minister
- Bring Is and R & D in general
- WiFi for electricity
- Is Basslink any good? i.e. good or bad thing?
- More informed of our decisions and what's going on
- How to be more self sufficient
- Circulate more information (like LOSS roadmap)
- Ad other level(s) of detail depending on what people's needs are
- More information about what charges are and how they apply
- Employment figures – effect on the number of employed I might be wiling to pay more if I knew more Tasmanians were employed. Number of FTEs so we can see full picture.

- Needs to focus on the change that is occurring in our industry. Still pushing ahead and embracing change.
- What about the undergrounding of our poles?

### **What does this mean for customers?**

#### **Launceston**

- Less complaints comes with more information
- Better informed customers
- We can always do better
- Lower prices
- Make customers more informed
- De-risk the future

#### **Hobart**

- I don't know to be honest
- More information in relation to tariffs, particularly time of use
- Tell Aurora to tell their customers what's going on
- Customers will become better informed
- Simpler charts and graph. Pie charts are great
- Future plans
- Pie chart of costs on bill
  - Retail, network etc.
- Something other than leaflets
- Details on new technologies
- Detail on future vision and what's 'over the horizon'
- Explain the advantages to the customer

### **What do you want to see TasNetworks doing more or less of and why?**

#### **Launceston**

- I see the TN ads, but why I don't see the safety message in them
- Spread out through social media a better presence
- Don't notice the service, it's in the background
- More education via lots of avenues
- New e.g TOU – advice given to customers
- Awareness for power efficiency
- Heat pump awareness

- Awareness of LED lighting
  - Off peak – more information and education on how the network works
  - Keep people informed – media
  - Made aware of what's happening
  - Better advertising of new things – tariffs, time of use
  - Energy efficiency
- 
- Information over a longer time / website in more plain English
  - Information sheets in bills on what is spent where
  - Media outlets provide more plain English about what we are doing (spending)
  - A virtual suggestion box
  - More talk more action
  - More information from TasNetworks less from Politicians
- 
- Less workers sitting idling in vehicle
  - Can the Energy Minister attend a Gst. Eng. Workshop
  - LED street lights
  - A little spent on R&D
  - More
    - Expand Bruny Island trial
    - TN owned batteries for neighbourhood/local community
- 
- TasNetworks providing information on costs and billing, as we feel we trust TasNetworks more than retail
  - More communication and education
    - Metering information
    - Outages
  - Energy auditing by TasNetworks for small fee
  - Information on products, on offer to save on energy
  - More ways I can see my power and how I use it
  - Help vulnerable people

## Hobart

- More transparency
  - Good to see previously provided info being implemented in the workshop
- 
- Talk about culture
  - Give more info about trade offs
- 
- More
    - Information about how to conserve/save energy using Apps to send out alerts
    - Information/communication
    - Community sponsorship
    - Tell people about this

- Apprenticeships
- Sharing information about plans for the next 12 months, at the billing point, especially in your local area
- Tasfire services website reported fires and updates – take a look for a similar page for TasNetworks

# APPENDIX C PRE WORKSHOP EVALUATION SURVEY RESPONSES



## Pre-workshop survey

### Why did you decide to participate today?

#### Launceston

- This is my third time, I enjoyed the other times
- It sounded interesting
- I'm interested in the future direction of the energy market
- Curious about how TasNetworks works
- Thought it would be a valuable experience in perhaps helping shape the future of electricity in Tasmania
- \$150 and free food
- Interest in how it all works and what the future supply will be
- I was asked
- The money and lunch
- Keen to give input and learn more
- For the money
- Want answers to specific questions re solar systems
- Husband suggestion. Hopefully to learn where our power comes from and I have some questions about supply, outages and power poles
- Because I was asked to attend and I want to learn something about electricity
- Sounded interesting and it's for the future generations
- Have previously been to 2 and really enjoyed them
- Interested in the future of our power supply
- To learn more
- To have input in what happens in the community
- I find these sessions very informative
- To assist the cause
- Get information and discussion
- I enjoy coming along
- Interested in electricity
- Sounds interesting
- To help in future pricing structure in Tasmania
- I've participated in workshops in the past, enjoy them, appreciate being given the chance to take part
- I think customer engagement is a good idea
- Because I got told it would help me
- I have attended a number of these sessions and I always find them interesting and informative
- Not doing anything else
- I was invited and interested in the workshop
- Because it would be a fun and interesting day
- Interest in the topics for discussion
- To improve my knowledge on how power operates in Tassie and new technology

#### Hobart

- To have a say in our future
- Money and interest in sustainable power

- Experience how a focus group/engagement workshop is conducted
- Just interested in power
- To see a bit more about why things happen are done
- Spare day/money/interest
- A chance to discuss some issues relevant to me (and to be paid!)
- Have been to all the other workshops and enjoyed them so here I am again. The process has always been informative and interesting
- Something different
- Previous interest
- Interested in how much I pay for electricity. Plus the \$\$
- Very interested in the management of electricity. Historical -> present -> future
- To learn about it and money
- To be informed
- To see how solar is to be dealt with
- Asked to
- Because I was asked nicely
- Interested to see what I can learn
- I enjoy listening to what is happening
- I have participated in previous and wanted continuity of understanding and opinion
- Because I found it quite interesting last year (also the \$150 is an incentive)
- Because I was asked
- Need to find out more info on future pricing, solar, batteries
- Interested in power pricing
- Request from EMRS. Curiosity
- Generally interested in electricity policy and direct
- Because the last workshop was very interesting

**Do you feel you understand the electricity supply chain (if so give a brief outline)?**

**Launceston**

- Hydro makes it, TasNetworks move it, Aurora sells it
- Yes, hydro -> TasNetworks -> Aurora -> Me \$
- Yes, TasNetworks provide the infrastructure and Aurora are the retailer
- Somewhat
- Yes, Hydro -> TasNetworks -> Aurora -> Consumer
- Yes. Power is generated at power stations and distributed through high and low voltage systems to the consumers
- Yes, generation -> transmission -> retail
- Sort of, generation – transmission – sales
- Not really
- No not really
- Maybe. Water, generators, TasNetworks, Aurora
- Yes
- No
- Not fully
- Rough idea
- No

- No
- No
- Yes. Water-power plant-customer. Wind-transmission-customer
- Partially, more to learn
- Reasonably
- Generation – transmission – distribution – supply – billing
- Somewhat, generators – distributor – customer
- A bit
- Generation, transmission, distribution
- Yes. Power is sourced from Hydro (water), Transend's responsible for infrastructure and Aurora the supplier
- Hydro (source) – TasNetworks (infrastructure) – Aurora (pricing)
- No
- I feel I understand the supply change quite well through previous sessions and through various advertising
- Power generated, distributed by TasNetworks, customer interface Aurora
- Yes. The powerplant – TasNetworks from poles, transformers to business and to home
- Aurora makes the energy as well as charges us for it, TasNetworks transports the energy
- Having been involved in the electricity sector for many years in a variety of engineering roles I am quite aware
- Still learning

## Hobart

- No – one reason I wanted to attend today
- Vaguely – Hydro sell, TasNetworks responsible for infrastructure. Sell hydro power to mainland at high profit import cheap coal power to Tas
- Yes – electricity production (hydro, gas, PV, wind) distribute to users via cables and substations and metering usage at customers premise
- No
- Power is created, given to seller, sold/used by the consumer, paid by consumer
- Gen – grid – customer
- ? Resource -> wholesaler -> (infrastructure) -> retailer -> consumer
- I believe so I understand the process from generation through transmission and distribution and onto resale
- No
- Yes
- Not really
- Some understanding. Energy source – generators -> stations/transformers -> power supply lines transmission/substations – power lines – customers
- Not really
- No, structure confusing
- Yes. You look after the poles + lines and supply us power
- Production transmission user
- No
- Not 100% clear, keen to find out
- Hydro (makes), TasNetworks (delivers), Aurora (charges)
- Power is generated (Hydro), transmitted to consumer (TasNetworks), bills generated (Aurora)

- Vaguely – Aurora is directly responsible for home electricity supplies and billing and TasNetworks for poles, cables, P.R, everything else
- Gen – TasNetworks – Home
- Yes
- Not fully, but supply, maintenance, distribution
- Generation – transmission – supply
- Not in any real depth
- Hydro (generator), TasNetworks (distributor), Aurora (retailer)

**When thinking about the Electricity industry, what aspect or issue concerns you most?**

**Launceston**

- Supply to my house
- The cost
- Lack of enthusiasm at the top levels for wind, wave and solar
- Supply and cost
- Ageing infrastructure and pricing
- Supply and cost
- Uptime, price
- Isolation of supply when the dams get low or the cable is not capable of supply
- Supply and cost
- Price
- Cost
- The cost
- See attached list
- Power outages, re-connection time, private power pole replacement responsibility and timeframe and \$\$ cheques
- How much is charged and the charges
- Cost and good supply of it
- Efficiency and cost
- Shortage of supply and rising costs
- Cost
- Safety and price
- Government takeover!
- Cost to consumer
- Rising costs
- Sustainability
- Sustainability
- Pollution
- Infrastructure, costing, age of network
- Climate change and its effect on rainfall
- Price
- I'm not sure
- Pricing will always concern me most, followed by supply reliability
- Rising costs
- Reliability and cost
- Price

- The destruction of the generation sector through insane government interference and regulation
- Price structure

## Hobart

- Cost!
- Sustainability
- Roll out of PV + \_\_\_ + impact on poles and wires -> impact on infrastructure and cost to household.  
Security of supply
- High cost
- Cost going up!
- Cost – solar
- Incentives for individual establishment of renewables
- Cost and consistency
- Not sure
- Cost and environment impact
- Cost and consistency in supply e.g. blackouts
- Sustainability / cost / using the best technology to provide the best service
- Cost of electricity
- Costs increasing. Strategic planning and contingencies future supply
- The fact solar is not looked after, after 2019
- Production
- That coal fired electricity needs to be replaced with cleaner sources
- Supply and cost
- Supplying through Basslink
- Clean, green energy, rising costs, renewable – no coal
- Price and reliability
- U.V. panels
- Pricing
- Balancing reliability of supply with costs of meeting minimum standard
- Regulated monopoly poorly privatized
- The cost of distribution when **reveal** P.V generation and batteries are used to the maximum and the move to timed pricing

## What does TasNetworks do?

### Launceston

- Deliver the power to me
- Transmits and distributes power
- Provides and maintains the energy network
- Transmission and distribution
- Take care of lines, poles, transmitters etc.
- Deliver power from the power station to the consumer
- Provides transmission of electricity from the generator to the customer
- Is the agent between generation and the end user responsible for transmission, meter reading, and network maintenance
- Power

- Power
- Deliver power and maintain infrastructure for delivery and safety
- Supply power to users
- Supply power and excellent service to Tasmanian customers
- Supply electricity
- Survey network
- Supply poles and transformers and power lines
- Administer power to Tasmanians
- Not fully
- Not sure
- Provide a service – poles-wires – look after infrastructure
- Solar, wind farms, poles/wires, irrigation, households
- Transmit and power
- Generates – distributes and maintains the network
- Distributes electricity, sells a bit to big customers
- Supply electricity to consumers
- Transmission and distribution of electricity
- Responsible for transmission of power and infrastructure
- Provides the infrastructure between the source and Aurora
- Help people
- TasNetworks supply electricity to the homes/businesses through retailers
- Maintains poles and wires, infrastructure, reads meters
- It takes care of the poles, the network to distribute the electricity
- Maintains and looks after the lines that deliver the power
- A good job! Electricity customers require reliable, affordable and secure power. TasNetworks provides this within its ability
- Supplies and maintains lines

## Hobart

- Poles, wires and supplying power to buildings
- Poles + wires – infrastructure
- Poles + wires to customers
- Supplies us with power
- Supply the actual power and replace the power poles and any problems and read the meters
- Provides grid infrastructure
- Provides infrastructure for electricity transmission
- Transmission and distribution of power
- Looks after supply
- Delivers our power
- Supply electricity to TAS, manage costs and maintenance, plan and research for future costs, supply and maintenance
- Manages the infrastructure to deliver power
- Provide electricity
- Monitor our electricity
- Transmission
- Provide tassie with electricity and water and what not

- Provides/controls power supply to commercial/residential in Tasmania
- Delivers the power and looks after the infrastructure
- Provides the infrastructure to supply the power
- Maintains supply with poles, wires, generators, P.R.
- Owns the infrastructure
- Sends the bill! Delivers the power!
- Maintains the system
- Transmission
- Distribution of electricity
- It's a "travelling company" – distributes electricity

**Do you feel you have a good idea of how TasNetworks decisions might affect you (is so, how)?**

**Launceston**

- How the network grows
- They flow through to my bill
- TasNetworks provide recommendations on the retail tariffs based on their wholesale prices to Aurora
- Yes
- Yes need fast and efficient repairs and maintenance
- Yes, by their pricing policy
- Won't change much, maybe a few \$ on my bill
- Not a good idea other than rise in costs
- -
- Somewhat
- Yes, cost and supply
- Yes
- No
- No
- Not really
- Only with the cost and supply of electricity
- Efficiency and cost
- No
- No
- No
- Sort of, very complicated if government takes over
- Costs – to be aware of consumption
- Power bills
- Maybe – cost
- Yes. Different products, decisions affect pricing
- No
- No
- Any TasNetworks decision must have an impact re pricing which ultimately affects customers
- TasNetworks budgets and power supplies affect the supply of power and the overall cost of power to my home
- Vague idea – costs may be passed on to me
- Yes, I have to be able to pay the bills and have electricity to use at home

- It effects the price and maintains the lines so that we get the power
- Yes. Expenditures of capital and \_\_\_ affect not only quality but affordability
- Yes

### Hobart

- No
- Cost and reliability of power supply
- Yes. Cost of infrastructure for poles + wires is paid by household, could lead to increased power bills
- No
- Not really aside from cost and upgrades
- Cost of infrastructure passed on to Aurora
- Infrastructure provision
- I believe so
- No
- Yes
- Costs, supply and maintenance
- Upgrading infrastructure and equipment may impact our power prices and reliability of delivery
- Not really
- No
- Yes I go from 28c per KW to 8c or 6c after 2019 so now after paying out for solar now we have to buy battery
- -
- Not really
- Yes – if their costs are up so are mine
- Price and reliability
- Yes
- No
- Increased costs of maintaining infrastructure
- Yes – investment strategies will shape the reliability and cost of electricity and either facilitate or hinder renewables
- No

### Have you participated in a community engagement process before?

#### Launceston

- Yes
- Yes, last year
- Yes with Myriad Research
- No
- Yes
- Yes
- Yes
- Yes
- No
- Yes
- No

- No
- No
- No
- No
- Yes
- Yes
- No
- No
- Yes
- Yes
- Yes- cable PI (excellent idea)
- No
- Yes
- Yes
- No
- No
- Yes
- Yes
- No, I haven't
- Yes. This is my 4<sup>th</sup> community engagement
- No
- Yes, twice before
- Yes
- Yes
- Yes

## Hobart

- No
- Not on this side of the fence
- No
- No
- No
- Yes
- No
- Yes, I think this is my 6<sup>th</sup> with TasNetworks alone
- No
- Yes
- Yes
- Yes
- Yes
- No
- No
- Yes
- No, I do not believe I have
- No
- Yes 4

- Yes
- Yes
- Yes
- Yes
- Yes
- No
- No
- Yes

**Do you feel you have a good understanding of the purpose of community engagement?**

**Launceston**

- Yes
- Yes
- Yes
- Some what
- Yes
- Yes
- Monopoly obligations to get consumer feedback
- Yes, but haven't had much feedback
- Yes
- Yes
- Yes. To access a broad range of experiences from the people affected by the product
- Yes
- No
- No
- Yes I think I understand
- Yes
- Yes
- No
- Yes
- Yes
- To get feedback and to give feedback
- A reasonable understanding
- No
- Yes
- Yes
- Yes
- Yes. It's to try to understand the feeling of customers that actually purchase a product and to understand the perception of the business within the community
- To obtain community feedback and keep public informed and updated
- Yes
- No I don't
- Yes
- Yes
- Yes
- To deliver information and to see the community's thoughts on the information

- Yes
- Reasonable understanding

## Hobart

- No
- Yes
- No
- Yes
- So-so
- Yes
- Partly, to provide a cross-sectional sample of community ideas
- Yes I do
- Yes
- Yes
- Yes. Research to gauge the needs of individuals and public response, (their) understanding and use the info gained to improve service
- Yes, reasonable understanding
- Yes – its my third time
- Yes but not a lot of confidence in outcomes
- Not yet
- Yes
- To get feedback on a variety of topics that are an issue somewhat
- Yes, it's good to have an understanding from all parties involved
- Yes it helps give you guys feedback on what we think and for TasNetworks to give us an outlook on what is happening
- Yes to get a feel of how customer is feeling
- Yes
- Yes
- Yes
- No
- No
- No
- Yes

# APPENDIX D POST WORKSHOP EVALUATION SURVEY RESPONSES



## Post-workshop survey

### Do you feel that your participation today was worthwhile? Why or why not?

#### Launceston

- Yes, very interesting
- Yes, know more. Don't fully understand
- Yes, very informative and keeps me up to date with TasNetworks operations
- Yes good information on the future of the network
- Yes – able to voice an opinion
- Yes it was very informative
- Yes very well presented and good feedback to our questions
- Yes, very informative
- Great workshops, very informative
- Yes
- Yes, felt I was listened to and not made to feel undervalued for my input
- Yes it was great to give opinions and input into the future plan
- Yes because I learnt a lot today
- Absolutely! Informative and thought provoking
- Yes. I learned a great deal
- Yes
- Yes
- Yes
- Yes learned more about what TasNetworks are doing
- Yes, learnt a few things, got rich!
- Yes
- Yes I hope that TN listens to our opinions
- Very worthwhile to understand TasNetworks visions for the future and the planning going into the business
- Yes. TasNetworks really appreciate a range of input and I have learnt a lot
- Yes, very informative, provoked a lot of thought
- Yes, I had some real light bulb moments!
- Yes, lots of exchange of ideas
- Yes, it was full of information
- Yes, it's great to get a greater insight into how and why pricing changes occur
- Yes, useful information provided
- Worthwhile because I have learnt more about how TasNetworks operates

#### Hobart

- Yes, I now have a lot more understanding at how my power bill comes about and why we are investing money into future ideas, developments
- Picked up more info and interface with TasNetworks staff and see how you are progressing with processes, what is planned
- Yes
- Yes lots of information

- As always it has been thoroughly enjoyable and beneficial
- Yes – informative
- Yes – it's my third such session and each time I feel I've learned much more about how electricity distribution/planning etc. works
- Yes – I have a better understanding of what TasNetworks actually do
- Yes – increased my understanding and opportunity for input appreciated
- Yes. Learnt a lot, exposed to level of detail that was very interesting
- Yes I understand a little more
- Yes. I learnt more today about TasNetworks and my role in the long picture. I felt I was listened to and that information gleaned will be used to improve the network's role
- Yes. It told me about what has been implemented since the last workshop
- They (Bess and Josh) were great to chat with, both giving good information and contribution
- Yes. It was something different for someone my age. It was nice to come and give feedback on something that actually affects me
- Yes the TasNetworks people take on board feedback. Answer questions openly
- It was very clearly presented and most informative
- Yes I have learned so much – would like to learn more – so many questions
- Yes, said what I thought
- Yes, felt listened
- Yes I learnt quite a bit
- Yes very informative demonstrates the professionalism and positive **functionality** of TasNetworks
- Yes. The workshop seems a genuine effort to find out what
- Possibly. Useful to clarify issues and explanations of how TasNetworks operates and its remit
- Yes improved knowledge. A **like** to give more feedback
- Yes I learned more about the system and what to expect in the future

**Do you feel you now have a better understanding of the electricity industry?**

**Launceston**

- Yes
- Certainly do
- Yes
- Yes – much more
- Indeed
- Yes
- Yes!
- Yes
- Yes
- Yes
- Yes
- Yes

- Yes
- Yes
- Marginally
- Yes, slightly
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes, admiration to the people involved
- Yes
- Yes
- Yes
- Much better

### Hobart

- Yes. I mostly only thought Aurora was all there was
- Sure
- Yes
- Yes
- I certainly do
- Yes
- Absolutely
- Yes
- Slightly
- Yes, exposed to a finer level of detail than possible from website and annual reports
- Yes
- Yes
- Yes
- Yes!
- I have somewhat of a better understanding of the "market"
- Yes
- Yes
- Yes
- A little
- Yes
- Yes
- The role of the regulator – national context. Later innovations. Challenges for TasNetworks
- Yes
- Yes. The various breakdowns between supply-transmission-distribution-retail were clarified. Plus reasoning/strategies behind decisions made and planning
- A bit
- Yes

**Do you understand what TasNetworks does? If not, what could have been explained better?**

### Launceston

- No, it is explained well
- Simpler wording and graph
- Yes
- Yes I understand
- Yes
- Mostly
- Yes
- Yes
- Yes, some words were difficult to understand and could be made easier to understand
- Yes
- Yes – much more than when I got here
- Sure do
- Yes
- Yes I do
- Yes
- Yes
- Yes
- Yes
- Yes
- Crystal!
- Yes
- Yes
- I think so, yes
- Yes

## Hobart

- Yes. Not total in depth but a way lot more
- Sure
- Yes
- Research development
- I have a well developed understanding of what TasNetworks does
- A better idea than I did this morning
- Yes – very clearly explained
- Yes
- Pretty much already knew – workshop reinforced that I understood the system better than I thought
- Yes, the graphic and other materials used to communicate/explain how TasNetworks works need to be improved and used as by all presenters
- Yes
- Yes

- Yes
- Most, but feel that with more exposure to discussion to grasp and have better understanding
- Yes
- Yes
- 2 HD
- Somewhat – more of a ‘taste’ much more to learn
- Yes
- Yes
- Yes
- 2<sup>nd</sup> workshop. I can see TasNetworks evolving and have increased my understanding of what is happening
- Yes
- Yes
- Yes
- Yes

**Which component of the workshops did you feel was most interesting?**

**Launceston**

- Bruny Island update
- Most
- Where income and expenditure is directed
- All
- Breakdown of budget
- All of it
- The morning session
- All of them had their merits
- All
- Explanation of the two networks and power user and future planning
- Table discussions
- It was all engaging
- The transmission and the distribution
- I like how each presenter shares information on their area of expertise
- How the money is spent and what is planned for future
- Structure for the future
- All of it
- Pricing
- The opportunities for consumers to use electricity at off peak times to help those “peaks”
- Pricing breakdown
- Revenue distribution
- Technical stuff, Bruny Island trial
- Future technologies
- Innovation
- All of it
- Table discussions and questions
- The Round Table discussions
- The breakdown of costs

- Talking about future plans i.e. power banks
- Presentations
- I found all of it equally interesting

### Hobart

- How the new innovations that are in the works and how the power supply is directed around to actually get to the houses
- Most but possible technical areas – solar
- The knowledge of presenters
- Clark and Door
- Innovation and R&D type discussions
- The bloke talking about the **Lin are** and network map of Tassie
- Each group discussion was interesting – so many informed, intelligent and profound opinions
- Billing, engineering, innovation
- Solar/battery
- After lunch – innovation, grid investment and maintenance technology
- R&D. I am keen to learn more about the project on Bruny Island and perhaps implement it at home
- It was all interesting
- Innovation and technology – solar and batteries and smart meters with accordance to tariffs/options
- The talking of the projects that they are doing or planning on doing
- The table discussions
- The cost of all components
- All of it – great explanations. Innovation and technology very interesting – like to know more
- All of it
- All of it
- Solar
- Innovation section – showed a positive future. Overall areas of spending and **commitment**
- **Enn** power and time of use tariff. Bruny Island
- Innovation discussion
- Quick overview on the network
- The table discussion

### **Do you think your contribution today will make a difference?**

#### Launceston

- Yes
- I do hope so
- I hope so
- Yes
- Yes
- I do hope so
- Maybe
- I hope so
- I hope so
- Probably yes
- Hope so

- Hope so
- Yes
- I think so! The changes seem to be in line with my comments in previous forums
- I hope so
- Yes
- Yes
- Hope so
- I hope so
- Nope, in them grand scheme we are very insignificant and the decisions being made will be made by experienced professionals in the field
- Perhaps
- Hope so
- Yes
- I hope so
- Yes
- Maybe not, I'm not that intelligent
- Hopefully/Yes
- Hopefully
- I hope so
- Hope so
- I hope so

## Hobart

- I hope so, it was very very interesting
- Hope so
- ?
- No
- I do
- Maybe
- Yes – I have noticed some changes from input from previous workshops
- I hope so!
- Hope so
- Hope so
- I'm not sure
- Yes
- Maybe
- I hope so!
- Nothing is indefinite
- Yes
- Yes
- Hope so! Very encouraging TasNetworks thinks "consumer driven"
- Maybe
- Yes
- Yes
- I hope I was able to make **considerable** contributions to my table's discussion and feedback notes
- Yes

- Probably not. TasNetworks has set priorities and strategies that cannot be readily influenced by individuals. The focus group does fulfil certain performance outcomes presumably
- I hope so
- Hope so!

### **Which component of the workshops provided the least value?**

#### **Launceston**

- Was all valuable
- None
- Indicative expenditure table discussion
- None, they were all useful
- All very valuable
- All were great
- It was all valuable, fantastic forum
- None
- None!
- No component
- The graphs
- None
- TasNetworks revenue forecasts for breakdown, too much information for something that no one but the regulator has control of
- Technology
- Power point – slides were too detailed to read
- Unsure
- None
- None!
- None
- NA
- The graphs
- Nothing I can think of
- Technical presentations
- None

#### **Hobart**

- Slides on the screens as hard to read at time. Would be better if copies were available on the tables. The grid and power size e.g. megawatt part
- NA
- ?
- Graphs outside my comprehension
- Some of the graphs might be better presented in another format (e.g. Pie Charts)
- The boring bit anything technical, please explain things in Layman terms
- Making sense of the column graphs
- The big graphs – too confusion – need to simplify this information
- Poor graphics on income stream – graphs are intended to summarise and simplify presenter information

- Difficult to nominate, all components valuable
- The graphs
- Some of the graphs
- None
- Expenditure need to be broken down more (employee costs, expenditures involving travel, catering, employee benefits, vehicle costs all with potential savings)
- None of it. It was all pretty valuable information, they didn't really explain the sheets and charts
- The graphs
- Statistics
- Nil
- Was all good
- The bar charts
- Column charts
- Did not find anything that was not useful. It was a well planned day. Post lunch session was a bit dry but improved as time went on
- Forecast revenue too complex. Technology – IT systems. Asking non-industry experts to 'determine' whether a proposed expenditure is justified is somewhat meaningless
- Discussions of the macro budgets without reference to how they affect end point customers
- I don't think it makes any sense to ask our opinion on whether various spend levels. We don't have the expertise or the necessary information
- Nothing comes to mind