



Supporting  
document 0.9

# Vulnerable customer conversations report

2020-2025  
Regulatory Proposal  
February 2018



# Vulnerable Customer Conversations

SA Power Networks, Regulatory Reset 2020-25 Engagement



## Engagement Feedback Report

February 2018

## Executive Summary

During an early stakeholder workshop on the Regulatory Reset Engagement Strategy, some members of SA Power Networks Reference Groups indicated they felt engagement with low income customers was a gap in the proposed Reset Engagement Program. In response to this a 'vulnerable customer' engagement process was planned and delivered.

There are some 'vulnerable' electricity customers who face significant life events, which limit their ability to engage with the electricity market. These are customers who may be experiencing, among other things, long-term unemployment, chronic illness, disability, low literacy levels, housing stress or other forms of hardship.

### Purpose of the engagement

- Provide information about SA Power Networks role in the South Australian electricity system and the Regulatory Reset project.
- Gain an understanding of low income customers' experiences of the electricity system.
- Gather first-hand feedback from low income and disadvantaged customers on their priorities and preferences in relation to electricity, which will be considered within Tariff Structure Statement engagement and in the development of the 2020-25 Regulatory Proposal.
- Gather representative views from individuals and organisations who work closely with low income and disadvantaged communities on their priorities and preferences in relation to electricity, which will be considered within Tariff Structure Statement engagement and in the development of the 2020-25 Regulatory Proposal.

### Engagement techniques

Engagement techniques included group discussions, workshops and focus groups, featuring information sharing, group discussion and prioritisation exercises, held from October-December 2017.

Engagement activities included:

- Stakeholder workshop – held with South Australian Service of Social Services (SACOSS) Essential Services Group.
- Travelling discussions - held with Uniting Communities' Connect-Ed clients.
- Focus Groups - held with uniting Care Wesley Bowden clients.

Creche facilities and translation services were provided at some of the sessions to support inclusivity.

## Top line findings

### Participation

- Number of participants: 68
- 54% from metro Adelaide / 46% from regional townships and countryside.
- Age ranges: 17-95
- Number of engagement sessions held: 6
- Number of individual priority preferences provided: 68
- Number of discussion topics raised: 27
- Number of comments noted in discussion: 131

## What were people's priorities?

Price was the overall priority for most participants.

Of the eight themes explored, 'network price' was a clear top priority for low income and disadvantaged individuals from metropolitan Adelaide areas (54% of participants), which corresponds to feedback received from stakeholders who represent such low income and disadvantages community members.

'Network reliability' was the top priority for low income individuals from regional townships and countryside (46% of participants), closely followed by price.

On a workshop basis, priorities were as follows:

- *Stakeholder workshop* - top priority was: network price
- *Travelling discussions* - top priority was: reliability, closely followed by price
- *Focus groups* -
  - Group preference - top priority was: network price
  - Individual preference - top priority was: network price

## What did we hear?

### Price

- "I look after 2 children on my own, I really have to rug up in winter because I can't afford higher bills."
- "Prices keep going up and up and up. Pension isn't going up and up."
- "It costs more to be low income than high income."
- "If bill was a set price it would be easier to budget."

### Solar PV

- "If you rent, you can't put something on your roof."
- "There are less of us paying for power when people use their solar."
- "Unfair on those who can't afford it."

### Reliability

- "Reliability is not useful if you can't afford to put it [electricity] on."
- "You can't do without electricity."

### Retailers

- "When you are on a hardship program, can't access cheaper rates or other providers so you stay in debt with retailers."

## What were participants' levels of satisfaction with the sessions?

Focus group participant satisfaction was high:

- 72% highly satisfied
- 27% satisfied
- 1% unsure

## How did preferences vary between engagement activities?

Preferences are provided in the matrices below. 'Comparative values' are calculated by multiplying preference numbers with the value ascribed for each preference line.

### Stakeholder workshop preferences

Individual preference ranking	#First (Value=1)	#Second (Value=0.5)	#Third (Value=0.33)	Comparative value
1 - Network price	12	1		12.5
2 - Network reliability	1	12		7
3 - Future network			13	3.9

### Travelling discussion preferences

Individual preference ranking	#First (Value=1)	#Second (Value=0.5)	#Third (Value=0.33)	Comparative value
1 - Network reliability	11	8	7	17.1
2 - Network price	10	11	3	16.4
3 - Future network	6	4	15	12.5

### Focus group preferences

Group preference ranking	#First (Value=1)	#Second (Value=0.5)	#Third (Value=0.33)	#Fourth (Value=0.33)	#Fifth (Value=0.2)	#Sixth (Value=0.17)	#Seventh (Value=0.14)	#Eighth (Value=0.12)	Comparative value
1 - Network price	2	1	1	0	0	0	0	0	3.625
2 - Managing bushfire risk	1	2	0	1	0	0	0	0	3.375
3 - Network reliability	1	1	0	2	0	0	0	0	3.125
4 - Future network	0	0	2	1	1	0	0	0	2.625
5 - Restoring power when outages occur	0	0	1	0	1	2	0	0	2
6 - Regional and poorly served customers	0	0	0	1	1	1	1	0	1.75
7 - Outage communications	0	0	0	0	0	1	2	1	1
8 - Payments if reliability standards aren't met	0	0	0	0	0	0	1	3	0.625

Individual preference ranking	#	%
1 - Network price	9	37.5%
2 - Network reliability	8	33.3%
3 - Future network	5	20.8%
4 - Managing bushfire risk	2	8.3%

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# 1. Engagement Approach

During an early stakeholder workshop on the Regulatory Reset Engagement Strategy, some members of SA Power Networks Reference Groups indicated they felt engagement with low income customers was a gap in the proposed Reset Engagement Program. In response to this a 'vulnerable customer' engagement process was planned and delivered.

There are some 'vulnerable' electricity customers who face significant life events, which limit their ability to engage with the electricity market. These are customers who may be experiencing, among other things, long-term unemployment, chronic illness, disability, low literacy levels, housing stress or other forms of hardship.

## Purpose of the engagement

- Provide information about SA Power Networks role in the South Australian electricity system and the Regulatory Reset project.
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- Gather representative views from individuals and organisations who work closely with low income and disadvantaged communities on their priorities and preferences in relation to electricity, which will be considered within Tariff Structure Statement engagement and in the development of the 2020-25 Regulatory Proposal.

## Stakeholder participation

In designing and delivering the 'vulnerable customer engagement' SA Power Networks:

- Sought advice from Reference Group Members who represent low income and disadvantaged communities on potential members to participate in the engagement process.
- Liaised with South Australian Service of Social Services' (SACOSS) Essential Services Group, made up of key organisations representing low income and disadvantaged communities.
- Partnered with Uniting Communities to hold conversations with their clients, through Connect-Ed friendship groups in Virginia and One Tree Hill.
- Partnered with Uniting Care Wesley Bowden to deliver two focus groups with client groups including: low income families, Culturally and Linguistically Diverse (CALD) families and individuals experiencing hardship.



## Engagement techniques

Engagement techniques included group discussions, workshops and focus groups, featuring information sharing, group discussion and prioritisation exercises.

Creche facilities and translation services were provided at many of the sessions, as per the list below, to support inclusivity and enable participation of low income and Culturally and Linguistically Diverse (CALD) families.

Engagement activities included:

- Stakeholder workshop – held with South Australian Service of Social Services' (SACOSS) Essential Services Group, made up of key organisations representing low income and disadvantaged communities – 11 October
- Three travelling discussions – held with Uniting Communities Connect-Ed clients
  - Virginia Friendship Group – 17 October
  - Virginia Italian Friendship Group – 18 October (translation service provided)
  - One Tree Hill Friendship Group – 26 October
- Two focus groups – held with unifying Care Wesley Bowden clients
  - Low income family and carers workshop – 7 December (translation service and creche provided)
  - Low income and disadvantaged individuals – 12 December (translation service provided)

## 2. Engagement Outcomes

### 2.1 Stakeholder workshop

A discussion was held with the South Australian Service of Social Services' (SACOSS) Essential Services Group, made up of representative organisations who work with low income and disadvantaged communities on 11 October. A total of 14 people participated.

Participants represented the following organisations:

- South Australian Service of Social Service (SACOSS)
- South Australian Financial Counsellors Association (SAFCA)
- University of South Australia
- JFA Orange Purple
- Uniting Communities
- Anti-poverty Network
- COTA SA
- Consumers Association of SA
- St Vincent de Paul Society (SA)
- Primary Producers SA
- Uniting Care Wesley Bowden (UCWB)

13 participants were from metro Adelaide, 1 from regional SA.

#### 2.1.1 Process overview

SA Power Networks staff attended the South Australian Service of Social Service (SACOSS) Essential Services Group meeting where the following activities were undertaken:

- Introduction by meeting Chair, J De Silva, SACOSS
- Presentation by Jessica Vonhethoff, SA Power Networks Manager Stakeholder Engagement
- Questions were addressed through the presentation
- Group discussion held, with discussion themes notes
- Individuals provided feedback on their individual preferences on three key priority theme areas: network price, networks reliability and network of the future.

#### 2.1.2 Feedback received

##### Individual preferences

Individual preferences were provided by participants, in response to three priority areas: network price, network reliability and Future network.

Network price was first priority for 92% of participants.

### Stakeholder workshop preferences

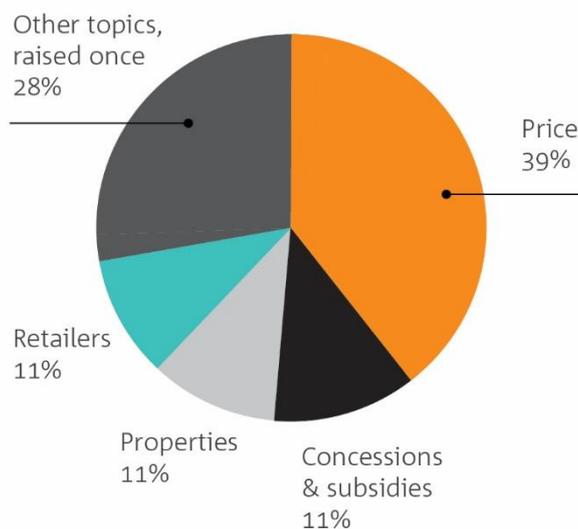
Individual preference ranking	#First (Value=1)	#Second (Value=0.5)	#Third (Value=0.33)	Comparative value
1 - Network price	12	1		<b>12.5</b>
2 - Network reliability	1	12		7
3 - Future network			13	3.9

### Group discussion

Top five general themes raised in discussion were:

- Electricity price 38.9%
- Retailers 11.1%
- Rental properties 11.1%
- Concessions and subsidies 11.1%

### Discussion Themes



Full list of themes and comments	# comments	%
<p><b>Price</b></p> <ul style="list-style-type: none"> <li>• Managing price is the priority for the customers they represent. Unanimous sentiment from the whole group.</li> <li>• Price has two parts that are relevant: total cost of bills and predictability of costs</li> <li>• Reliability considered secondary to price.</li> <li>• The bill shock of another \$100 could place an already vulnerable customer in a worse position.</li> <li>• Reduce prices where you can.</li> <li>• Prices are so high – so whatever can be done by networks in their part of the bill can only help</li> <li>• “Reliability is not useful if you can’t afford to put it [electricity] on.”</li> <li>•</li> </ul>	7	38.9%

<b>Retailers</b>	2	11.1%
<ul style="list-style-type: none"> <li>The retail part of the bill is a significant problem, we recognise that SA Power Networks are not in a position to make changes there.</li> <li>You can act as advocate for retailers on behalf of customers</li> </ul>		
<b>Rental properties</b>	2	11.1%
<ul style="list-style-type: none"> <li>Household appliances and weather proofing are often less efficient in rental properties, impacting on customer bills.</li> <li>"It costs more to be low income than high income."</li> </ul>		
<b>Concessions &amp; subsidies</b>	2	11.1%
<ul style="list-style-type: none"> <li>Concern that the State concession no longer covers supply charge.</li> <li>How to reduce costs when customers go off grid? Concern that, alongside of solar subsidies, customers who are in the position to go off grid will place further pressure on the cross subsidies presented to vulnerable customers.</li> </ul>		
<b>Other topics, raised once</b>	5	27.8%
<ul style="list-style-type: none"> <li>Returns to customers for capital.</li> <li>ACCC enquiry, final report will be released in June 2018.</li> <li>Use of helicopters to patrol after storms in regional areas.</li> <li>How community members can help to identify issues where outages are especially in regional areas.</li> <li>Line fault indicators – and how they can be used to identify issues on the network.</li> </ul>		

## 2.2 Travelling discussions

SA Power Networks staff partnered with Uniting Communities, travelling around rural townships north of Adelaide, and held discussions with Connect-Ed friendship groups during October 2017. A total of 30 people participated.

### Virginia Friendship Group

- 17 October, 11.30am-12.15pm
- Attendees: 11 people - 8 women and 3 men.
- Age ranges: mixed 25-75.

### Virginia Italian Friendship Group

- 18 October, 11.30am-12.15pm (translation service provided)
- Attendees: 9 people. 6 female, 3 male.
- Age ranges: mixed 30-75.

### One Tree Hill Friendship Group

- 26 October, 11.30am-12.15pm
- Attendees: 10 people. All female.
- Age ranges: 75-95, more than half the group was over 90 years of age.

Community members generally lived on farms, outside of town, and were transported via the City of Playford community bus to the sessions. All 30 participants were from outside of metro Adelaide, based in regional towns and the countryside.



### 2.2.1 Process overview

The informal session, facilitated by engagement consultant Valli Morphett, featured:

- Informal presentation, providing overview of what SA Power Networks does and its role in the industry, and the Regulatory Reset.
- Group discussion on people’s experiences of the electricity industry.
- Overview of the key priority areas being considered:
  - Network prices
  - Network reliability
  - Future network
- Simple prioritisation exercise, where participants ranked the three priority areas in order of preference.

### 2.2.2 Feedback received

#### Individual preferences

Participants provided individual feedback on their top preference.

Priority areas	#First (Value=1)	#Second (Value=0.5)	#Third (Value=0.33)	Comparative value
1 - Network reliability	11	8	7	17.1
2 - Network price	10	11	3	16.4
3 - Future network	6	4	15	12.5



## Group discussion

Discussion was noted by table facilitators.

Some recurring themes were raised in general discussion:

- Reliability 31.3%
- Solar PV 18.8%
- Financial pressure 15.6%
- Power outages 15.6%
- Prices 15.6%

A full list of themes and comments are listed below.

Themes and comments	# comments	%
<b>Reliability</b>	10	30.3%
<ul style="list-style-type: none"> <li>• Electricity supply hasn't been bad in last 12 months (x 8).</li> <li>• Reliability pretty good.</li> <li>• "You can't do without electricity."</li> </ul>		
<b>Financial pressure</b>	5	15.2%
<ul style="list-style-type: none"> <li>• Employment in Virginia area decreasing.</li> <li>• One participant used to run a poultry farm 25 years ago. Bills were \$2,000 a quarter back then. Doesn't know how people can afford to run a business these days.</li> <li>• Maria's family used to run a market garden business but had to give it up because of the cost of electricity. Had to let go of all staff – too expensive.</li> <li>• Small business could not afford electricity costs of \$1,000 a month.</li> <li>• Tomatoes now imported from Victoria – no one wins.</li> </ul>		
<b>Power outages</b>	5	15.2%
<ul style="list-style-type: none"> <li>• Sometimes we don't even know it happened until we see the clocks flashing.</li> <li>• Most in group were not aware that SA Power networks relies on people to report blackouts.</li> <li>• Occasional flicker.</li> <li>• One member has had issues with not being notified about power outages.</li> <li>• Recently had a very long blackout but didn't receive a GSL payment. When followed up was told that they had to prove that the blackout occurred. Resident arranged for a petition but ran out of energy.</li> </ul>		

<b>Price</b>	5	15.2%
<ul style="list-style-type: none"> <li>• Bills are too high (x 2).</li> <li>• Need to be careful with money.</li> <li>• “As a pensioner, we need to keep an amount aside every month to make sure you can pay your utilities. You can’t spend it all on the pokies.”</li> <li>• “Prices keep going up and up and up. Pension isn’t going up and up.”</li> </ul>		
<b>Managing electricity use</b>	3	9.1%
<ul style="list-style-type: none"> <li>• People already managing their electricity use</li> <li>• Lady shared of example of having a bucket in bathroom to collect shower water while waiting for it to get hot – then using water on garden</li> <li>• People interested in home energy kit, which is available from libraries to loan and check the energy use of different appliances</li> </ul>		
<b>Solar PV</b>	2	6.1%
<ul style="list-style-type: none"> <li>• Recently had problems with inverter, but now know how to recognise when it has a problem.</li> <li>• “Why has solar rebate been slashed?”</li> </ul>		
<b>Other topics raised once</b>	3	9.1%
<ul style="list-style-type: none"> <li>• “Why do we get charged for receiving a paper bill?”</li> <li>• Half people have hot water tariff</li> <li>• Future network is a low priority for the group, because “we won’t be around to see it” (half of participants in group over 90)</li> </ul>		



## 2.3 Focus groups

Two focus groups were held with uniting Care Wesley Bowden clients. A total of 24 people participated. All lived in metropolitan Adelaide.

### Session 1 - Low income family and carers

- 7 December, 10am-1pm.
- Translation service (Bosnian) and creche provided.
- Attendees: 11 people - 9 female and 2 male. 5 attendees from CALD background.
- Age ranges: mixed 17-65.

### Session 2 - Low income and disadvantaged individuals

- 12 December, 10am-1pm.
- Translation service provided (Bosnian and Arabic)
- Attendees: 13 people - 9 female and 4 male. 6 attendees from CALD background.
- Age ranges: mixed 20-65.



*Images of creche provided in Focus Group on 7 December.*

### 2.3.1 Process overview

The 3-hour focus groups were facilitated by Valli Morphett, from Morph-it consulting, contracted to SA Power Networks, and included:

- Introductory activities.
- Presentations by Jessica Vonthehoff, SA Power Networks Manager Stakeholder Engagement
- Pause points for questions – with feedback noted by two table facilitators.
- Group preferences - participants were encouraged to think about their family, colleagues and social networks experiences, then work in groups of six to negotiate agreed group priorities of the following areas: network price, managing bushfire risk, network reliability, network of the future, restoring power when outages occur, regional and poorly served customers, outage communications, payments if reliability standards are not met.
- Individual preferences – participants provided individual feedback on their top preference.
- Individual preferences – participants provided feedback on their ‘one big thing’, which could be either inside and outside of the scope of SA Power Networks control, that they would like SA Power Networks to influence about electricity.
- Completion of evaluation feedback forms.

## 2.3.2 Feedback received

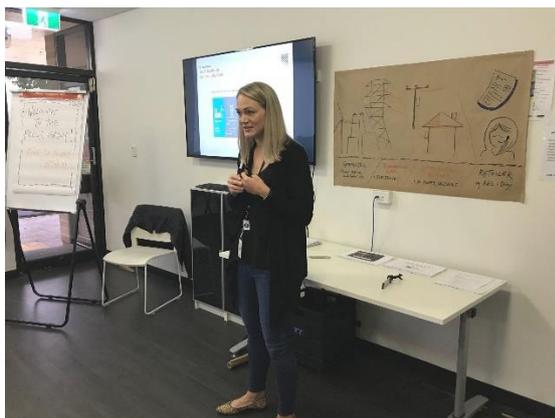
### Group preferences

Participants were encouraged to think about the experiences of their family, colleagues and social networks, then work in groups of six to negotiate agreed group preferences.

Top four preferences, in order of priority, were:

- Networks prices
- Managing bushfire risk
- Network reliability
- Network of the future

Group preference ranking	#First (Value =1)	#Second (Value= 0.5)	#Third (Value= 0.33)	#Fourth (Value= 0.33)	#Fifth (Value = 0.2)	#Sixth (Value= 0.17)	#Seventh (Value= 0.14)	#Eighth (Value= 0.12)	Comparative value
1 - Network price	2	1	1	0	0	0	0	0	3.625
2 - Managing bushfire risk	1	2	0	1	0	0	0	0	3.375
3 - Network reliability	1	1	0	2	0	0	0	0	3.125
4 - Network of the future	0	0	2	1	1	0	0	0	2.625
5 - Restoring power when outages occur	0	0	1	0	1	2	0	0	2
6 - Regional and poorly served customers	0	0	0	1	1	1	1	0	1.75
7 - Outage communications	0	0	0	0	0	1	2	1	1
8 - Payments if reliability standards aren't met	0	0	0	0	0	0	1	3	0.625



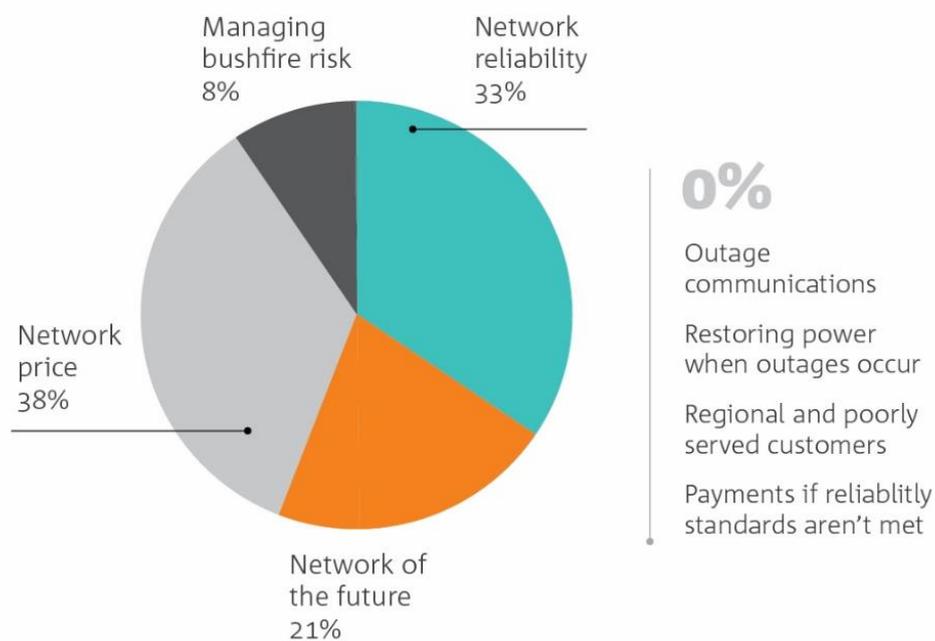
## Individual preferences

Participants provided individual feedback on their top priority.

Top four individual preferences were:

- Networks prices - 37.5%
- Network reliability - 33.3%
- Network of the future - 20.8%
- Managing bushfire risk - 8.3%

## Individual Preferences



Individual preferences	#	%
Network price	9	37.5%
Network reliability	8	33.3%
Network of the future	5	20.8%
Managing bushfire risk	2	8.3%
Outage communications	0	0.0%
Payments if reliability standards aren't met	0	0.0%
Restoring power when outages occur	0	0.0%
Regional and poorly served customers	0	0.0%

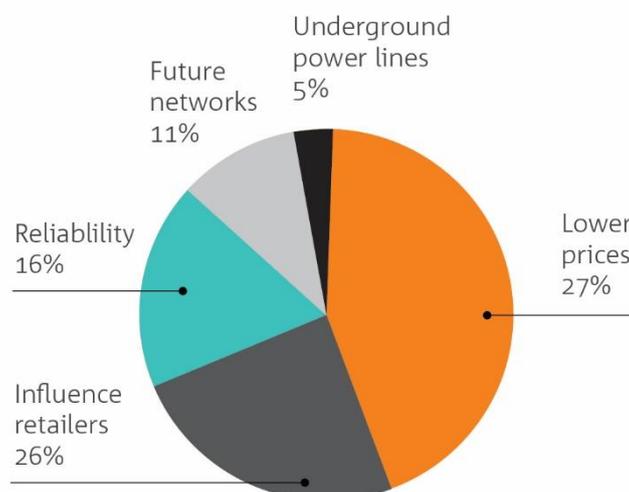
## My 'one big thing'

Participants each provided an item of feedback on their 'one big thing', that they would like SA Power Networks to influence about electricity.

Themes raised, in order of priority, included:

- Lower prices - 42.1%
- Influence retailers - 26.3%
- Reliability - 15.8%
- Future network - 10.5%
- Underground power lines - 5.3%

### My One Big Thing



Themes and comments	# comments	%
<b>Lower prices</b>	8	42.1%
<ul style="list-style-type: none"> <li>• Price. Lower the cost (x 4).</li> <li>• Why is it so expensive?</li> <li>• Cost effectiveness.</li> <li>• Cost, in particular for lower income households.</li> <li>• I would ask to make prices affordable for everyone with cost of living raising every year.</li> </ul>		
<b>Influence retailers</b>	5	26.3%
<ul style="list-style-type: none"> <li>• Influence retailers for better price (x 2).</li> <li>• Put more pressure on the electricity company (retailers) to make the power price more reliable/stable.</li> <li>• The government has to push back to retailers to take off the high amount of money from the people.</li> <li>• Need a retailer for just low-income households – concession set rate.</li> </ul>		

<b>Reliability</b>	3	15.8%
<ul style="list-style-type: none"> <li>Reliability. Continuous supply of power (x 2).</li> <li>No outages.</li> </ul>		
<b>Future networks</b>	2	10.5%
<ul style="list-style-type: none"> <li>Future networks.</li> <li>Cleaner generation.</li> </ul>		
<b>Underground power lines</b>	1	5.3%
<ul style="list-style-type: none"> <li>Put the lines underground.</li> </ul>		



### Group discussion

Discussion was noted by table facilitators.

Top five themes raised in general discussion were:

- Prices - 42.1%
- Solar PV - 14.8%
- Retailers - 7.4%
- Future energy sources - 6.2%
- Household batteries - 6.2%

### Discussion Themes



- Prices 24%
- Solar PV 15%
- Other topics raised once 9%
- Retailers 8%
- Future energy resources 6%
- Household batteries 6%
- Rental properties 5%
- Big Battery 5%
- SA Power Networks 5%
- Generators 4%
- Subsidies & concessions 4%
- Bushfires 3%
- Regional areas 3%
- Underground lines 3%

A full list of themes and comments are listed below.

Themes and comments	# comments	%
<b>Prices</b>	19	23.5%
<ul style="list-style-type: none"> <li>• It's in the media and everyone is talking about it – why bills are getting higher?</li> <li>• People are thinking more about bills because they are increasing.</li> <li>• What I am doing wrong now? 12 years ago my bill was so much less – I haven't changed my habits.</li> <li>• 25 years in Adelaide – just me and my husband, we both work all day, we get home later, bill is very high, don't understand why?</li> <li>• Highest prices in Australia.</li> <li>• Too high in price.</li> <li>• Cost is too high.</li> <li>• Don't have a choice to get cheaper energy.</li> <li>• Tasmania is smaller but prices are higher.</li> <li>• If you get a bill that's too high to afford – get cut off – at risk of default</li> <li>• Same bill winter/summer it is the same price.</li> <li>• Run a group to look at how to reduce bills – still getting higher, on low income – organisations can only help with one bill.</li> <li>• Unit bill \$150 – house a much higher bill.</li> <li>• Electricity bills high. My fault because turn on heating/aircon for comfort. Service is reliable but last quarterly bill was over \$1100.</li> <li>• My last bill was \$1100 for the quarter, 6 people in my family.</li> <li>• “Compared to Europe it's so expensive, perhaps because there not enough hydro-electricity. Everyone from Europe is shocked at the prices.”</li> <li>• “I look after 2 children on my own, I really have to rug up in winter because I can't afford higher bills.”</li> <li>• “If bill was a set price it would be easier to budget.”</li> <li>• “Price is crazy.”</li> </ul>		
<b>Solar PV</b>	12	14.8%
<ul style="list-style-type: none"> <li>• Why are we getting charged when the energy from solar panels is free?</li> <li>• Don't you think solar uptake has been forced by high prices?</li> <li>• Make solar compulsory on all homes, including rental properties to enable lower socio-economic groups to access lower prices.</li> <li>• Was it true people got subsidies when solar was first introduced?</li> <li>• Why can't you have ½ solar / ½ network electricity?</li> <li>• Why the company did not use the solar?</li> <li>• Maybe we could have solar farms to save people putting it on their homes</li> <li>• Help low income people get solar. Pay it off over time?</li> <li>• “If you rent, you can't put something on your roof.”</li> <li>• “People put solar on to save money in the end.”</li> <li>• “Unfair on those who can't afford it.”</li> <li>• “There are less of us paying for power when people use their solar.”</li> </ul>		
<b>Retailers</b>	6	7.4%

- New arrivals don't know the system – get people coming to their door.
- Friend says she threatens to go to a different retailer so always gets a good price.
- What is retailers salary and profit? Families would like to know how much they're making.
- Competition between retailers can't be used by those in debt.
- "The retailers will never have a meeting like this."
- "When you are on a hardship program, can't access cheaper rates or other providers so stay in debt with retailers."

<b>Future energy sources</b>	5	6.2%
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- NASA creating energy via volcanoes? Rumour heard.
- Akon the singer has done a project in Africa – 8 million people have power.
- Interested in the Future of the Network what changes we will see.
- In the long run, hope to reduce infrastructure by implementing other more cost-effective technologies.
- "Tesla knows how to make power wireless."

<b>Household batteries</b>	5	6.2%
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- Help people buying batteries.
- How long do batteries hold energy?
- Unfortunately technology is expensive, which is why we cant afford to put them in our households.
- How much does it cost to get a battery?
- Interested in the way large batteries will work in the community.

<b>Rental properties</b>	4	4.9%
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- "I'm gong to the Housing Trust to try to get solar panels on my house"
- Hard to do much if renting.
- House owned by housing trust or other org, there's no choice.
- Old appliances = higher electricity bill.

<b>Big Battery</b>	4	4.9%
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- With the Elon Musk batteries, who will own it? Will it be difficult to join the battery to the network?
- Is the big battery worth it for 2 hours backup?
- Can you tell us more about the big battery?
- Providing generators to families, instead of spending a lot of money on a big battery would have been better.

<b>SA Power Networks</b>	4	4.9%
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- Why do Spark own 49% and CK Infrastructure 51%?
- You guys probably deserve a pay rise because you are out there fixing outages at 3am.
- Stobie polls are beautiful with artwork.
- Have a central hub, one place public can go, showcase power possibilities.

<b>Generators</b>	3	3.7%
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<ul style="list-style-type: none"> <li>• Why are we shutting down generators in this state?</li> <li>• Why did they shut down generators? When power is so expensive.</li> <li>• People know about the big battery.</li> </ul>		
<b>Reliability</b>	3	3.7%
<ul style="list-style-type: none"> <li>• Still lose power.</li> <li>• Everyone remembers the transmission lines down during outage.</li> <li>• You guys have some idea of what's going on in the future... you have some sort of fail safes in place.</li> </ul>		
<b>Subsidies &amp; concessions</b>	3	3.7%
<ul style="list-style-type: none"> <li>• What about a family supplement for families with lots of children?</li> <li>• How do we help the people who are struggling?</li> <li>• How about a customer hardship program. Can access better rebates/pay on time discounts. Can access cheaper rates.</li> </ul>		
<b>Bushfires</b>	2	2.5%
<ul style="list-style-type: none"> <li>• Are the costs for things like bushfire separate on bill?</li> <li>• "Would the aboriginal people have help with that (minimising bushfires), they use fire to do burn offs and prevent big fires."</li> </ul>		
<b>Regional areas</b>	2	2.5%
<ul style="list-style-type: none"> <li>• You shouldn't be punished for living in the country – there doesn't seem to be equity with reliability – they have to buy their own generators?</li> <li>• If all rural homes had batteries, we wouldn't need to run the lines – wouldn't that make the costs cheaper?</li> </ul>		
<b>Underground lines</b>	2	2.5%
<ul style="list-style-type: none"> <li>• "It would be a good idea to have wires underground, its safer."</li> <li>• "Wires are a waste and they don't look nice, solar and batteries look nicer."</li> </ul>		
<b>Other topics, raised once</b>	7	8.6%
<ul style="list-style-type: none"> <li>• "A lot of things people are talking about are clearly not about SA Power Networks – what happens to that feedback?"</li> <li>• "GSL payments are very fair, thank you."</li> <li>• We encourage people to try to save energy.</li> <li>• Only here today because a creche is available.</li> <li>• Sorting the priorities is a difficult task.</li> <li>• Who in the regulator represents the customer and determines if trade-offs are balanced correctly?</li> <li>• Fossil fuels will run out one day.</li> </ul>		

### 3 Evaluation

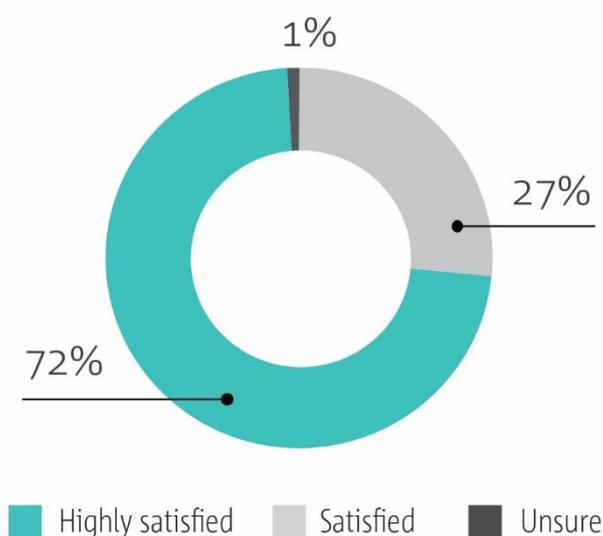
A total of 24 people completed evaluation feedback forms, and were asked to rate their level of satisfaction against key criteria at the end of the focus groups. Qualitative feedback was also sought on: the best thing about the session, areas for improvement and any other comments.

#### Evaluation feedback

Combined overall participant satisfaction was high:

- 72% - highly satisfied
- 27% - satisfied
- 1% - unsure

Combined Overall Satisfaction



Evaluation criteria	Highly Dissatisfied	Dissatisfied	Unsure	Satisfied	Highly satisfied
The clarity of information provided in the workshop	0.0%	0.0%	0.0%	20.0%	80.0%
The range of engagement opportunities provided	0.0%	0.0%	4.0%	32.0%	64.0%
The amount of time provided to allow effective participation in activities	0.0%	0.0%	0.0%	32.0%	68.0%
The range of topics discussed	0.0%	0.0%	0.0%	32.0%	68.0%
That my views were considered within the process.	0.0%	0.0%	4.0%	24.0%	72.0%
Session chairing/facilitation	0.0%	0.0%	0.0%	24.0%	76.0%
<b>Totals</b>	0.0%	0.0%	1.3%	27.3%	71.3%

A full list of responses to qualitative evaluation questions is listed below.

### **What was the best thing about today's workshop?**

- Gaining more information about SA Power Networks and meeting and talking to new people
- The opportunity to participate in the long-term future
- Information about electricity that I did not have prior to coming to the session
- Everything
- Knowing that whatever was being said was being recorded
- Engaging in group activities
- Comradery :)
- All the information
- The explanation about the power networks
- All the information
- About bill
- Understanding overall power network
- Lunch (understanding a little more)
- Got to understand how PA Power Networks works for youth
- All things
- To know more information about SA Power networks
- Discussing issues we all have and being informed
- Getting to know how it all works
- Learning about SA Power Networks and how it works
- It was about power
- All the topics

### **What could be improved?**

- Talk more with people to make everyone understand in community
- More information about how to use power
- Have an art installation about power
- With more information
- More time to discuss issues that go unanswered
- More group sessions
- By discussion with community
- Not necessary
- More morning tea, haha!
- You couldn't, it is friendly/fun
- Beer - lol
- You can't, it is already good :)
- To do something about it
- Talk more with people
- No improvement needed
- To increase more information
- All the information
- The explanation about the power networks

### **Any other comments?**

- Community discussion can and will change the future
- Interesting and informative
- Lovely ladies you have doing the workshop
- Lovely experience for important work, our future
- I'm happy. I came to listen. I know much more now
- I'm happy. Come to listen
- Keep it up. Good to see a group of chicks doing this
- Thanks
- No thankyou
- No
- No