

# 2022 Energy Charter Feedback Summary

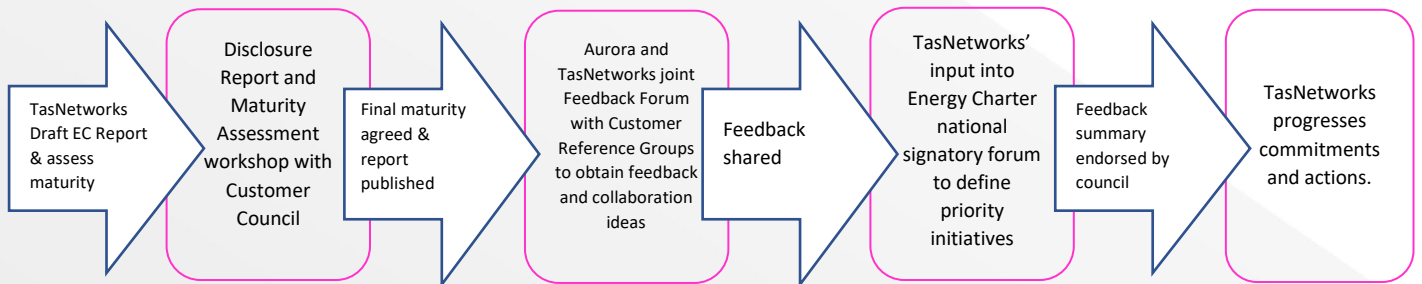
# 1 Introduction

After joining The Energy Charter in 2021, TasNetworks published its first Energy Charter Report in 2022, detailing the key customer outcomes achieved under the Energy Charter Principles throughout the year, and focus areas for next 12 months.

TasNetworks' is committed to fostering greater collaboration across the energy supply chain and ensuring that our actions reflect the needs and expectations of our customers. We are working closely with our stakeholders to explore ideas to improve customer service, support customers experiencing vulnerability and ease cost of living pressures.

This document summarises the discussions and feedback shared at a joint forum with Aurora Energy and a Customer Council workshop. This includes engagement on our maturity ratings, commitments and priorities contained in TasNetworks' 2022 Energy Charter Report.

## 2 Our Engagement Approach



### 2.1. Disclosure Report and Maturity Assessment Workshop

An Energy Charter *'Reporting and Maturity Assessment workshop'* was held with TasNetworks Customer Council in July 2022, where we received input and feedback on our draft Energy Charter Report.

TasNetworks shared the maturity self-assessment against the Energy Charter principles and the Customer Council provided their view on their level of support for the ratings. A Menti survey was used to enable members to provide feedback anonymously.

TasNetworks considered the feedback and shared this with our Executive Team and Board. Based on these engagements, changes were made and a final maturity rating was established

## TasNetworks' Energy Charter Maturity

	TasNetworks self-assessment	Customer Council – Vote	Final Outcome
<b>Principle 1:</b> We will put customers at the centre of our business and the energy system	Emerging	Emerging - 12 votes	Emerging
<b>Principle 2:</b> We will improve energy affordability for customers	Evolved	Emerging - 8 votes Evolved - 4 votes	Emerging
<b>Council Feedback Principle 2</b>			
<ul style="list-style-type: none"> <li>• 'Fundamentally, I hear that my clients can't afford power, and I speak for those people'</li> <li>• 'It's a tough one to demonstrate as TasNetworks is such a capital intensive business'</li> <li>• 'Need to understand that there is 'customer' as a collective and 'customer' as an individual, the two can affect each other.'</li> </ul>			
<b>Principle 3:</b> We will provide energy safely, sustainably and reliably	Evolved	Emerging - 3 votes Evolved - 7 votes Empowered - 1 vote	Emerging/Evolved
<b>Council Feedback Principle 2</b>			
<ul style="list-style-type: none"> <li>• Although progressing, TasNetworks and the broader Energy sector in Australia isn't there yet in terms of alternative energy. The network is a two way street"</li> <li>• "Difficult to rate as it covers a lot of different elements"</li> </ul>			
<b>Principle 4:</b> We will improve the customer experience	Emerging	Emerging - 10 votes Evolved - 1 vote	Emerging
<b>Principle 5:</b> We will support customers facing vulnerable circumstances	Emerging	Elementary - 1 vote Emerging – 9 votes Evolved – 2 votes	Emerging

TasNetworks' Energy Charter Report was finalised and published in October 2022. The Report contained a number of commitments for 2022-23 that aim to increase maturity against the five Energy Charter Principles.

### 2.2. Joint forum with Aurora Energy

On 13 October 2022, The TasNetworks and Aurora Energy CEO's hosted a joint forum to develop collaborative ideas to better support vulnerable customers, ease cost of living challenges and ensure that no one is left behind through the renewable energy transition. Attendees included representatives from:

- COTA
- TasCOSS
- Small Business Council
- Tasmanian Renewable Energy Alliance
- Ombudsman Office
- Master Electricians
- Nyrstar
- Salvation Army
- Anglicare Tas

The feedback, ideas for further collaboration and actions generated have been grouped into three themes and categorised under the headings 'we heard' and 'we will'. The actions described predominately address Energy Charter principles two 'We will improve energy affordability for customers' and five 'We will support customers facing vulnerable circumstances'.

These ideas and key themes were then shared with a cost of living signatory workshop. This has helped to shape some new cost of living initiatives for signatories across the Australian energy sector. Both TasNetworks and Aurora are now actively involved in shaping these cost of living initiatives that will go to the CEO Council in December 2022 and be joint collaborations.

Collaboration between TasNetworks and Aurora is also already underway on the priority Better Together Initiative, 'Knock to Stay Connected'. Both businesses are actively developing processes and tools for its operational teams to deliver the program with a commencement date of early 2023.

As the only two signatories to the Energy Charter in Tasmania, TasNetworks and Aurora will continue their commitment to prioritising customer outcomes in the best interests of our community by working with the Energy Charter on the new Priority Cost of Living Better Together Initiatives that are currently under development. Both businesses have also committed to delivering a 'Voices for Power' initiative to deliver a 'train-the-trainer' model across Tasmania communities that require assistance in growing their understanding of their energy use, safety and costs.

## Theme 1 – Energy Efficiency

### We heard

- Consider designing incentives to get more interest from customers about understanding energy efficiency benefits.
- Better support is needed for people renting who have little opportunity to make changes other than switching off lights or heaters. More work is needed with landlords to ensure minimum standards are met.

### In 2022-23 we will

- Provide additional energy efficiency sessions for customers to attend.
- Develop a package of energy efficiency information that can be sent to community organisations for them to distribute.
- Develop a Tasmanian specific 'Voices for Power' train-the-trainer model delivering community appropriate energy literacy workshops.
- Roll out 'Knock to stay connected' initiative in February 2023 to avoid any potential disconnection of customers who may be in financial stress.
- Implement new renewable energy character to primary school education program to teach kids about how to be energy efficient.

## Theme 2 – Data and Technology

### We heard

- Use of renewable technologies to determine pockets of social housing, to leverage some inexpensive technology.
- While there might be no interest loans available to upgrade technology/equipment, people are not in a position to take on any more loans.
- As a customer who has their own solar connected to their home, why can't they donate that to someone or a community organisation.
- How do we facilitate micro grid trading between grids.
- Community batteries and community solar are important for people who don't own their own home.

### In 2022-23 we will

- Investigate technical feasibility of those with solar to donate/credit power to community organisations.
- Engage and learn from pilot/emerging projects which deliver innovation in distributed energy resources.
- Advocate for regulatory changes that allow technological solutions which can support customers experiencing vulnerability.
- Kick off engagement with communities interested in installing community batteries and solar.
- Co-host joint stakeholder forum with Aurora Energy in early 2023 on future network strategy.

## Theme 3 – Education and Understanding

### We heard

#### Residential customers

- Understanding what electricity you use is complex. Behaviour changing statements would help to get customers attention.
- Customers are doing it tough, balancing choices to pay for power, or eat, fill the car with petrol. Choosing when and how to use power is complicated for customers. Need to get back to basics.
- Emergency relief for customers in need, explaining bills to community members. Keeping it simple.
- Consider text messages like sending a daily energy saving tip.
- Important to equip staff who are on the ground talking directly with customers with information.
- Linguistic opportunities and training front line staff to assist communities.
- Literacy and digital literacy considerations to upskill customers and not leave anyone behind
- Consider who has influence within different communities. Reaching out through some of the cultural groups or in-home care services could work well.
- Cost of living for small business – not having the knowledge for electricity contracts etc. Further discussion needed on lifting the 150 MW into the tariff structure.
- Important to train staff so they know how to approach situations and to consider family violence impacts.
- Consider education for kids on topics like energy usage as a way to tap into our future customers.

### In 2022-23 we will

- Consider how to use influencers/trusted people to help educate others in their communities.
- Consider alternative communication tools i.e: text messages on energy saving tips which are easily applied.
- Investigate tapping into field staff as educators for community within their interactions and building relationships to provide tips and tricks on reducing bills.
- Run internal workshops on ‘unpacking vulnerability’: through the lived experiences of customers (included in Disclosure Report).
- Review our potential impact on those in domestic violence situations and consider changes to policies and procedures to support and minimise impact.
- Continue to work with youth panels for projects to understand community and provide assistance.
- Continue the Safety in Schools Program ‘Bright Sparks’ and leverage new character to help deliver messages around energy efficiency and renewable energy.
- Implement a ‘new computers for community’ initiative to assist with digital literacy and inclusion.