Booklet Appendix

SA Power Networks

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Introduction

This document provides the following additional information from the focussed conversation template recommendations:

- Other options considered
- Focussed conversation participants
- Expert witnesses and subject matter experts
- Any other additional information considered important for the People's Panel

Equity and Vulnerable Customers

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the People's Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Georgina Morris	Chair, Community Reference Group and SACOSS employee	Workshop participant – information presented and outcomes Customer engagement and process
Jen Bradley	Community representative	Workshop participant – information presented and outcomes Customer engagement and process
Heather Merran	Uniting Communities Wesley Bowden	Workshop participant – information presented and outcomes Customer engagement and process Outcomes of small grants trial

6. The following external stakeholders were part of the Focussed Conversation

Name	Position / Organisation	Workshop 1	Online optional check-in	Targeted session – Vulnerable Customer Assistance Program	Targeted session – claims	Targeted session – Solar as a service	Targeted session – Knock before you disconnect	Workshop 2	Close out session
Aasha Sriram	Uniting Communities	✓						✓	
Jen Dunkley	Uniting Communities				✓				
Jo De Silva	Energy & Water Ombudsman SA	✓			✓		✓	✓	
Georgina Morris	SA Council of Social Services (SACOSS)	✓	✓		✓	✓	✓		✓
Vesna Haracic	City of Salisbury	✓							
Carie Dawes	SYC (Rent Right)	✓						✓	
Anna Pedulla	SYC (Rent Right)							✓	
Joel Dingam	Better Renting								
Jordan Smith	Business SA							✓	✓
Kate Fox	SA Financial Counsellors Association	✓					✓	✓	✓
Dr Jessie Byrne	SA Power Networks' Community Advisory Board	✓							✓
Andrew Stock	SA Power Networks' Community	✓						✓	

Name	Position / Organisation	Workshop 1	Online optional check-in	Targeted session – Vulnerable Customer Assistance Program	Targeted session – claims	Targeted session – Solar as a service	Targeted session – Knock before you disconnect	Workshop 2	Close out session
Heather Merran	Uniting Care Wesley Bowden	✓	✓	✓		✓		✓	✓
Alex Fry	Uniting Care Wesley Bowden							✓	✓
Peter Scott	Eyre Peninsula Local Government Association	✓				✓		✓	
Penelope McMillan	Myalgic Encephalomyelitis / Chronic Fatigue Syndrome Australia	✓	✓	✓				✓	✓
Rhys Pearce	Department Human Services	✓						✓	
Ren Aubrey	Department Human Services	✓						✓	✓
Silvio Iadarolo	Multicultural Communities Council of SA	✓					✓	✓	✓
Con Hristodoulidis	AGL (retailer)	✓						✓	
Kym Mercer	Anti-Poverty Network SA							✓	
Andrew Schultz	Department of Energy & Mining	✓				✓			✓
Jen Bradley	Community representative	✓	✓	✓		✓		✓	✓

Name	Position / Organisation	Workshop 1	Online optional check-in	Targeted session – Vulnerable Customer Assistance Program	Targeted session – claims	Targeted session – Solar as a service	Targeted session – Knock before you disconnect	Workshop 2	Close out session
Gordan Penhall	Community representative	✓						✓	
Nadia Moffat	Disability advocate	✓						✓	✓
Wendy Dohnt	Community representative	✓							✓
Alayna de Graaf	Community representative							✓	

7. Summary of options presented as part of focussed conversation

It should be noted that all investment options presented as part of the focussed conversation were 'new value' as SA Power Networks does not currently receive funding to support vulnerable customers. The ideas and initiatives presented were identified by participants through our broad and diverse workshops to support and assist vulnerable customers.

During the 2020-25 period, expenditure levels have been low with a $100,000 budget being allocated to undertake a few trials as part of the Vulnerable Customer Strategy implementation. This included a disconnection field visit trial and the development of a small grants program through ConnectEd/ Uniting Communities Wesley Bowden to improve energy affordability. Grants were provided to purchase energy efficient appliances or write-down debt for clients in financial stress.

Workshop 1

The following options were explored as part of our first workshop.

Options	Description
Improving access to rooftop solar – Solar as a service	Solar is installed at rental property Tenant pays for the solar through an additional charge added to the electricity service charge
Improving access to rooftop solar – Subsidy for landlord purchase of solar	Landlord provided a subsidy to install solar on their rental property (current Victorian scheme) Landlord can share loan repayments with the Tenant (up to 50% of the residual cost) Solar remains on property when tenant leaves
Solar Sponge	Maximising access to cheapest energy by providing smart meters for vulnerable customers/ renters who can access 'solar sponge' (time during the day when solar generation is at its highest, and energy prices at their lowest)
Donate kW solar	Solar owners donate excess generated kW of solar to vulnerable customers Similar to 'Donate your Data' for mobile phones e.g. The Smith Family / Optus partnership

Community batteries	Shared battery solution allowing customers and the wider community to access the benefits of solar/ renewable energy
Community Energy Fund	Establish community energy fund to allocate funding to specific projects, assessed on merit using panel (including community members)
Vulnerable Customer Assistance Program	Program to assist vulnerable customers could include: • Energy efficiency • Small grants program to improve energy affordability for vulnerable clients • Extended outages, welfare visits • Call Centre training
Disconnections – Knock before you disconnect	Field visit to customers who are on the disconnection pathway due to non-payment to encourage engagement with their retailer and prevent disconnection
Life Support Customers	Review looking at rule change to 'tighten' Life Support Customer criteria, making qualifications more stringent Target response and improve services to highest priority customers
Damage and outage claims process	Implement new claims scheme to support customers impacted by unexpected events on the network
Energy Advisory	Specific advice to vulnerable customers on: • Solar investment and options • Retail offers • Energy consumption and use • Understanding your bill • Information in different languages/ culturally targeted • Accessibility eg. deaf and hearing impaired, mental health

Essentials/ Basic Network Tariffs	Demand-managed service aimed at avoiding large levels of consumption and therefore large bills. The meter would 'trip' when threshold level of demand is reached. This would occur when multiple appliances are operating simultaneously. The customer can then reset the meter with a reduced 'basic' level of service.

At the end of workshop 1, a survey was provided to participants to prioritise programs for further consideration as part of Workshop 2:

- 3 votes - Which programs will provide the most value for vulnerable customers? Where should we focus our efforts?
- 3 votes - Which programs do you not want us to progress any further in our 2025-30 reset?

Following the prioritisation of programs, a series of targeted engagement sessions were held for the six priority initiatives to further refine and develop the programs ahead of workshop 2. This included targeted sessions on the following:

- Solar as a Service
- Community Energy Fund
- Vulnerable Customer Assistance Program
- Claims and damages process
- Knock before you disconnect
- Life Support Customers

Workshop 2

For all programs, two options (where available) and their associated bill impacts were explored and presented in workshop 2:

Program	Options presented
Solar for Renters – Solar as a Service	Option 1: SA Power Networks or third party delivered scheme with no bill impact Option 2: Advocate for SA Government-led rental support scheme

Community Batteries and Community Energy Fund	Option 1: $1 Million per annum fund ($5 Million over 5 years) Option 2: $2 Million per annum fund ($10 Million over 5 years)
Vulnerable Customer Assistance Program	Option 1: 0.17 Million per annum for grants budget and 1 SA Power Networks Van for welfare visits during outages Option 2: $0.40 Million per annum for grants budget, 2 SA Power Networks Van's for welfare visits during outages and customer service vulnerable customer training
Knock before you Disconnect	Option 1: $300k per annum for 10,000 knock before you disconnect visits Option 2: $450k per annum for 10,000 knock before you disconnect visits and a referral program
Life Support Customers	No funding to be sought at this point for 2025-30 period – AEMC rule change might impact
Claims Process	Option: $2m per annum for payment to customers in event of network damage, where insurance doesn't cover appliance damage

At the end of this workshop, stakeholders were asked to choose option 1 or 2 using the worksheet provided considering which option do they support and why, what could be improved and what were the concerns? Results were received from a total of 18 participants. SA Power Networks staff did not participate in selecting a preferred option.

Life Support Customers was an initiative discussed throughout the workshops and there was strong support for SA Power Networks to continue to advocate for a rule change to redefine what a life support customer means. There was agreement that the current register is unworkable but needs to be alternative offerings to replace any deregistration. This initiative, however, has not been included for consideration as part of the equity and vulnerable customers focussed conversations outcomes as it relies on a rule change by the Australian Energy Market Commission. Funding implications are currently unknown and will be monitored.

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Energy Transition

Focussed Conversation

5. The People's Panel may choose to interview staff, stakeholders, or subject matter experts from the Focussed Conversation, or requested to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Bryn Williams	Network Strategy Manager, SA Power Networks	Author of this document
Mark Borlace	Senior Manager, Future Mobility RAA	Electric vehicles, new technology, engagement process
Jenny Paradiso	Managing Director - Suntrix; Community Advisory Board member	Solar industry, engagement process

6. The following stakeholders were part of the Focussed Conversations

Name	Position / Organisation	**Workshop 1** Friday 12 August (online)	**Workshop 2** Tuesday 18 October (in person/online)	**Workshop 3a** Thursday 10 November (in person/online)	**Workshop 3b** Thursday 17 November (online 'catch up' for people unable to attend 10 Nov.)
Alistair McGrath-Kerr	Smart Energy	✓			
Andrew Mears	SwitchDin	✓	✓		
Andrew Schultz	Department of Energy & Mining	✓	✓		✓
Andrew Stock	Community Advisory Board	✓	✓	✓	
Anita Saunders	RAA		✓		✓
Ben Wilson	Engie	✓	✓		
Bethanie Adams	Australian Energy Regulator (AER)	✓		✓	
Bruce Davis	RAA		✓		
Caroline Valente	Energy Consumers Australia	✓			
Chris Marsden	CAB Reset Sub-Committee	✓	✓	✓	

Name	Position / Organisation	**Workshop 1** Friday 12 August (online)	**Workshop 2** Tuesday 18 October (in person/online)	**Workshop 3a** Thursday 10 November (in person/online)	**Workshop 3b** Thursday 17 November (online 'catch up' for people unable to attend 10 Nov.)
Con Hristodoulidis	AGL	✓			
Craig Norris	ChargeFox		✓		✓
Darren Gladman	SwitchDin			✓	
Emma Fagan	Tesla	✓	✓	✓	
Greg McCarron	Central Irrigation Trust	✓			
Heather Merran	UnitingCare Wesley Bowden		✓		✓
Jane Kelly	AER	✓	✓		
Jason Huang	Community Advisory Board	✓	✓	✓	
Jen Bradley	Community Reference Group		✓		✓
Jenny Paradiso	Community Advisory Board	✓	✓		✓
Jo De Silva	Energy & Water Ombudsman SA	✓			

Name	Position / Organisation	**Workshop 1** Friday 12 August (online)	**Workshop 2** Tuesday 18 October (in person/online)	**Workshop 3a** Thursday 10 November (in person/online)	**Workshop 3b** Thursday 17 November (online 'catch up' for people unable to attend 10 Nov.)
John Haskey	369 Labs	✓	✓		
Juris Kuznecovs	AER			✓	
Lara Daddow	City of Adelaide		✓	✓	
Mark Borlace	RAA		✓		✓
Mark Henley	Consumer Challenge Panel (CCP30)	✓		✓	
Mark Twidell	**Tesla**	✓			
Matthew Curnow	**Community Advisory Board**	✓	✓		✓
Peter Natrass	**Department Energy & Mining**	✓	✓		
Prianka Thomas	**AER**	✓			
Richard Edwards	Department Energy & Mining		✓	✓	
Ron Shanks	Consumers SA		✓	✓	

Name	Position / Organisation	**Workshop 1** Friday 12 August (online)	**Workshop 2** Tuesday 18 October (in person/online)	**Workshop 3a** Thursday 10 November (in person/online)	**Workshop 3b** Thursday 17 November (online 'catch up' for people unable to attend 10 Nov.)
Ross De Rango	Electric Vehicles Association	✓	✓		
Rowan McKeown	Essential Services Commission of SA	✓			
Sally Knight	AEVA	✓			
Sam Craft	Solar Industry Reference Group	✓	✓		
Sara Stark	AER	✓	✓		
Sarah Lumsden	Uniting Communities	✓	✓		
Slavko Jovanoski	AER	✓			
Tom Brdanovic	Tandem Energy	✓	✓	✓	
William Trott	Shine Hub	✓	✓		
Yarik Turianskyi	Business SA	✓	✓	✓	

7. Summary of options considered

Recommended options in blue

Enabling distributed energy – export capacity	Outcome	Annual bill impact: Residential	Annual bill impact: Business
Minimise investment, don't add any new additional export capacity	Increasing curtailment of solar exports over time	-	-
Upgrade in locations where there are wholesale market benefits	Service level varies across the network	$10.25	$38.60
Invest to maintain a consistent service level across the whole network 95% means that solar customers can expect to have their output limited no more than 5% of the time, or 140 hours per year	85% service level	$11.35	$42.80
	90% service level	$11.65	$43.90
	95% service level	**$13.20**	**$49.80**
	98% service level	$14.90	$56.15

Encouraging flexible loads	Outcome	Residential	Business
No new investment in systems, processes or staff to enable smart DER	No new services to customers or market participants	-	-
New services to reward small and large customers for shifting loads	Increase solar self-consumption and reduce peak demand, saving customers money and reducing future network investment	$2.00	$15.55
As above + advanced services including services for VPPs, retailers	**Help retailers and others to create additional customer value from innovative market offers**	**$2.70**	**$21.05**
As above + trial new web platform for network service procurement	Trial a streamlined online tender process for network services	$2.85	$22.20

Transitioning our vehicle fleet to electric vehicles	Outcome	Residential	Business
Business-as-usual, continue with internal combustion engine (ICE) vehicles	No abatement of carbon emissions	-	-
Cost-optimised transition – replace ICE with EV once an equivalent EV is equal or lower cost	**498 light vehicles (76%) and 14 heavy vehicles (5%) transitioned by 2030, 7,300 tonnes CO_2 avoided by 2030. Cost-neutral to customers over 10 year period**	**$0.60**	$4.65
Accelerated transition – as above + additional vehicle replacements	542 light vehicles (79%) and 106 heavy vehicles (38%) transitioned by 2030, 10,200 tonnes CO_2 avoided by 2030 plus another 14,000 tonnes over life of additional heavy vehicles	$2.20	$17.15

The numbers supplied are forecasts and will be updated in response to stakeholder input and external market influences over time.
Our final numbers will be provided in our 2025-30 Regulatory Proposal to be lodged with the AER in January 2024.

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Reliability and Bushfire Safety

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Mike Leane	Community representative, Community Advisory Board and Chair, Regional and Remote CAB Sub-committee	Workshops – information presented and outcomes Customer engagement and process
Penny Williams	Chief Executive, Streaky Bay District Council	Workshops – information presented and outcomes Customer engagement and process
Rowan McKeown	Senior Policy Officer, ESCoSA	Workshops – information presented and outcomes Customer engagement and process ESCoSA reliability standards and targets
Mark Pynn	Asset Strategy Manager SA Power Networks	Scenarios, expenditure forecasts, scope of work

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Kelvin Trimper	CAB Member and Chair, CAB Reset Sub-Committee	✓	✓	✓	✓
Doug Strain	CAB Member and Chair, Asset Condition and Risk CAB Sub-Committee	✓	✓	✓	
Mike Leane	CAB Member and Chair, Regional and Remote CAB Sub-Committee	✓	✓	✓	✓
Davis Veremu	CAB Member	✓	✓	✓	✓
Sue Chase	CAB Member and Member Regional and Remote CAB Sub-Committee		✓	✓	
Chris Marsden	CAB Reset Sub-Committee	✓	✓		✓
Georgina Morris	SACOSS	✓	✓	✓	✓
Heather Merran	Uniting Care Wesley Bowden				
Dave O'Shannessy	SES	✓	✓	✓	
Russell Dippy	SAPOL			✓	

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Rowan Thomas	Grain Producers SA	✓		✓	
Andrew Lehmann	Grain Producers SA				✓
Andrew Schultz	DEM				
Andrew Robertson	City of Victor Harbor			✓	✓
John Millar	City of Victor Harbor			✓	✓
Mark Mayshenko	Adelaide Hills Council			✓	
Katherine Russell	LGA		✓	✓	✓
Nathan Petrus	LGA	✓			
Steve Cursaro	Electranet	✓			
Doug Deans	Electranet		✓		
Kirsty Sullivan	Electranet			✓	
Kurt Kreltszheim	NBN Co.			✓	
Rowan McKeown	ESCoSA		✓	✓	
Vicki Knighton	ESCoSA				

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Ian Furness	Office of the Technical Regulator		✓	✓	
Jesse Daughtry	Office of the Technical Regulator	✓	✓	✓	✓
Jordan Smith	Policy Officer, Business SA		✓	✓	✓
Caroline Valente	Energy Consumers Australia	✓		✓	✓
Mark Byrne	Total Environment Centre			✓	
John Thompson	AER			✓	✓
Kris Funston	AER				✓
Michelle Shi	AER		✓		
Juris Kuznecovs	AER				✓
Ellie Hubbard	KPMG				✓
Jeremy Lucas	Senior Manager Resilience, SA Water		✓	✓	
Mike Swanston	AER CCP30		✓	✓	
Mark Henley	AER CCP30	✓	✓		✓
Jason Huang	CAB member and Member Regional and Remote CAB Sub-Committee	✓		✓	

7. Additional information to support template and recommendation overview of options presented

Consolidated Scenario 1

	EXPENDITURE	RESIDENTIAL $P	BUSINESS $P
Maintain reliability	$58m	$2.35	$18.35
Replacement expenditure Scenario 1	$672m	$23.45	$183.8
Total	**$730m**	**$25.80**	**$202.15**

Consolidated Scenario 2

	EXPENDITURE	RESIDENTIAL $P	BUSINESS $P
Rural restoration time compliance	$27m	$1.55	$12.10
CBD Reliability compliance	$27m	$1.50	$11.85
Bushfire mitigation	$15m	$0.90	$6.95
Maintain reliability	$58m	$2.35	$18.35
Repex reduction from optimisation	-$106m	-$3.20	-$20.20
Repex reduction from assets and work	-$21m	-$0.65	-$5.35
Replacement expenditure Scenario 2	$1,258m	$42.40	$332.60
Total	**$1,258m**	**$44.85**	**$356.30**

Consolidated Scenario 3

	EXPENDITURE	RESIDENTIAL $P	BUSINESS $P
Additional public safety power shutoff reduction	$55m	$2.55	$19.90
Public safety power shutoff reduction	$4m	$0.25	$1.75
Additional bushfire mitigation	$61m	$3.80	$29.45
Worst served customers reliability improvement	$16m	$0.65	$5.10
Regional reliability improvement	$16m	$0.70	$5.15
Replacement expenditure Scenario 3	$106m	$3.20	$25.20
Consolidated Scenario 2			
Total	**$1516m**	**$56**	**$442.85**

Repex uplift resourcing costs across the business	$53m	$9.05	$70.95	$57m	$9.85	$77.25
Assets and works	$35m	$6.10	$47.80	$35m	$6.10	$47.80

Assets and works

Reliability and Bushfire Safety addendum

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Doug Schmidt	Executive General Manager Network Management	Scenarios, expenditure forecasts, scope of work
Mark Pynn	Asset Strategy Manager SA Power Networks	Scenarios, expenditure forecasts, scope of work

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation
Kelvin Trimper	Asset Condition & Risk Sub-Committee
Caroline Valente	Energy Consumers SA
Mike Leane	CAB
Davis Veremu	Osmoflo
Chris Marsden	CAB Reset Sub-Committee
Georgie Morris	SACOSS
Heather Merran	Uniting Care Wesley Bowden
Katherine Russell	Local Government
Jordan Smith	Business SA
Penny Williams	Streaky Bay Council
Andrew Robertson	Victor Harbour Council
John Millar	Victor Harbour Council
Jesse Daughtry	DEM
Mark Henley (Observer)	AER CCP 30
Kris Funston	AER
Michelle Shi	AER
John Thompson	AER

Security of Supply (capacity)

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Mike Leane	Community representative, Community Advisory Board and Chair, Regional and Remote CAB Sub-committee	Workshops – information presented and outcomes Customer engagement and process
Penny Williams	Chief Executive, Streaky Bay District Council	Workshops – information presented and outcomes Customer engagement and process
Elisia Reed	Investment Planning Manager, SA Power Networks	Scenarios, expenditure forecasts, scope of work

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Kelvin Trimper	CAB Member and Chair, CAB Reset Sub-Committee	✓	✓	✓	✓
Doug Strain	CAB Member and Chair, Asset Condition and Risk CAB Sub-Committee	✓	✓	✓	
Mike Leane	CAB Member and Chair, Regional and Remote CAB Sub-Committee	✓	✓	✓	✓
Davis Veremu	CAB Member	✓	✓	✓	✓
Sue Chase	CAB Member and Member Regional and Remote CAB Sub-Committee		✓	✓	
Chris Marsden	CAB Reset Sub-Committee	✓	✓		✓
Georgina Morris	SACOSS	✓	✓	✓	✓
Heather Merran	Uniting Care Wesley Bowden				
Dave O'Shannessy	SES	✓	✓	✓	
Russell Dippy	SAPOL			✓	

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Rowan Thomas	Grain Producers SA	✓		✓	
Andrew Lehmann	Grain Producers SA				✓
Andrew Schultz	DEM				
Andrew Robertson	City of Victor Harbor			✓	✓
John Millar	City of Victor Harbor			✓	✓
Mark Mayshenko	Adelaide Hills Council			✓	
Katherine Russell	LGA		✓	✓	✓
Nathan Petrus	LGA	✓			
Steve	Electranet	✓			
Doug Deans	Electranet		✓		
Kirsty Sullivan	Electranet			✓	
Kurt Kreltszheim	NBN Co.			✓	
Rowan McKeown	ESCoSA		✓	✓	
Vicki Knighton	ESCoSA				

7. Overview of options presented

Scenario	Discussion on this option
Scenario 1 **Basic**	• Reduce levels of service • Erode system security • Widespread network security of supply risks managed through load shedding.

Scenario 3
New value
	• Use of automation to improve response to high impact low probability events, predominantly outer metro locations where there are alternative supply options.
	• Invest in a new main supply line in the Fleurieu Peninsula to provide the means to recover from a high impact low probability event
	  • Investment in security of supply capability is economically justified
	  • Estimated $20 Million investment

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Network Resilience

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request them to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Mike Leane	Community representative, Community Advisory Board and Chair, Regional and Remote CAB Sub-committee	Workshops – information presented and outcomes Customer engagement and process
Penny Williams	Chief Executive, Streaky Bay District Council	Workshops – information presented and outcomes Customer engagement and process
Vlora Dzeladini	Network Emergency Manager, SA Power Networks	Scenarios, expenditure forecasts, scope of work

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Kelvin Trimper	CAB Member and Chair, CAB Reset Sub-Committee	✓	✓	✓	✓
Doug Strain	CAB Member and Chair, Asset Condition and Risk CAB Sub-Committee	✓	✓	✓	
Mike Leane	CAB Member and Chair, Regional and Remote CAB Sub-Committee	✓	✓	✓	✓
Davis Veremu	CAB Member	✓	✓	✓	✓
Sue Chase	CAB Member and Member Regional and Remote CAB Sub-Committee		✓	✓	
Chris Marsden	CAB Reset Sub-Committee	✓	✓		✓
Georgina Morris	SACOSS	✓	✓	✓	✓
Heather Merran	Uniting Care Wesley Bowden				
Dave O'Shannessy	SES	✓	✓	✓	
Russell Dippy	SAPOL			✓	

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Rowan Thomas	Grain Producers SA	✓		✓	
Andrew Lehmann	Grain Producers SA				✓
Andrew Schultz	DEM				
Andrew Robertson	City of Victor Harbor			✓	✓
John Millar	City of Victor Harbor			✓	✓
Mark Mayshenko	Adelaide Hills Council			✓	
Katherine Russell	LGA		✓	✓	✓
Nathan Petrus	LGA	✓			
Steve Cursaro	Electranet	✓			
Doug Deans	Electranet		✓		
Kirsty Sullivan	Electranet			✓	
Kurt Kreltszheim	NBN Co.			✓	
Rowan McKeown	ESCoSA		✓	✓	
Vicki Knighton	ESCoSA				

Name	Position / Organisation	**Workshop 1** Scene Settings	**Workshop 2** Replacement expenditure	**Workshop 3** A reliable, resilient and safe network	**Workshop 4** Optimising asset investment
Ian Furness	Office of the Technical Regulator		✓	✓	
Jesse Daughtry	Office of the Technical Regulator	✓	✓	✓	✓
Jordan Smith	Policy Officer, Business SA		✓	✓	✓
Caroline Valente	Energy Consumers Australia	✓		✓	✓
Mark Byrne	Total Environment Centre			✓	
John Thompson	AER			✓	✓
Kris Funston	AER				✓
Michelle Shi	AER		✓		
Juris Kuznecovs	AER				✓
Ellie Hubbard	KPMG				✓
Jeremy Lucas	Senior Manager Resilience, SA Water		✓	✓	
Mike Swanston	AER CCP30		✓	✓	
Mark Henley	AER CCP30	✓	✓		✓
Jason Huang	CAB member and Member Regional and Remote CAB Sub-Committee	✓		✓	

7. Overview of options presented

Scenario 1 Basic	• No additional resilience investment above business as usual resilience activities such as equipment standards, vegetation management, maintenance and emergency management planning
Scenario 2 Maintain	• No additional resilience investment above business as usual resilience activities such as equipment standards, vegetation management, maintenance and emergency management planning
Scenario 3 New value	• $12.5m for 3-5 new mobile generators to be stationed across the state • $10m fund to co-fund community energy resilience projects
Additional options above new value	• Scenario 3: Maintain, plus, • Up to $50m for SA Power Networks-owned infrastructure (such as microgrids) to reduce impact of long-duration power outages in 5-20 towns

Stakeholders were presented with a number of options as part of workshop 3 and were asked to provide us with direction on possible investment. Eighty-five per cent (85%) of respondents felt it was important or very important that SA Power Networks investment in network resilience to weather events. Fifty-six percent (56%) supported investment at the new value level and thirty-three per cent (33%) supported above new value levels of investment.

8. Summary of options not supported as part of focussed conversation

Option	Rationale of why not supported
Basic	• Stakeholders supported additional investment to improve network resilience
Maintain	• Stakeholders supported additional investment to improve network resilience
Additional investment above new value	• Potential inefficiency/regression in SA Power Networks taking on too much responsibility for shared community resilience issues • Need to learn from early experiences and other utilities as to what works best

CBD Reliability

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Doug Strain	Chair, Asset Condition and Risk CAB Sub-Committee	Workshops – information presented and outcomes Customer engagement and process
Caprice Davey	Head of Network Assets, SA Power Networks	Scenarios, expenditure forecasts, scope of work
Rowan McKeown	Senior Policy Officer, ESCoSA	Workshops – information presented and outcomes Customer engagement and process ESCoSA reliability targets

6. The following external stakeholders were part of the Focussed Conversation

Name	Position / Organisation	Workshop 1	Workshop 2
Kelvin Trimper	CAB Member and Chair, CAB Reset Sub-Committee	✓	✓
Doug Strain	CAB Member and Chair, Asset Condition and Risk CAB Sub-Committee	✓	✓
Linh Nguyen	Adelaide City Council	✓	✓
Lara Daddow	Manager Low Carbon and Circular Economy, Adelaide City Council	✓	✓
Rowan McKeown	Senior Policy Officer, ESCoSA	✓	✓
Vicki Knighton	Senior Policy Officer, ESCoSA	✓	✓
Ian Furness	Principal Electrical Engineer, Office of the Technical Regulator	✓	✓
Jerome Matthews	Art Gallery of SA	✓	✓
Jeremy Lucas	Senior manager Resilience, SA Water	✓	✓
Jordan Smith	Policy Officer, Business SA	✓	✓
Emmanuel Kelakios	Chief Construction Manager, Maras Group	✓	
Barry Jenkins	Property Manager, Maras Group	✓	
Jason Marsden	Asset Officer, DIT	✓	
Mark Henley	AER CCP30	✓	✓
Michelle Shi	AER	✓	
Taren Hocking	West End Traders Association		

7. Overview of options presented

The following scenarios were presented to the Focussed Conversation:

Scenario 1 Basic

- Continue current CBD investment for 2025-30: $34 Million
- Subset of current spend includes:
  - $7.5 Million for planned 11,000V cable replacement
  - $3 Million for feeder automation
  - Remaining $24 Million for distribution equipment replacement, substation equipment replacement, inspections, maintenance and some augmentation

Scenario 2 Maintain

- Underlying current 2020-25 CBD spend - $34 Million
  - $7.5 Million for planned 11,000V cable replacement
  - $3 Million for feeder automation
  - Remaining $24 Million for distribution equipment replacement, substation equipment replacement, inspections, maintenance and some augmentation
- Additional $77 Million CBD investment in 2025-30:
  - $47 Million in planned 11,000V cable replacement (~13%)
  - $25 Million in feeder automation & remote customer monitoring devices
  - $5 Million in planned 33,000V cable replacement

Scenario 3 New Value

- Includes Scenario 2 additional investment
  - $47 Million in planned 11,000V cable replacement (~13%)
  - $25 Million in feeder automation & remote customer monitoring devices
  - $5 Million in planned 33,000V cable replacement
- As part of Scenario 3, stakeholders were asked which of the following would they like SA Power Networks to explore further
  - Option 1 – improve reliability to 10 average minutes without supply
  - Option 2 – invest in 33,000V cable network to provide more security of supply
  - Option 3 – invest in safety switch replacement accelerated program

Customer Experience and Interactions

Focussed Conversation

5. The People's Panel may choose to interview staff, stakeholders, or subject matter experts from the Focussed Conversation, or requested to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Duska Vojinovic	Customer Experience Reset Manager, SA Power Networks	Author of this document
Michael Leane	Community Advisory Board	Customer Service Measures and Incentives
Jen Bradley	Community Reference Group	Energy Advisory Personalised and on Demand Services
Davis Veremu	Community Advisory Board	Personalised and on Demand Services
Steve Jolly	Head of Customer Solutions SA Power Networks	Connections Policy, Procedures and Charges

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation	**Workshop 1** Overview	**Workshop 2** Customer Service Measures/ Incentives	**Workshop 3** Energy Advisory	**Workshop 4** Personalised and on Demand Services	**Workshop 5** Connections Policy, Procedures and Charges	**Workshop 6** Customer Service Measures/ Incentives (follow up session)	**Workshop 7** Summary Session
Michael Leane	Community Advisory Board	✓	✓	✓			✓	✓
Jessie Byrne	Community Advisory Board	✓	✓	✓		✓	✓	✓
Davis Veremu	Community Advisory Board	✓			✓			
Penny Ryall	Community Advisory Board	✓		✓				
Amber Brock-Fabel	Community Advisory Board				✓			✓
Matt Curnow	Community Advisory Board	✓						✓
Jen Bradley	Community Representative	✓		✓	✓	✓		
Kate Fox	SA Financial Counsellors Association			✓	✓			✓

Name	Position / Organisation	**Workshop 1** Overview	**Workshop 2** Customer Service Measures/ Incentives	**Workshop 3** Energy Advisory	**Workshop 4** Personalised and on Demand Services	**Workshop 5** Connections Policy, Procedures and Charges	**Workshop 6** Customer Service Measures/ Incentives (follow up session)	**Workshop 7** Summary Session
Sam Craft	NRG Australia	✓	✓	✓	✓	✓		?
Mark Yates	Yates Electrical	✓	✓			✓		✓
Rowan McKeown	ESCoSA	✓	✓				✓	
Lisa Scamoni	Tip Top Electrical	✓	✓	✓				✓
Andrew Schultz	Dept. Energy and Mining	✓		✓	✓	✓		✓
Slavko Jovanoski	AER	✓	✓		✓			
Jenny Paradiso	Suntrix				✓			✓
Naomi Stoeger	Residential customer		✓					
Charmaine Fountain	Residential customer				✓			
Dean Butler	Residential customer		✓			✓		

Name	Position / Organisation	**Workshop 1** Overview	**Workshop 2** Customer Service Measures/ Incentives	**Workshop 3** Energy Advisory	**Workshop 4** Personalised and on Demand Services	**Workshop 5** Connections Policy, Procedures and Charges	**Workshop 6** Customer Service Measures/ Incentives (follow up session)	**Workshop 7** Summary Session
Harbinda Roberts	Residential customer		✓	✓				
Andrew Pinkerton	Residential customer				✓			
John Gill	Residential customer		✓	✓	✓			✓
Christine Santori	Residential customer		✓	✓	✓			✓
Andrew Robertson	Residential customer				✓			
Andrew Nance	The Energy Project						✓	
Ron Shanks	Consumers SA				✓			✓
Mark Henley	CCP30		✓				✓	
Kym Mercer	Residential customer			✓	✓			
Abbey Wilkinson	Youth Representative			✓	✓			

Name	Position / Organisation	**Workshop 1** Overview	**Workshop 2** Customer Service Measures/ Incentives	**Workshop 3** Energy Advisory	**Workshop 4** Personalised and on Demand Services	**Workshop 5** Connections Policy, Procedures and Charges	**Workshop 6** Customer Service Measures/ Incentives (follow up session)	**Workshop 7** Summary Session
Shania Navazeni	Youth Representative				✓			
Andrew Iarossi	WGA					✓		✓
Mike Swanston	CCP30		✓		✓			
Zula Altai	AER		✓					
Shan Prasad	AER		✓					
Vu Lam	AER		✓					
Rosmala Lewis	ACCC		✓					

Vegetation management

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the People's Panel in 2023

Name	Position / Organisation	What the person can speak about
Professor Bob Hill	Executive Dean, University of Adelaide Appropriate Species Advisory Committee.	• Focussed conversations participant – information presented and outcomes • Customer engagement and process • Expert in Biology and Botany • Expert in Climate change
Dr Stefan Caddy-Retallic	Regional Coordinator, Resilient South Adjunct Lecturer, University of Adelaide Local Government Working Group member	• Focussed conversation participant – information presented and outcomes • Customer engagement and process • Local government perspective and climate resilience • Botany, arboriculture/tree management and climate change
Patrice Pearson	Stakeholder Engagement Lead, SA Power Networks	• Author of this document
Kevin Connell	Manager Vegetation, SA Power Networks	• Vegetation programs • Vegetation management and expenditure • Options analysis

6. The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation	Workshop 1	Online prioritisation survey	Arborist Reference Group September Meeting	Advisory Committee September Meeting	Local Government Working Group September Meeting	Workshop 2 (online)	Voting recommendation survey
Alison Collins	Green Adelaide	✓	13 Respondents				✓	15 Respondents
Brett Winkler	Active Tree Services	✓		✓		✓	✓	
Ben Freeman	Freshford Nurseries							
Chris Taras	City of Charles Sturt							
Danielle Chapman	Nursery Gardens Industry of SA							
John Sandham	Botanic Gardens SA			✓			✓	
Kim Syrus	Horticulture Media Association	✓		✓				
Henry Haavisto	City of Campbelltown	✓		✓				

Name	Position / Organisation	Workshop 1	Online prioritisation survey	Arborist Reference Group September Meeting	Advisory Committee September Meeting	Local Government Working Group September Meeting	Workshop 2 (online)	Voting recommendation survey
Kelvin Trimper, AM	Chair Reset Sub Committee Chair Advisory Committee	✓		✓	✓	✓	✓	
Peter Watton	Trees for Life			✓				
Marlene Weise	Community Representative						✓	
Sybille Thorpe	Native Vegetation Council							
Tim Johnson	Treenet	✓						
Penny Ryall	CAB Member							
Lisa Kirwan	Alexandrina Council	✓						
Chris Hawkins	City of Burnside					✓		
Francene O'Connor	Port Augusta Council	✓						

Name	Position / Organisation	Workshop 1	Online prioritisation survey	Arborist Reference Group September Meeting	Advisory Committee September Meeting	Local Government Working Group September Meeting	Workshop 2 (online)	Voting recommendation survey
Ian Seccafien	City of Marion	✓				✓		
Jared Barnes	City of Norwood, Payneham and St Peters				✓			
James Peters	Green Adelaide				✓	✓	✓	
Katherine Russell	Local Government Association	✓					✓	
Rebecca Schutz	Office of the Technical Regulator	✓				✓		
Sinaway Georgiou	City of Mount Gambier							
Stefan Caddy-Retallic	Resilient South	✓				✓	✓	
Alex Czura	SA Water	✓			✓			

Name	Position / Organisation	Workshop 1	Online prioritisation survey	Arborist Reference Group September Meeting	Advisory Committee September Meeting	Local Government Working Group September Meeting	Workshop 2 (online)	Voting recommendation survey
Ian Furness	Office of the Technical Regulator	✓			✓		✓	
Leonie Scriven	Botanic Gardens SA	✓						
Marcus Lodge	Consulting Arborist	✓						
Andrew Nesbitt	Local Government Association				✓			
Professor Bob Hill	University of Adelaide	✓			✓		✓	
Mike Oborn	City of Salisbury				✓			
Chris Lawry	City of Mount Barker							
Chris Tzoser	City of Mitcham							
Samuel Borne	Whyalla Council							

Name	Position / Organisation	Workshop 1	Online prioritisation survey	Arborist Reference Group September Meeting	Advisory Committee September Meeting	Local Government Working Group September Meeting	Workshop 2 (online)	Voting recommendation survey
Damian Brennan	Adelaide Hills Council	✓						
Matthew Nisbet	City of Tea Tree Gully					✓		
Matthew Cole	City of Norwood, Payneham and St Peters					✓		

7. Overview of options presented

Workshop 1

During the workshop, discussions were held on the topics of:

- The importance of continuing our collaborative approach to vegetation management
- Customer and community safety and managing the risks of bushfires
- Cost sharing opportunities and the benefits and consideration of undergrounding powerlines
- Continuing the work in species selection programs and paving the way for bolder and long-term thinking to share data and making more evidence-based decisions.

Key questions were posed in two areas of both High Bushfire Risk Area and Non-Bushfire Risk Area. The following questions were posed to the group.

- How do we reduce escalation of costs over time?
- What programs and initiatives do you think the community would support and be willing to pay for?
- What is SA Power Networks role, role of others?

Outcomes

There were discussions around the responsibility of SA Power Networks to ensure they provide a safe, reliable and compliant electricity network for its customers and communities.Local Councils have a focus on urban heat maps and canopy cover target priorities. The Right Tree, Right Place strategy was also deemed critical for trees and powerlines existing in harmony in the long run.

Following the workshop, the initiatives were summarized and stakeholders were asked to prioritise, via an online survey, to inform priorities for the People's Panel. The below areas were identified as priorities to progress further from a total of 13 participants.

The following areas were included as priorities to progress through to costings where applicable

Ongoing (no additional funding required)	
Continue Right Tree, Right Place evidence-based data collection to increase diversity of species on the approved appropriate species list	Programs to be continued as part of business-as-usual vegetation management operating expenditure and ongoing collaboration with (three) vegetation consultative groups
Increased collaboration and partnership efforts	Programs to be continued as part of vegetation management continual operation expenditure and ongoing collaboration with (three) vegetation consultative groups and participation on research trials with partners.
Bolder and Longer-term thinking	To be developed as part of business-as-usual vegetation management program and ongoing collaboration with (three) vegetation consultative groups
Proposal to progress to People's Panel (funding required)	
Explore undergrounding opportunities in High Bushfire Risk Area	Included for People's Panel recommendation. **Costed for consideration**
Consider low-cost return on investment Ongoing management of sapling removal, woody weed removal and native vegetation	Included in People's Panel recommendation. **Costed for consideration**

Workshop 2 - Focussed Conversation

Following our August workshop, we held our second workshop online on 24 October 2022. We had 14 people in attendance.

Recommendations from the priorities identified were developed in the first survey. Stakeholders voted for the highest priority initiatives with an understanding of cost to customers to progress to the People's Panel as the recommendation from this focussed conversation.

Stakeholders voted on the following options to be considered by the People's Panel.

1. Undergrounding Powerlines in HBRFA
2. Sapling Removal Program
3. Tree Removal Program (woody weed and native vegetation)

Responses were received from 15 participants and the results have formed the recommendation to the People's Panel.

Property

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Alex Lewis	Manager Reset Engagement, SA Power Networks	Author of this document
Doug Strain	Community representative, Community Advisory Board and Chair, Asset Condition and Risk CAB Sub-committee	Workshops – information presented and outcomes Customer engagement and process
Kelvin Trimper, AM	Deputy Chair, Community Advisory Board, Chair, Reset CAB Sub-Committee and Member Asset Condition and Risk CAB Sub-Committee	Workshops – information presented and outcomes Customer engagement and process
Tim McCullough	Property and Facilities Manager, SA Power Networks	Scenarios, expenditure forecasts, scope of work

6. The following external stakeholders were part of the Focussed Conversation

Name	Position / Organisation	Workshop 1
Kelvin Trimper	Deputy Chair, Community Advisory Board, Chair, Reset CAB Sub-Committee and Member Asset Condition and Risk CAB Sub-Committee	✓
Doug Strain	Community representative, Community Advisory Board and Chair, Asset Condition and Risk CAB Sub-Committee	✓
Chris Leverington	Technical Regulation Branch, Department of Energy and Mining	✓
Onuma Carmody	Engineering, Assets and Project Delivery, KPMG (external consultant)	✓
Matthew Spano	Property and Environmental Services, KPMG (external consultant)	✓

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Information Technology and Cyber Security

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Dan Popping	Head of Stakeholder Engagement, SA Power Networks	• Co-author of this document
Nathan Morelli	SA Power Networks, Head of Cyber Security and IT Resilience	• SA Power Networks Cyber Security Strategy • SA Power Networks 2025-30 cyber security options and costings • Global cyber security environment
Matthew Pritchard	SA Power Networks, Head of IT Strategy	• SA Power Networks IT Reset Strategy • SA Power Networks IT Expenditure forecasts
Kelvin Trimper	Chair CAB Reset Subcommittee	• Workshop information presented and outcomes • Customer engagement and process

6. The following external stakeholders were part of the Focussed Conversation

Name	Position / Organisation	Workshop 1
Dr. Jessie Byrne	Chair, Community Advisory Board	✓
Kelvin Trimper, AM	Deputy Chair, Community Advisory Board	✓
Andrew Stock	Customer Advocate, Community Advisory Board	
Michael Leane	Customer Representative, Community Advisory Board	✓
Davis Veremu	Multicultural Representative, Community Advisory Board	✓
Doug Strain	Customer Representative, Community Advisory Board	
Georgie Morris	Customer Advocate, Community Advisory Board	✓
Chris Marsden	CAB Reset Sub-Committee	✓
Jordan Smith	Business representative, Reset Subcommittee	✓
Mark Henley	AER CCP30	
Mike Swanson	AER CCP30	✓
Slavko Jovanoski (partial attendance)	AER	✓

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Public Lighting

Focussed Conversation

5. The People's Panel may choose to interview key staff, stakeholders, or subject matter experts from the Focussed Conversation or request to speak to the Peoples Panel in 2023

Name	Position / Organisation	What the person can speak about
Patrice Pearson	SA Power Networks	• Stakeholder engagement
Debbie Voltz	SA Power Networks	• Regulatory operations • Guaranteed Service Level (GSL) and Street Light Out
Jehad Ali	SA Power Networks	• Asset Services • Customer Portal

6.The following stakeholders were part of the Focussed Conversation

Name	Position / Organisation
David Baird	Mount Barker District Council
Veli Sedev	Mount Barker District Council
Belinda Hill	City of Adelaide - Utilities Ops
Linh Nguyen	City of Adelaide - Utilities Ops
Michael Pavlovich	City of Salisbury
David Collins	Adelaide Hills Council
James Horwood	Alexandrina Council
Jonathon Smyth	Alexandrina Council
Mark Tate	Alexandrina Council
Clive Harrington	Campbelltown City Council
Alan Harvey	City of Burnside
Anthony Kalogerinis	City of Burnside
Carmine D'Amico	City of Charles Sturt
Salvador Jurado	City of Onkaparinga
Jonathan Roberts	City of Playford
Russell Wood	City of Playford
Luke Gillis	City of Port Adelaide Enfield
Jason Tamas	City of Port Adelaide Enfield

Name	Position / Organisation
Hossein Mousavi	City of Port Adelaide Enfield
Aaron Wood	City of Salisbury
Joe Ielasi	City of West Torrens
Jim Hay	City of West Torrens
Tim Mills	District Council of Ceduna
Michael Ravno	District Council of Karoonda East Murray
David Baird	District Council of Kimba
Govind Narayan	Kingston District Council
Trevor Cugley	Port Augusta City Council
Jeremy Lim	West Torrens City Council
Alexi Lynch	Real Action (local government public lighting consultant)
Bridget Mather	Coorong Council CEO
Delyth Taylor	Coorong District Council
Bruno Castellucci	Dept of Infrastructure and Transport

7. Additional information on public lighting service levels

SA Power Networks public lighting service levels are determined by public lighting customers, which are 68 local councils and the South Australian Department of Infrastructure and Transport (DIT). This is referred to as an Alternative Control Service.

The public lighting recommendation has no bill impacts to general South Australian customers as these costs are not recovered through Distribution Network Charges.

The following engagement outcomes are provided to the People's Panel for information only, as it was identified and agreed as a key topic for a Focused Conversation.

Feedback received on service levels

SA Power Networks provides public lighting services to 69 public lighting customers throughout South Australia, including local councils and the South Australian Department of Infrastructure and Transport (DIT). There are approximately 240,000 public lights across the state.

This Focussed Conversation brought together a range of public lighting services SA Power Networks provides, to be further discussed, refined and prioritised by our 69 public lighting customers. The session helped us define service outcomes and potential expenditure which will form part of our 2025-2030 Regulatory Proposal.

The key areas covered included:

- Asset management activities, including column inspection and replacement, cable faults and LED cleaning
- Service level performance and Guaranteed Service Level (GSL) obligations
- Smart lighting
- The public lighting customer portal

In attendance we had 31 participants face to face and 11 participants online.

The purpose of this focussed conversation was to engage our public lighting customers early to provide us with a high-level indication of where we should focus our efforts to further refine our regulatory pricing proposal for 2025 to 2030.

Focussed conversation participants were asked to consider the following questions as we worked through the potential initiatives:

- What services can/should SA Power Networks provide?
- What is SA Power Networks' role in the provision of these services?
- Where should we focus our efforts?
- What 'level of service' would you support?

Participants attending the workshop were provided with a pre-read participant pack, providing them with a background to the SA Power Networks' Reset 2025-30 process and the Public Lighting Focussed Conversation.

Customer feedback includes the following key insights:

- 57% of respondents indicated the service level that SA Power Networks should be applying to column replacement is Very High (allowing significant deterioration, deep pitting and corrosion).
- 86% of respondents indicated they support proactive lighting cable replacements for 2025 to 2030.
- 87% of respondents support moving to a single payment of $25 for each street light outage reported and not repaired within agreed timeframe.
- 79% of respondents indicated they would support the introduction of two different performance targets for complex and general faults.
- 70% of respondents indicated they are using the customer lighting portal for information.

Customer Feedback will be used to

- Inform our ongoing Public Lighting Working Group of outcomes.

  The Public Lighting Working Group is a representative group for Councils to work with the Local Government Association (LGA), SA Power Networks, and the Department of Infrastructure and Transport (DIT) on public lighting matters.

  The group aims to identify and progress key priorities for public lighting services in South Australia, share knowledge, and build capacity in the public lighting sector.
- In collaboration with Public Lighting Working Group, we will develop options to be incorporated into the proposal.
- We will provide specific feedback on Guaranteed Service Level engagement outcomes to Essential Services Commission of SA for the review of the Electricity Distribution Code.
- We will conduct a further engagement workshop in 2023 to seek feedback on service level options and pricing outcomes.

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