

Talking Power Newsletter

It's been a hectic few months as we delve deeper into Phase 3 of our engagement program. We have conducted seven workshops with key stakeholders including our Reference Group representatives from the Business, Arborist, Community, Renewables Groups and Customer Consultative Panel; AER; Consumer Challenge Panel members; Local and State Government and Retailers.

What have we been up to?

- Future Networks Workshop #1 – 20 February
- Tariffs Workshop – 19 March
- Capital Expenditure Deep Dive #1 – 6 April
- Capital Expenditure Deep Dive #2 – 12 April
- Public Lighting Information Session – 17 April
- Operating Expenditure Information Session - 3 May
- Future Networks Workshop #2 - 31 May





Future Network workshop #1 – 20 February

On 20 February, we held a workshop in Adelaide on 'future network' related topics including microgrids, peer-to-peer trading and community energy.
Over 30 external customers and stakeholders attended the workshop and provided lots of ideas and feedback on how new customer technologies and network services can improve service and value for customers.
It was clear that we need to explore this topic further and we are preparing a scoping paper to explore some of the ideas that arose during the workshop. You can view photos from the workshop here.

Talking tariffs – 19 March

Members of SA Power Networks' Reference Groups, retailers and the AER came together on 19 March and shared their views on our proposed tariffs for our 20-25 Tariff Structure Statement (TSS).
Some of the feedback we received:

- *"Tariff structures don't have to be so complex."*
- *"Customer choice – some advice needed for customers."*
- *"Good to have some discussion on how these tariffs will impact everyone else."*
- *"How will desired behaviour changes result in outcomes and how will these impact future planning?"*

The presentation is available here. Go here to view photos of the day.

Capital Expenditure Workshops - 6 and 12 April

It took more than one workshop to dig into our proposed capital expenditure for 2020 – 25. Stakeholders participated in an intensive two-part workshop held on 6 and 12 April. Topics explored included proposed expenditure for:

- Network reliability
- Asset management and risk
- Bushfire mitigation
- Poles and substation replacement and much more.

Some of the feedback we received:

"…concerned when customers are asked to consider a simple trade-off between price and reliability. Can't networks just get better and deliver on both efficiently?"

Feedback is currently being analysed and reports prepared, but you can view photos here.





Public Lighting Information session – 17 April

The Australian Energy Regulator (AER) is currently considering the reclassification of public lighting from a Negotiated Service to an Alternative Control Service (ACS), meaning that the prices for Public Lighting will be set and regulated by the AER. An information session was held on Tuesday 17 April to discuss Public Lighting and what the proposed changes might mean for councils, state government and other key stakeholders.
The AER is due to issue its final Framework and Approach decision at the end of July 2018.

Operating Expenditure Workshop – 3 May

The Operating Expenditure (Opex) Workshop was held on 3 May 2018. Items on the agenda included:

- Our proposed operating expenditure
- Network maintenance
- The Service Standard Framework and the GSL scheme
- Vegetation Management and
- Overheads

It was a full day with lots of information provided. A video of the day can also be viewed here. Photos of the day can be found here. Feedback and analysis is being considered as we develop our Draft Plan.

Reliability standards for 2020–25
The Essential Services Commission of South Australia (ESCOSA) – the independent regulatory body that determines electricity reliability and service standards in South Australia – is currently conducting a study into the reliability of electricity in SA.
Business and residential customers from across the State have been invited to participate in this research, the outcomes of which will help inform ESCOSA's determinations on the reliability performance we must meet to manage the electricity distribution network from 1 July 2020.
These reliability service standards will inform our 2020-25 Regulatory Proposal, which is due to the AER in January 2019.
Go here for more information on the ESCOSA consultations. Go here to view an example Service Standard Framework survey invitation letter sent to our customers.

What have we heard so far?

Several reports are available for viewing:

Vulnerable Customer conversations October – December 2017
During an early stakeholder workshop on the Regulatory Reset, participants identified engagement with low income customers as a gap in our engagement strategy. As such we designed and delivered a focused program to engage 'vulnerable' electricity customers who are experiencing hardship and life events which limit their ability to engage with the electricity market.

- *"The price is going up and up … we feel frustrated, we want to know why,"*

The full report is available here.

Levels of Service Workshop feedback summary report – December 2017
'Levels of Service' are the key business drivers that influence our asset management decisions. They articulate what we deliver to customers, and set the standards by which these promises can be measured. Members of our Reference Groups and Customer Consultative Panel, were invited to attend the Levels of Service workshop, held on 21 November 2017.
The Levels of Service Workshop feedback report, summarising the workshop outcomes, is now available. Go here to view the document.

Talking Power Online Engagement Report – January 2018

More than 1700 people engaged with Talking Power between 1 August and 8 December 2017.

- *"The future is undoubtedly going to include home PV, Home battery storage and electric vehicle battery storage. The integration of those three will be vital to the success of our future grid."*
- *"A modern and technology aware power provider should be able to tell when a system or section goes down. You shouldn't need us to tell you, you should already know that something is wrong."*
- *"SMS is good - and progress reports are very helpful - especially if you have unexpected delays in power coming back on."*

View the full online engagement report here.

How are we responding?

Face to face feedback received throughout our stakeholder workshops and reference group meetings, in conjunction with online engagement feedback gathered through Talking Power, will all be considered in the development of the Draft Plan 2020-25. This is currently being developed and we look forward to sharing it with you in August.

We want to hear from as many South Australians as possible. Please encourage your friends, family and colleagues to register with the Talking Power website today and join the conversation online.

- the Stakeholder Engagement Team