

Pre-Determination Conference

14 October 2025



Our customer engagement is recognised broadly

The AER’s Consumer Challenge Panel (CCP32) observed that Jemena has met, and in many areas exceeded the expectations set out in our Better Resets Handbook and has significantly ‘raised the bar’ on its 2021-26 engagement program

Democracy R&D - (Europe)

Field Advancing Assemblies and Juries

Exceptional impact

Exceptional impact 12

Jemena People's Panel / Australia



Image by: Jemena Energy Networks

Country (and city):
Australia, Melbourne

Organised by:
MosaicLab, Jemena Energy Networks

Question tackled:
How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?

Number of Assembly Members: 50

Number of days of deliberation: 5

[More details](#)

The Jemena Electricity Networks People's Panel brought together 50 people to help inform Jemena's five-year business plan, ensuring it aligns with both customer needs and the transition to a sustainable energy future. Panel members engaged in a structured, multi-session deliberation, considering diverse perspectives and evidence, including independent technical analysis. An interesting feature of this process was the integration of a custom GPT tool, enabling participants to explore and interact with gathered information in new and dynamic ways. This application of artificial intelligence enhanced accessibility and supported more informed discussions. By incorporating transparent, inclusive, and data-driven practices, the People's Panel serves as a model for how energy companies can build trust and collaboratively navigate the complexities of a rapidly evolving energy landscape.



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Engagement Institute (IAP2)



Engagement Institute
Home of Engagement Professionals

Engagement Institute
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ABN: 20 165 006 511

17 September 2025

Dear [Name],

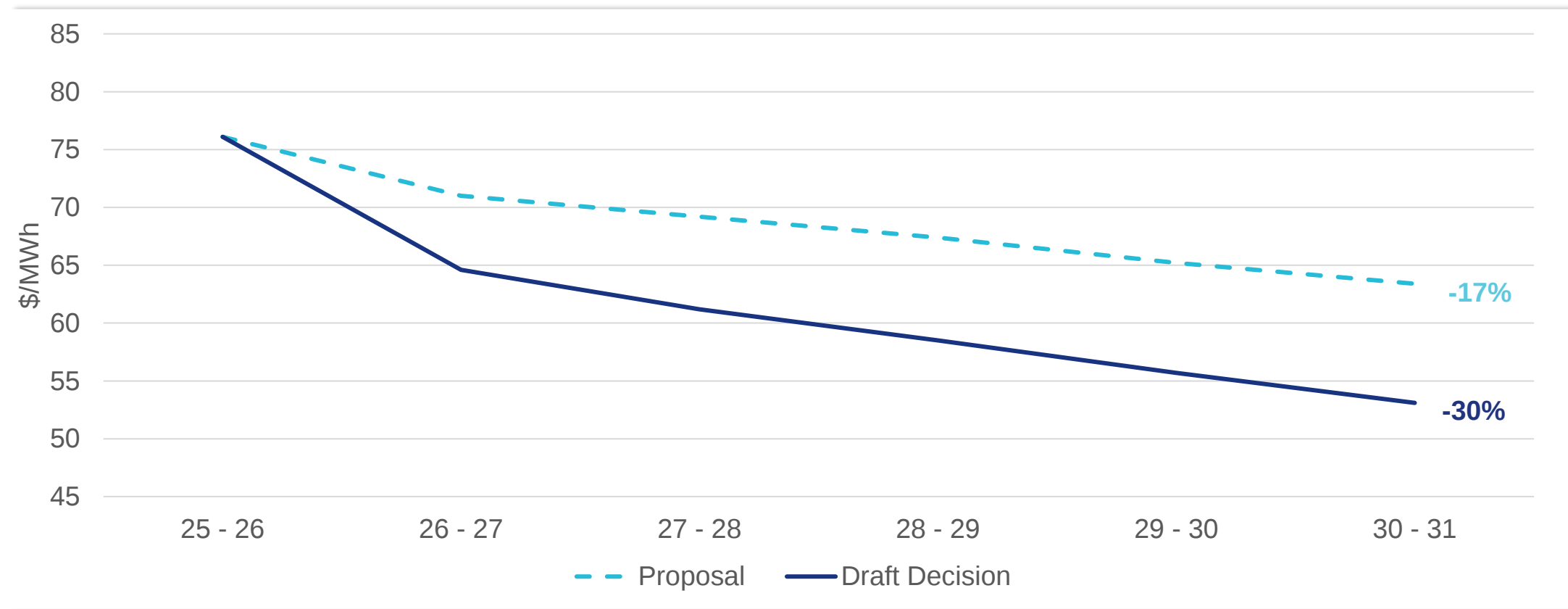
Jemena Electricity Networks AER 2026-2031 Price Reset Proposal

Dear

Congratulations – You’re a 2025 Core Values Awards Finalist!

Thank you for submitting your entry *Jemena Electricity Networks AER 2026-2031 Price Reset Proposal* to the 2025 Awards. On behalf of the Engagement Institute (formerly IAP2 Australasia), I am delighted to inform you that your submission has been selected as a finalist. This is a significant achievement – all finalists will receive recognition as an Award Winner, Highly Commended, or Special Award, pending successful reference checks.

Our customers enjoy lower cost to serve and reduced bills



Jemena's customers are enjoying the benefits of scale efficiency

However, under funding could impact service levels

Considerations – Capital expenditure

Theme	AER draft decision	How we are responding
Augmentation Capex	Expressed concern about our demand forecast. EMCA generally considered our business cases were efficient	We are updating our forecast to address AER feedback
Replacement Capex	Expressed concern around probability of failure and the quality of some business cases	We are updating probability of failure models – the need for replacement remains
Connection capex	Accepted our small customer forecast and set out a framework for assessing data centre forecasts	We are considering our response to the AER's approach to data centre forecasting noting that we continue to experience significant growth
Metering	Considered that our proposal to inspect meters and then replace them five years later to be inefficient	We are reprofiling our meter replacement program and to avoid meter inspections

Considerations – Operating items

Theme	AER decision	How we are responding
Base year	The AER benchmarked Jemena and said its estimated operating expenditure was efficient	We are considering the decisions and updating for actual values
Step changes	The AER rejected many step changes. Changes to accounting standards to expense ICT projects has not been adopted up by the AER	We are reviewing the decision, particularly ICT
Trend	The AER scaled the network for peak demand, circuit length and customer numbers	We are considering the decisions and updating for more recent forecasts