

AER announces Draft Decision on our 2020-25 Regulatory Proposal

We agree with the Australian Energy Regulator (AER) that customers should pay no more than necessary for our electricity distribution services, and we consistently have delivered on that. We have held our costs below CPI for 20 years and the AER's own benchmarking data shows we provide the most efficient distribution services in the NEM on a state-wide basis.

We acknowledge the AER has accepted many aspects of our plans, including how we will work to ensure the network can support the integration of more solar, batteries and electric vehicles to 2025.

However, we are concerned that in its draft revenue decision for the 2020-2025 period, the AER has not fully recognised the very specific challenges of managing South Australia's ageing distribution network – the oldest in the National Electricity Market (NEM).

Our plans were developed following extensive engagement with customers, stakeholders and the community and balancing what they told us was important to them – keeping prices down, maintaining safety and reliability and transitioning to the new energy future.

The AER draft decision means we would spend 20% less in 2020-25 on replacement of assets (Repex) than we invested in 2015-2020, on assets that are five years older. We don't believe that this is sustainable for a network of this scale and age. It will make it difficult to maintain reliability and safety.

Running down the electricity network through short term cost cutting will push increasing costs on to customers in the future.

Had the AER accepted our proposal in full for a measured ongoing replacement of ageing assets, that would add about $3 per annum to the bill for the average residential customer.

We will review the AER's specific decisions in greater detail and engage further with our customer representatives and other stakeholders before submitting a revised proposal to the AER in December. If you would like to be involved in this engagement, please email us at talkingpower@sapowernetworks.com.au.

The AER is due to make its final decision on 2020-2025 revenue in April 2020.

You can read the full Draft Decision on the AER's website.

Have your say on the value of customer reliability

The Australia Energy Regulator (AER) is undertaking a study to determine how much customers value a reliable supply of electricity from the electricity grid. This is referred to as Values of Customer Reliability (VCR). The results of the study will help the AER ensure electricity providers

invest the right amount in electricity infrastructure, balancing reliability and affordability to deliver power to customers.

As part of this study, the AER is conducting a survey of residential and business customers. We encourage you to participate in this important study by completing the survey.

The online survey takes about 15-20 minutes to complete and is due to close by Wednesday 23 October 2019. Complete the online survey here.

Powering up for summer - getting bushfire ready

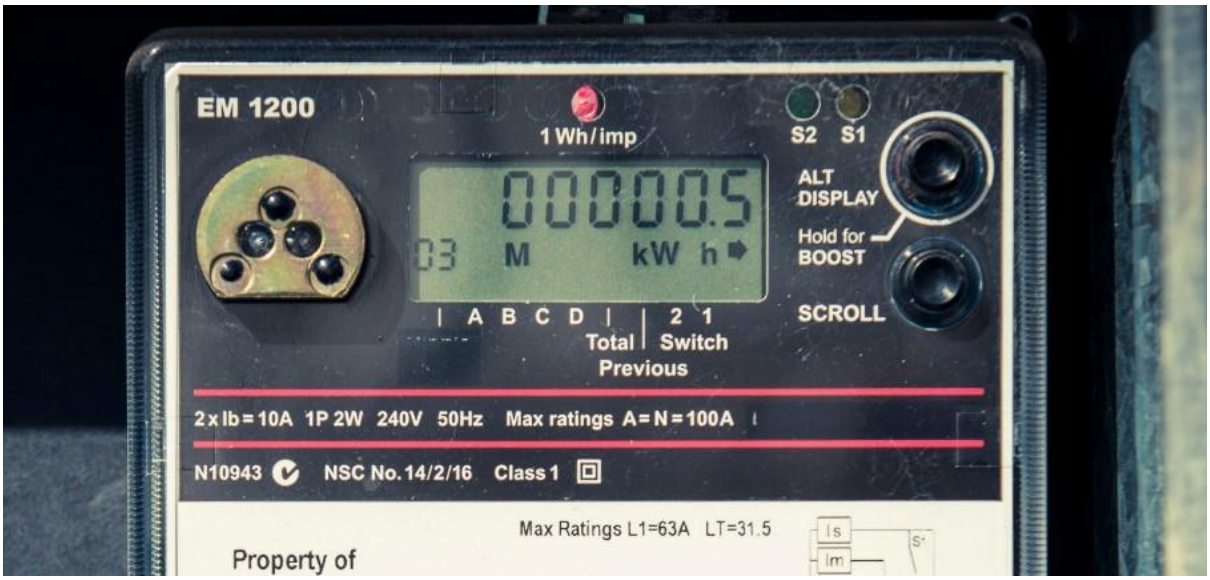


With summer approaching, vegetation management and bushfire mitigation are a key focus for us as we gear up to ensure safe and reliable electricity is delivered to customers through the hotter months.

Managing trees around powerlines is one way we prepare for summer. You can read more about our preparations on the Energy Networks Australia website and our efforts to engage the broader community around the importance of managing trees around powerlines using Stan the Stobie and Trev the Tree.

Meter reading - you can do it too!

You can now change an estimated bill by doing your own meter self-reads. Here's how you can do it.



We know receiving a card saying your meter couldn't be read doesn't fill you with joy. Now with the changes made by the Australian Energy Market Commission (AEMC) earlier this year, the power is in your hands to change your estimated reading to a real one.

The new rules mean you can submit your own self read to your retailer, giving you the ability to change the outcome of an estimated meter read.

As with anything, there are some criteria that apply, such as making sure your self-read is clear and submitted within the designated time period. Also, if you have a smart meter, self-reads are not an option.

If doing this for the first time, it's best to contact your retailer first to understand which options they have available to allow you to submit your self-read.

Want to know more? The AEMC's fact sheet provides a detailed explanation on this process.

Supporting young artists across SA

To celebrate our 22 year partnership, Country Arts SA put a call out to commission a local regional or remote artist to create an original artwork for our head office in Keswick.

After receiving multiple applications, the selected artist was Paige Geard, a talented tattoo artist originally from New Zealand, but now living in Stansbury on the Yorke Peninsula.

Paige has transformed our basement foyer with a backdrop of colour, botanicals and native creatures, which aims to inspire our people as they arrive to work each day. To learn more about the mural, watch the interview with Paige.



- the Stakeholder Engagement Team

If you have any questions about this newsletter or want to provide additional feedback, please email us on talkingpower@sapowernetworks.com.au and we will contact you. Click to view the full grievance policy.

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