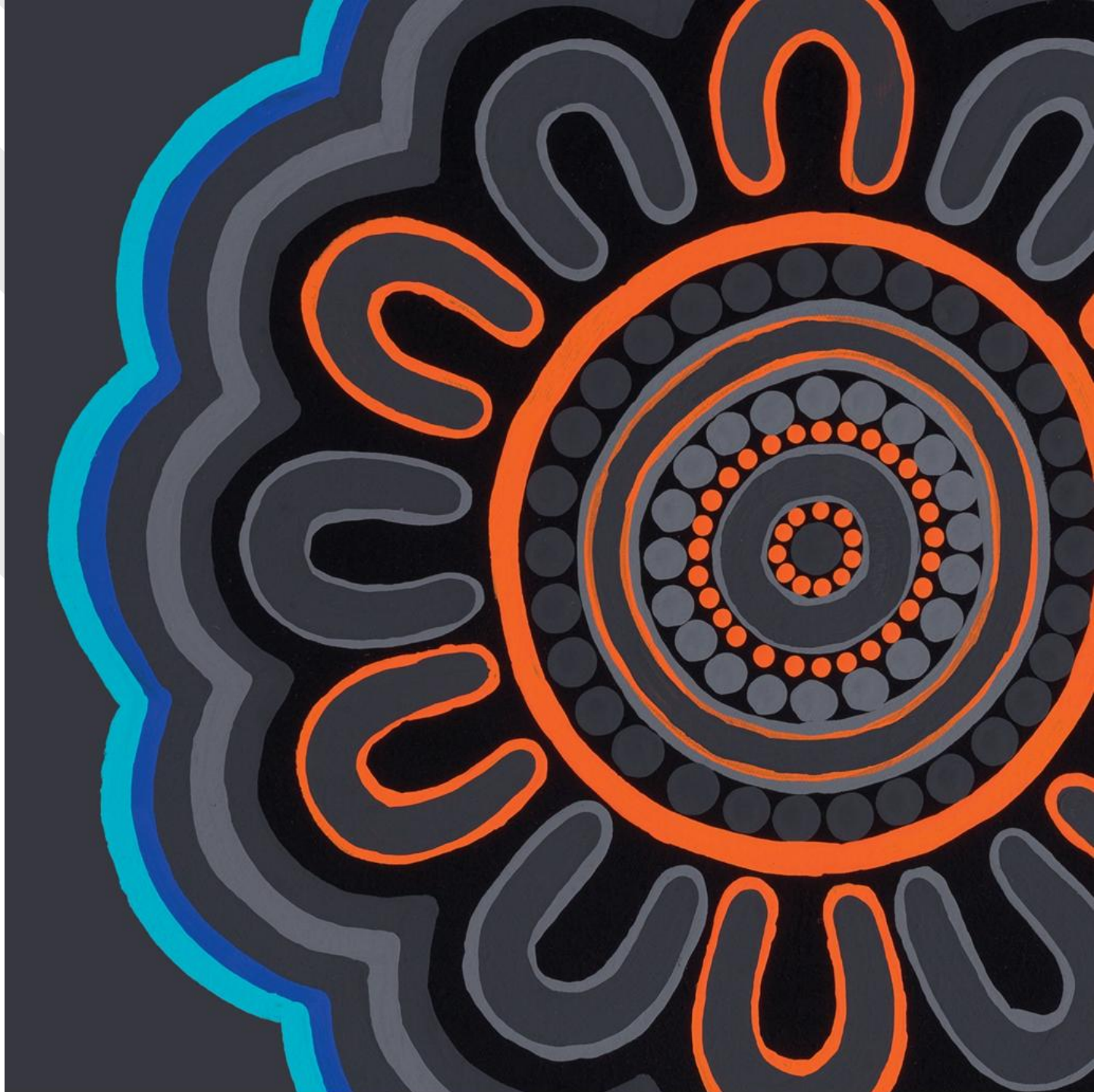
Vulnerable Customer Advisory Group

Meeting #7

Wednesday 12 November 2025



Acknowledgement of Country

SA Power Networks acknowledges the multiple Traditional Owners of the lands that host the South Australian electricity network and their connections to land, sea, and community.

We would also like to pay our respects to all First Nations peoples past and present, acknowledging their deep connection to Country, Culture.



Connection With Country, 2025 by Kelly Taylor & T'Keyah Ware

Agenda

Item	Topic	Presenter	Level of engagement	Timing
1.	Welcome and Introductions • Apologies • CAF meeting update	Chair	Involve	12.30-12.45pm (15 mins)
2.	Energy Charter and Better Together initiatives update • Life Support Customers • Customer led tariff • Energy literacy and training modules	Cecilia Schutz/ Alex Lewis	Involve	12.45-1.10pm (25 mins)
3.	Advocacy/ Policy update	Cecilia Schutz	Involve	1.10-1.25pm (15 mins)
4.	Knock 2 Stay Connected Program	Angela Ryan/ Andrew Marker	Consult	1.25-1.40pm (15 mins)
5.	Submissions and SACOSS update	Georgie	Consult	1.40-2.00pm (20 mins)
	QUICK BREAK			2.00-2.10pm (10 mins)
6.	Innovation Projects for VCAG	Sam	Consult	2.10-2.35pm (25 mins)
7.	Other Business & Around the Table • Kelvin Trimper scholarship • Electrical support for vulnerable customers • Advisory Group survey and consultative group review • Around the Table	All	Consult	2.35-3.00pm (25 mins)

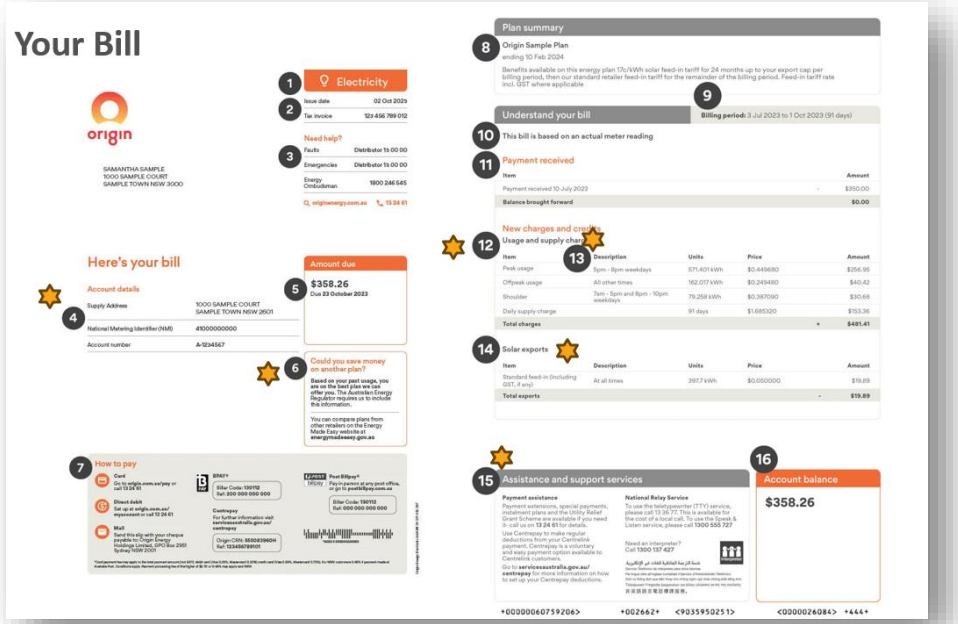
CAF update

- Overview of Digital and Technology
- Strategic Plan update
- SAPN moving to DSO role and what that means
- SAPN CAF/ Electranet CAP meeting 15/10/25 – Planning and Demand Forecasting and Davenport - Leigh Creek line replacement
- Advisory Group reflections on 2025

2. Energy Charter - #BetterTogether updates

- ✓ **Energy Literacy – Train the Trainer program**
  - Target audience: those experiencing financial vulnerability
  - Currently finalising development of training modules
    1. **Introduction to Energy and Your Energy Bill**
    2. **Saving Energy and Money**

  - Focusing on simple, easy take-home tips
  - Training support materials required, including printable handouts, magnets
  - F2F pilot program scheduled for **Mon 24 November** – EOI received from 8 participants.
  - Schedule training dates for 2026



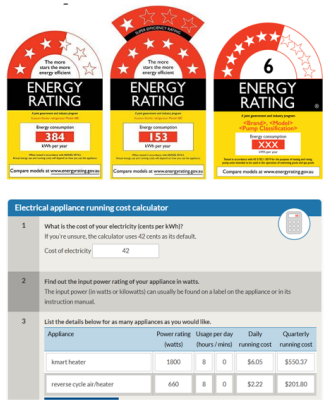
Recap: Using and buying new electrical

1. Choose an appliance with a **higher energy rating**
2. Compare appliance **Purchase vs Running costs** using SA.GOV.AU - Calculate appliance running costs

and Appliances Online

3. Look for any available rebates ie. REPS

REPS = Retailer Energy Productivity Scheme

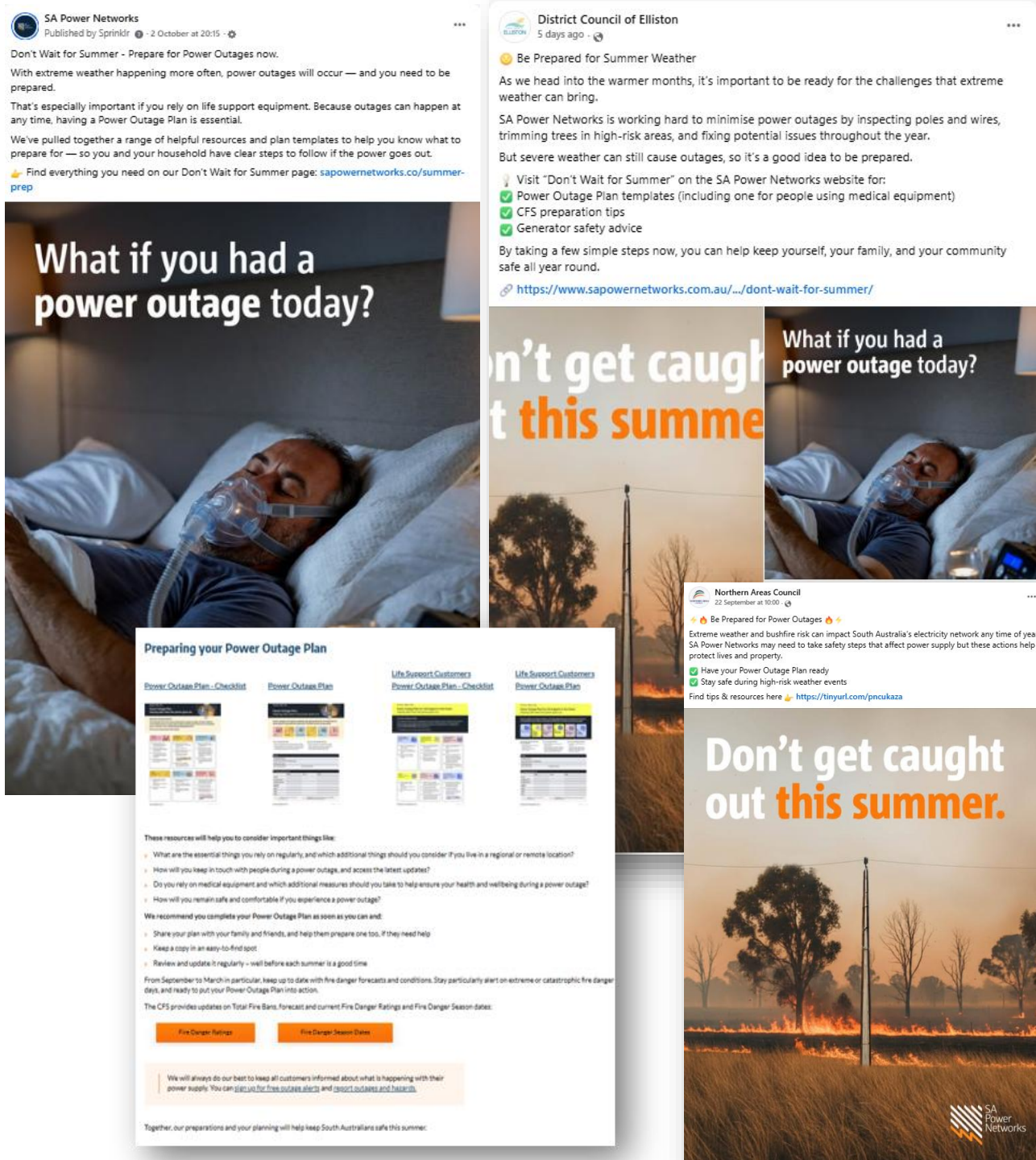


2. Energy Charter - #BT updates cont

✓ Life Support Customers & Resilience

- Campaign Overview: Check. Plan. Do. Power Outage Plan
- SAPN social media campaign from Sep/Oct (aligned Summer Preparation messaging)
- Very successful campaign – strong regional reach & engagement inc council and community sharing
- Website – dedicated *Don't Wait for Summer* page guides customers to create a Power Outage Plan and access resources.
- **please share with your organisations/groups**

- **AEMC rule change**
  - AEMC extended timeline to review all submissions
  - Draft determination 19 Feb 2026



2. Energy Charter – CEO Council Forum & Feedback Report

✓ Energy Charter CEO Council Forum

- Mon 8 Dec
- 10:30am-11:30am AEDT (10am SA time)
- Reflection on 2025 achievements including #BetterTogether updates
- Andrew Bills, SAPN CEO on panel
- Open to all customers and community members
- If interested, register online Energy Charter CEO Forum

✓ Energy Charter Feedback Summary Report

- Summary of feedback and questions from CAF session
- Almost finalised, will share final report in the next week
- The 2025 Disclosure Report – next year's report will be combined with the Sustainability Report
- More information to come in 2026



#BetterTogether: Collaboration in Action

We're inviting you to join us on **Monday 8 December 2025** as CEOs from across The Energy Charter's national Signatory network come together to reflect on what we've achieved *with* customers and communities through our #BetterTogether initiatives — and where we go next.

From strengthening energy equity to supporting communities through the energy transition, these collaborations are showing what's possible when we lead with purpose, listen deeply and act collectively.

At the Forum, we will also launch **The Energy Charter Disclosure 2025** and explore the evolving role of authentic accountability, transparency and lived experience in lifting outcomes across the sector. This is a conversation **about leadership, trust and the future we are building — #BetterTogether.**

3. Advocacy/ Policy update



Advocacy/ Policy update

- **27/10/25 SACOSS** - meeting with new **CEO Dr Catherine Earl and Jess Morris/ Andrew Bills**

- **29/9/25 - Regular DEM Briefing – Jess Morris**
  - Smart meter rollout and remediation costs for vulnerable customers
  - Highlighted issue and will continue to encourage SA Gov support

- **Residential Tenancies (Minimum Standards) Amendment Bill 2024**
  - In July 2025, SAPN provided submission supporting amendment bill measures to:
    - Set minimum requirements for heating and cooling
    - Establish standards for insulation and draught proofing
    - Require landlords to disclose compliance with these measures
  - Just been tabled for voting

- **Upcoming Consultations – DCCEEW Solar Sharer Offer, due 21 Nov 25**
  - Liam Mallamo leading SAPN submission, Bec assist
  - Initiative introduce electricity offer with a daily $0/kWh window during a specific period of the day
  - Aim is to help households, such as those without rooftop solar or batteries, benefit from cheaper daytime renewable electricity
  - support a more reliable and efficient electricity grid.

- **Priority advocacy items for 2026**

4. Knock to stay connected

Andrew Marker and Angela Ryan

SA Power Networks



Background

- SA Power Networks have been responsible for performing Retailer Requested disconnections for non-payment (DNP) since 2004
- On average, only **40**% of disconnections completed successfully.
- A not completed disconnection results in the core issue becoming even greater. Larger Debt
- There is significant impact to customers primarily but also those attending the site to perform the disconnection, whether it is completed or not
- In an attempt reduce the negative aspects of DNP service orders, SA Power Networks introduced a "pre visit service" in various forms since 2011

The Pre-Visit Concept

The experience of attending a site to disconnect supply for non-payment is not a pleasant one, least of all for the customer. After spending time to workshop an improved experience for everyone involved we trialled a "pre-visit service" in 2011

The intent was to attend a site in the days prior to a scheduled disconnection of supply and encourage the customer to engage with their retailer. We also left some information on how and where to get assistance if needed.

Engaging with the customer face to face prior to the schedule date of disconnection took the "heat" out of the discussion. At the same time, it made the threat of disconnection real.



The Pre-Visit Process

- The retailer will notify SA Power Networks that they want to use the pre-visit service for all or some of their upcoming DNP service orders.
- The retailer will raise DNP or DNI service order as per normal; however, with a longer lead time (preferably 5 business days).
- SA Power Networks will attend the sites 2-3 business days prior to the scheduled date.
- While onsite, SA Power Networks will deliver a letter to the customer, preferably face to face or it will be left onsite if customer is not home.
- SA Power Networks will document where the letter was left and any other worthwhile information (site vacant, cust comment, etc)
- The customer will either take action and engage with the retailer, or the service order will proceed on the scheduled date.

Success so far…

- Since commencing this process in 2011, we have partnered with most of the major retailers

- Our success rate where a customer engaged with their retailer or the order was completed successfully on the scheduled date is over 80%.

- Most impressively was the percentage of orders cancelled before the scheduled date (circa 60%). Feedback from the retailers involved was that the majority of these were due to payment being made or payment arrangements being established.

- The average number of orders cancelled before the scheduled date by non-participating retailers was around 10%

Feedback

- Feedback we've had from customers is that they are appreciative of the effort in taking this step rather than just arriving on site and disconnecting supply.

- In most cases, the customer was aware of the issue, they just needed the final prompt to push them to make contact with their retailer

- Our contractors also experiences benefit as it makes it easier for them to perform these orders by taking the heat and emotion out of the situation.

- By customer's engaging with their retailer's, SA Power Networks is disconnecting less people from the network, which is a win for everybody!

Knock to Stay Connected (K2SC)

In mid 2022 we were invited to participate in a "code building" exercise with The Energy Charter.

https://www.theenergycharter.com.au/knock-to-stay-connected/

The intent was to have every participant in the NEM use a standardised pre visit service.

The customer code was launched in June 2023. In 2024 the code won the international "Shared Value Project Innovation" award



2024 Shared Value Project Innovation Award Winners!

We are thrilled to have won the Shared Value Project International Innovation Award for our Knock to Stay Connected Customer Code!

What the judges said about the Customer Code:

"This program is simple in its design but very challenging in its execution across so many energy providers and hard to reach customers – we congratulate the collaboration on tackling energy vulnerability with such impressive outcomes".

Knock to Stay Connected (K2SC) the challenges

Cost is the most significant challenge faced by a BAU implementation of such a code. We do not want to add further cost to a process that is part of recovering debt from vulnerable customers. Cost has always been an issue since ETSA introduced the service back in 2011.

Upgrading B2B systems in the NEM would be expensive and time consuming. Therefore the process has to sit outside of IT systems.

The disruption of retailer led smart meter rollouts had added more challenges to the process being adopted as BAU. Remote disconnection takes SA Power Networks out of the disconnection process

Knock to Stay Connected (K2SC) variations

Everyone acknowledges the benefit of engaging with a customer prior to disconnection for non-payment. Resourcing that is difficult. To maximise the number of customers we engage with prior to disconnection while managing cost has driven innovation and variations in the process.

One of these variations in use and initiated by Angela Ryan by SA Power Networks is the trial we call

Connecting Before We Disconnect – The SMS Trial (The Power of a Message from a Trusted Source)

- Trial introduced to help customers take action before disconnection
- Sent an SMS to customers when a Disconnection for Non-Payment (DNP) order is received from their retailer
- Message advised that their retailer had requested the disconnection
- Encouraged customers to urgently contact their retailer to resolve the issue

Knock to Stay Connected (K2SC) variations

Follow-Up & Results

- If no cancellation was received, a follow-up SMS reminder is sent before the scheduled disconnection
- Customers are more responsive to contact from SA Power Networks
- Increase in customer engaging with their retailer before disconnection date
- Fewer surprise calls and improved customer awareness
- Same positive feedback from internal teams and field crews
- We have achieved a cancellation rate of 32% using this method

SACOSS

VCAG UPDATES 11 NOVEMBER 2025



Default Market Offer 2026-27

Consultation on the DMO 2026-27 now open – closes on 26 November 2025

Very significant changes as a result of DCCEEW's DMO Review:

1. introduce a **new guiding DMO objective** focussed on protecting small customers on standing offers and small customers in embedded networks
2. require the determination of the DMO based on the **efficient costs** of supplying those customers and cap the prices payable by those customers
3. require the AER to **determine a tariff cap** for common standing offer tariff types to improve consumer price protections.

Default Market Offer 2026-27 cont…

Introducing **a single objective** into the Regulations and **additional mandatory considerations** for the AER when determining the DMO.

DMO objective would be to: *'protect households and small businesses on standing offers and in embedded networks by providing a fair, trusted and reasonably priced electricity option that reflects the costs of supplying customers with an essential service.'*

No competition allowance, and the principle that the retailer be able to make a reasonable profit is removed.

The recommended mandatory considerations require the AER to consider efficient costs to supply small customers on standing offers, including modest costs for customer acquisition and retention.

Default Market Offer 2026-27 cont…

Figure 2.2 New single objective and mandatory considerations



Default Market Offer 2026-27 cont…

The AER will be required to take into account **the efficient costs to supply small customers** on standing offers and in embedded networks when determining DMO tariffs.

Previously, AER was required to determine a reasonable annual price for supplying electricity (in accordance with a model annual usage).

Setting the DMO based on the efficient costs to supply customers will have implications for each element of the DMO cost stack.

The AER will be required to determine **a tariff cap** for specified small customer types instead of an annual price at a set usage amount.

A **tariff cap** expression will affect **how the DMO apportions costs across fixed and variable components of the tariff**, and will also affect the assignment of **network tariffs**.

The AER would still calculate annual prices for the purposes of determining the maximum annual bill.

Default Market Offer 2026-27 cont…

DMO will operate as **a comparison price** (used to be known as Reference Price).

Extending the DMO's comparison price role to all market offers. Under the current Regulations, market offers with a different structure to standing offers covered by the DMO do not have any pricing communication requirements.

New AER DMO Guideline, setting out AER's approach to:

identify the cost components AER propose to include in the DMO

determine the cost components of the DMO, including the information and data AER intend to use

consider the additional standing offer types that should be specified as a DMO tariff

determine the DMO for embedded network customers

undertake the DMO determination process each year.

Solar Sharer Offer

Introduction of a new time-of-use tariff category under the DMO framework called a Solar Sharer Offer. **Consultation closes on 21 November 2025**.

The SSO would provide all consumers on that offer zero-cost electricity during designated time windows.

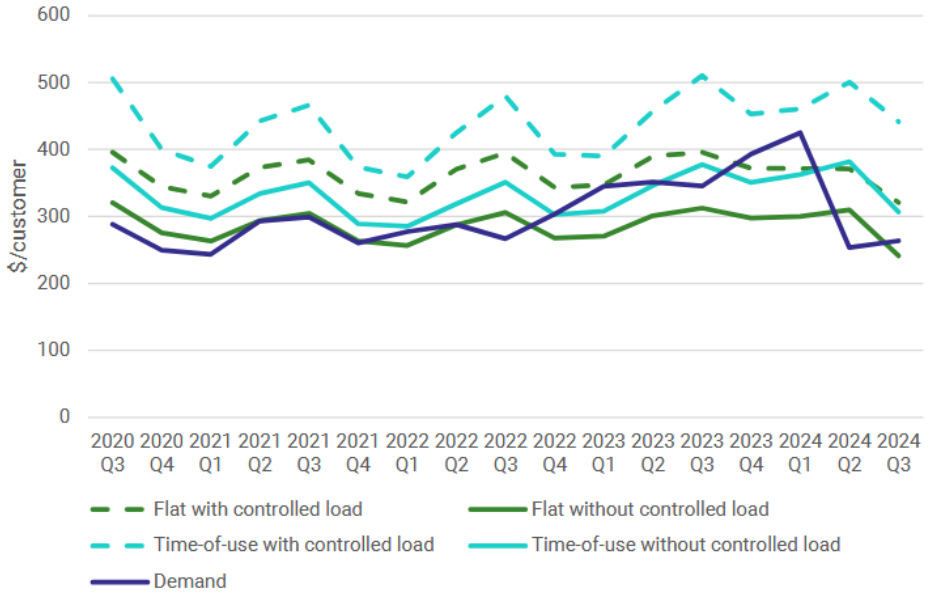
Under this new requirement, all electricity retailers must offer a SSO standing offer tariff under the DMO or an approved alternative.

Need a TOU DMO for regulated / fair peak period pricing. But challenging. Unlikely to benefit low-income households. More likely to benefit EV and battery households.

Customers on TOU tariffs pay more

Figure 2.12: Customers on time-of-use and demand tariffs pay more than those on flat tariffs

Median bill paid by residential customers by tariff type, excluding solar customers, all regions combined, from quarter 3 of 2020 to quarter 3 of 2024, nominal dollars, excluding GST



Source: ACCC analysis of retailer billing data.

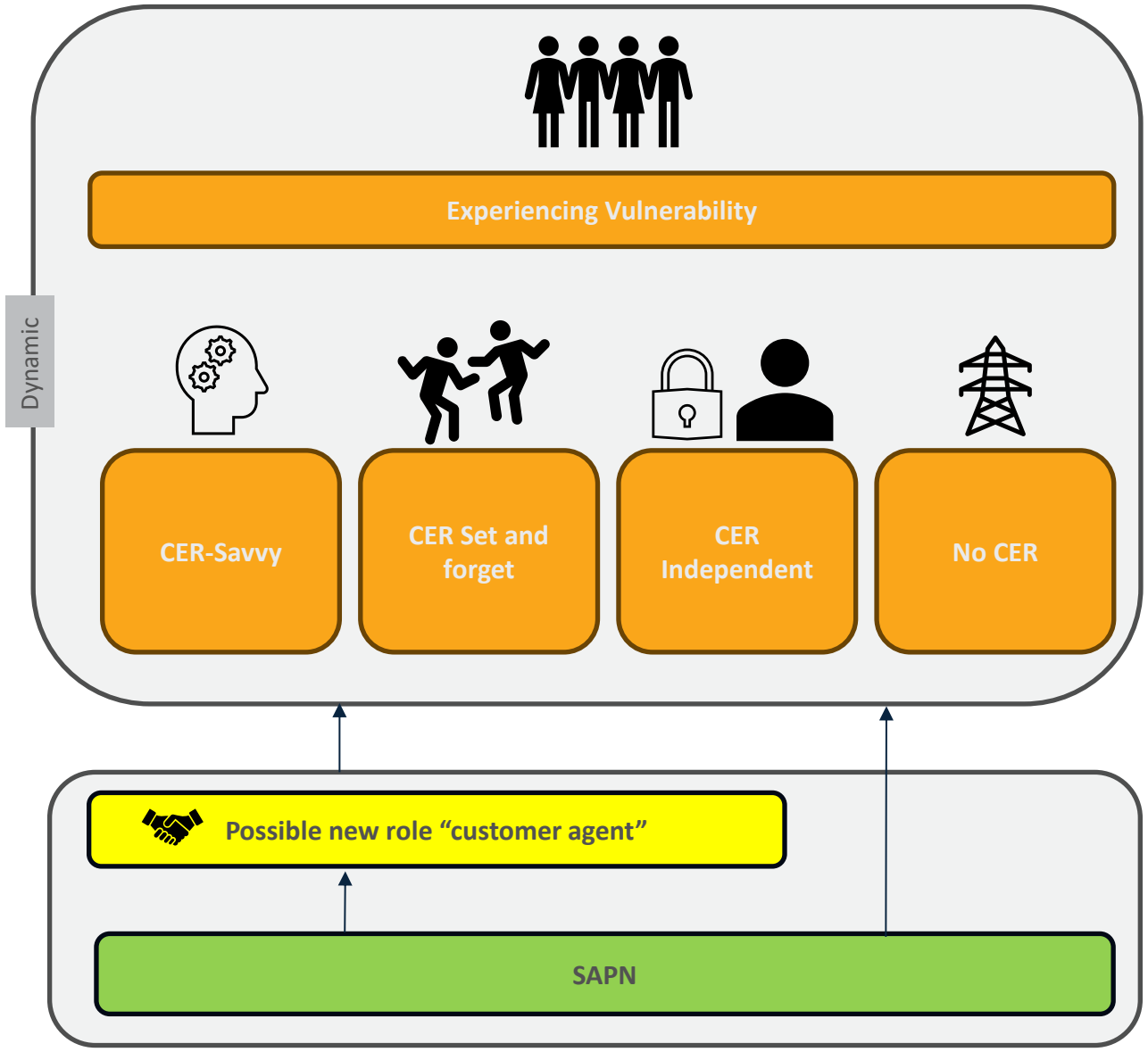
6. Innovation projects for VCAG

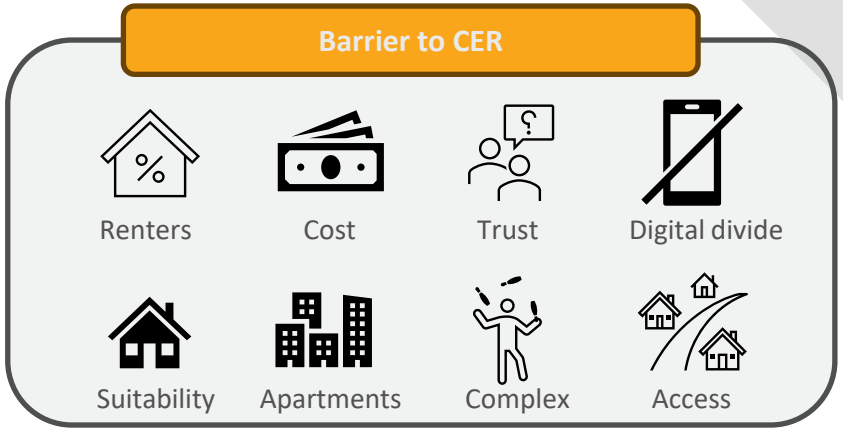
Sam Craft, Customer innovation Manager

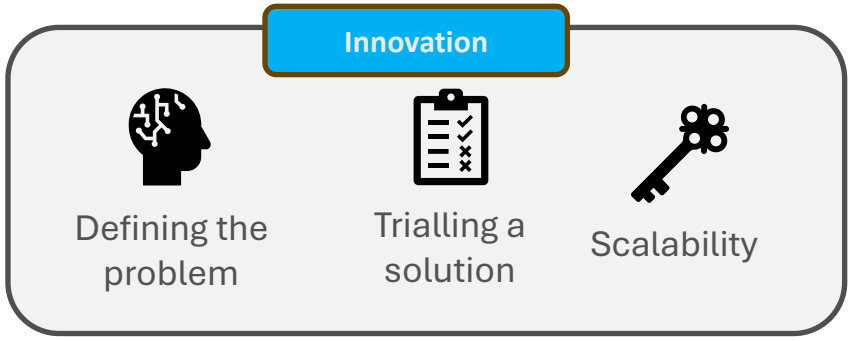
SA Power Networks

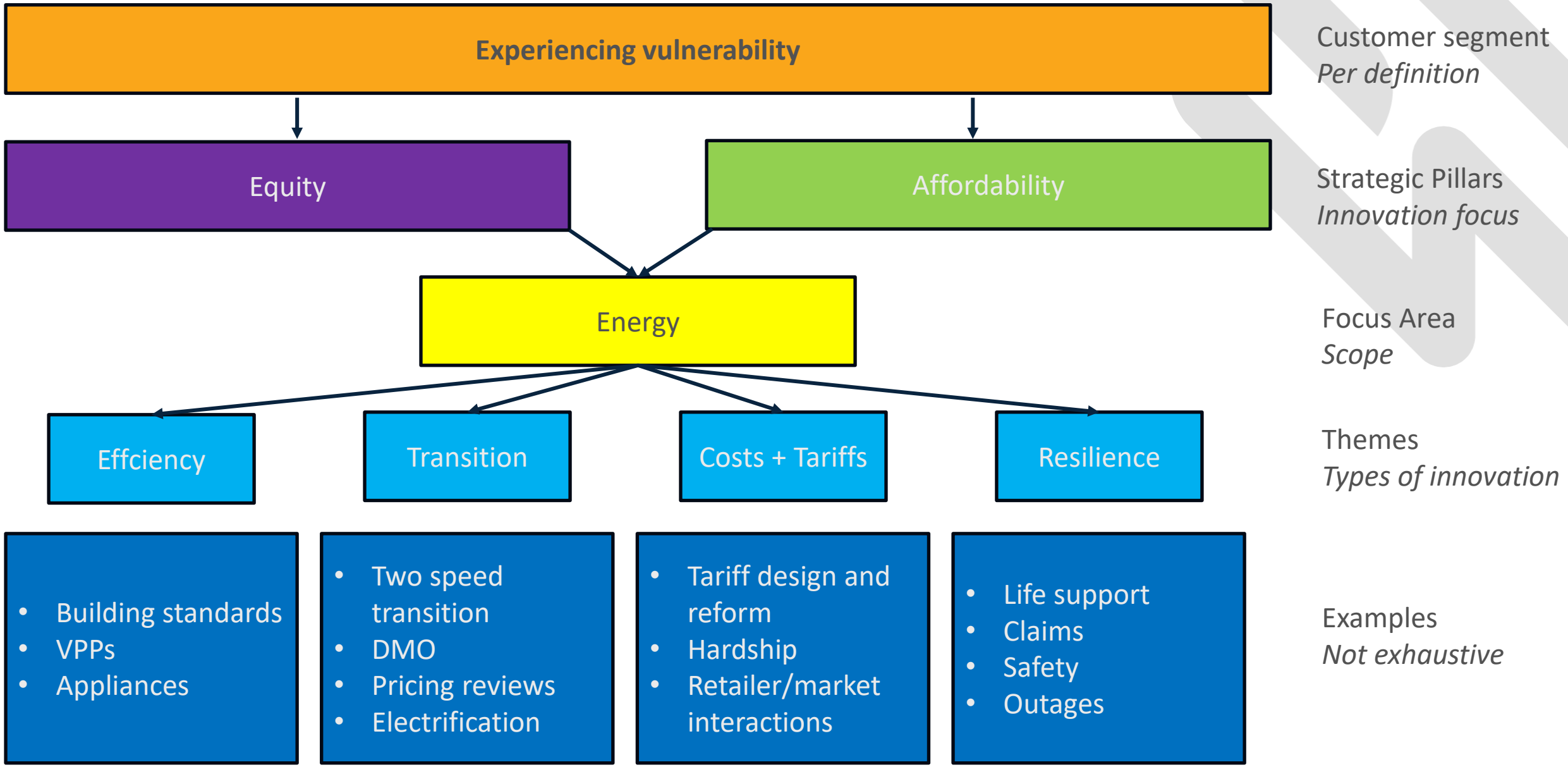


Customer Definition








Experiencing vulnerability
Equity
Affordability
Energy
Effciency
Transition
Costs + Tariffs
Resilience
Building standards
VPPs
Appliances
Two speed transition
DMO
Pricing reviews
Electrification
Tariff design and reform
Hardship
Retailer/market interactions
Life support
Claims
Safety
Outages
Customer segment
Per definition
Strategic Pillars
Innovation focus
Focus Area
Scope
Themes
Types of innovation
Examples
Not exhaustive

Discussion

No	Problem	Who	Possible Solution	Current work(s)
1	Getting assistance from retailer when in hardship.	Jen	Public awareness is key for this problem, retailers manage bills not SAPN but not everyone is aware of discounts available or where to start with this eligibility	
2	Reliable energy supply for outback and regional SA	Jen		
3	Removal of vulnerable remote indigenous communities of pre-pay power systems.	Jen	Remove prepay, support solar or find a solution that works for SAPN and the community.	
4	Retailer disconnections without communication Services are not being designed to encompass all customers, which increases the risk of power being disconnected without communication.	Silvio	With vulnerable people a second contact person where possible should be documented, if alone with no one then an alert should be on their file, thus enabling a welfare agency to assist.	
5	People are struggling to afford their energy bills.	Antony	Simplified product and service offerings, which include appropriate payment plans and incentives, as well as management of Consumer Energy Resources, could assist vulnerable customers. We have seen in the latest ACCC report that VPPs can result in lower costs for consumers.	
6	There is currently no single, reliable source of truth for household energy consumption data in South Australia. This gap makes it difficult to accurately assess the real impacts of the energy transition on customers and limits SAPN's and policymakers' ability to target innovation, investment, and support where it is most needed.	Georgina	Collaborate with key market partners and a reputable research organisation to integrate survey insights with household energy consumption data. This would enable a deeper understanding of how network cost transfers are occurring, who is being most affected, and how costs can be recovered more equitably. By analysing consumption patterns and customer experiences at a granular level, we can build an evidence base that informs fairer policy, targeted innovation, and system design that responds directly to what is happening across South Australian households.	

Vote



Prioritisation

Voted to take to the IAG

No.	Problem	Ranking
1	Getting assistance from retailer when in hardship.	3
2	Reliable energy supply for outback and regional SA	-
3	Removal of vulnerable remote indigenous communities of pre-pay power systems.	-
4	Retailer disconnections without communication Services are not being designed to encompass all customers, which increases the risk of power being disconnected without communication.	1
5	People are struggling to afford their energy bills.	4
6	There is currently no single, reliable source of truth for household energy consumption data in South Australia. This gap makes it difficult to accurately assess the real impacts of the energy transition on customers and limits SAPN's and policymakers' ability to target innovation, investment, and support where it is most needed.	2

7. Other business/ Around the Table

- Kelvin Trimper scholarship 2026
- Electrical support for vulnerable customers
- Advisory Group survey and consultative group review
- Around the Table


SA
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