



**Customer and
Stakeholder Engagement
Activities and Findings
Part B**



Part B

Contents

Engagement Phase 1	120
Summary of findings	121

Engagement Phase 1
January 2017 - December 2017
Summary of findings



Customer and Stakeholder Engagement for 2019-24 Regulatory Proposal

Phase 1 - Summary of feedback

The following table summarises the key findings of engagement undertaken during Phase 1 of our engagement strategy, actioned from January 2017 to December 2017.

Letters, written reports and papers relating to this phase of engagement are provided within this attachment to outline key findings in greater detail.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
Residential and SME customers (including solar, and vulnerable)	<ul style="list-style-type: none"> • Affordability – the key issue for all customer segments and stakeholders. People want Endeavour Energy to keep its share of charges as low as possible so as to assist all customers, including the vulnerable. • Reliability - customers were generally satisfied with current reliability and most wanted reliability either to stay the same or supported an average annual improvement of 3 mins, even if it meant a \$3-\$4 increase in annual network charges. Customers generally did not want to pay less for decreased reliability if it meant future maintenance costs would lead to price hikes. • Energy security - Customers have a genuine concern that we invest to avoid a South Australia style blackout. • Cost reflectivity / tariff design - Customer feedback indicates support for transitioning to seasonal TOU pricing and/or seasonal TOU demand pricing, due to potential savings, although the most vulnerable customer groups appeared to support flat tariffs. • Future of the grid - Customers are keen to know more about smart meters and batteries as a means to reduce/manage their consumption and their bills. Participants are keen to see Endeavour Energy undertake the necessary work to prepare the network to ensure it can meet customers' future energy needs. • Renewables -solar is seen as ideal. Batteries are seen as the final technology needed to wrest back control of electricity bills. 	<ul style="list-style-type: none"> • Ten x 2-hour focus groups with n=9 participants each, held in Parramatta, Bella Vista, Camden, Katoomba and Wollongong. 78 customers. • One x 4-hour focus group held in Parramatta. n=10 participants recruited to represent SMEs, early adopters and customers experiencing varied levels of vulnerability. • One x 2-day online community, 30-40 minutes per day with n=96 participants who were scheduled to attend deliberative forums in the following week. • Two x 4-hour deliberative forums in Wollongong (n=42 participants) and Parramatta (n=53 participants). Customer groups represented were SMEs, early adopters and customers experiencing varied levels of vulnerability. • 5-minute online survey giving participants the opportunity to reflect on their responses to central questions around pricing structures and Endeavour Energy's role in the NEM. This was completed by 66 participants. 	More feedback available in detailed reports by consultants Newgate Research June 2017 (Focus groups) and September 2017, (Deliberative planning forums).

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<ul style="list-style-type: none"> • Innovation - Stakeholders expect Endeavour Energy to be innovative and trial new technologies associated with distributed energy resources and demand management, largely to keep pressure on capital expenditure, and to prepare the grid for customers' future technology choices. Customers expect Endeavour to embrace the direction of the ENTR and to increase investment in trials to encourage distributed energy resources through efficient tariff arrangements and continue battery research programs in order to understand the value proposition to the networks that can be passed on to customers. • Vegetation management - Most customers accept the need for current tree trimming practices. Some want to see Endeavour Energy work more closely with local councils to change the types of trees planted under power lines or to underground lines where possible, albeit noting prohibitive costs. • Vulnerable customers - customers have encouraged Endeavour Energy to do more to assist life support customers; many also supported the provision of educational materials in various formats. 		
PIAC, TEC, ECA, NCOSS.	<p>Meeting to discuss proposed engagement strategy and discuss a set of tariff principles. This group of stakeholders was seeking cooperation from the three NSW businesses to work together on a set of uniform principles. Endeavour Energy was the only distributor to agree to meet, and this was well received.</p> <p>A set of seven proposed tariff design principles were identified and later distilled to four</p> <ul style="list-style-type: none"> • Transparency – Ensure tariff structures are clear and can be understood by customers • Predictability – Tariffs should promote bill certainty and stability, and changes should 	<ul style="list-style-type: none"> • Key stakeholder meeting held 6 July 2017 and then follow up conversation by teleconference to agree a set of tariff principles 	<p>Letter of invitation to Rod Howard and response to that letter on file</p> <p>Endeavour Energy prepared a suggested agenda and set of minutes to facilitate meeting outcomes</p>

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>have regard to the impact on customers</p> <ul style="list-style-type: none"> • Efficiency – tariffs should be efficient and reflect the true cost of providing the service while keeping an eye to the long term, and changes in customers’ energy priorities. • Equity – ensure customers pay their fair share without increasing disadvantage for vulnerable customers 		
Public Interest Advocacy Centre (PIAC)	<p>Recommendations</p> <ul style="list-style-type: none"> • Endeavour Energy should focus its attention on energy affordability, as this is a key priority for consumers. • Endeavour Energy does not use customer feedback from the deliberative forums as justification to increase reliability and justify higher revenue in the upcoming regulatory period. • Endeavour Energy ensures it has a strong empirical basis for expenditure on expanding the network due to population growth in greenfield areas and, where appropriate, to include such expansions as contingent projects. • Endeavour Energy does not use the transition to cost reflective pricing to justify an increase to fixed charges. • Endeavour Energy adopt demand tariffs as the default tariff structure, at least for new connections, to satisfy the NER requirement for cost reflective pricing. • Endeavour Energy continues to engage constructively on matters of importance and works to incorporate the findings from their stakeholder engagement into their final AER proposal. <p style="text-align: center;">Meeting held 14/09/17 – feedback in addition to submission</p> <ul style="list-style-type: none"> • Reliability - PIAC has been involved in consultation / tariff discussions with other network businesses. Some feedback for other networks suggests that people are willing to reduce reliability for lower network charges. 	<ul style="list-style-type: none"> • Written submission to Directions paper received 6/09/17 • Face to face meeting held 14/09/17 to follow up their written comments. 	<p>Tim Harrison from PIAC attended both deliberative planning forums.</p> <p>PIAC noted engagement on tariffs was ‘well done’.</p> <p>The networks should ask (1) does this comply with the rules and (2) have they listened to their customers.</p>

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<ul style="list-style-type: none"> When Endeavour Energy engaged with customers on reliability, it appeared that lower reliability to customers was presented as not really being a likely option New growth areas - EE must ensure it has strong empirical data to justify expenditure in new growth areas. Tariff design - Supportive of cost reflective tariffs. PIAC favours a slow transition to peak demand over period of months to reduce bill shock. Bill predictability important. 		
Energy and Water Ombudsmen (EWON)	<ul style="list-style-type: none"> Affordability a key consideration If TOU implemented, EWON has preference for demand-based charging. Under demand-based, changes in circumstances leading to a sudden increase in consumption and sudden bill increase Bill stability is important to the vulnerable Educating consumers about the impacts of different usage as very important. EWON sees education as a joint roll between EE and retailers. Opt out option – EWON said if consumers do have the option to ‘opt-out’ that this was good in theory, however it must be achieved quickly and effectively in practice. Higher fixed charges – EWON’s preference is not to have a higher fixed charge as those vulnerable customers on very low consumption would be at a relative disadvantage. Their bills go up however they are putting no added strain on the network. Incentive schemes – should look at different measurement for customer service other than answering phone calls. Social tariff – EWON would support the implementation of a social tariff however recognise that this is not solely the roll of the network businesses. 	<ul style="list-style-type: none"> Meeting 14/09/17 attended by GM Regulatory, Manager Network Regulation and Stakeholder and Community Relations manager 	

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
Total Environment Centre (TEC)	<p>Concerned primarily with tariff design</p> <ul style="list-style-type: none"> • STOUT tariff - probably too complex to be successful on an opt-in basis. (TEC provided paper from UNSW on why demand tariffs based on a customer's monthly peak have a poor correlation with network peaks). • A more cost-reflective option (for those with smart meters) would be flat tariffs with peak time rebates to encourage demand response during the 2 hour window 8-10x pa when the network is peaking. • Might also be worth trialing a true capacity tariff (as available in France, and akin to download speed-related telco tariffs) which would involve consumers paying for a set, chosen kW of capacity, which if exceeded would result in a premium being charged for additional demand. This could be combined with peak time rebates so there is a carrot plus a stick. 	<ul style="list-style-type: none"> • Meeting • Email - response to Directions Paper 	<p>Directions Paper is appealing and accessible</p> <p>Generally better approach to engagement this time round</p> <p>Changes to 2017-19 TSS are definitely a step in the right direction.</p> <p>How would EE account for cost allocation on STOUT that if the demand charge is meant to mainly recover LRMC costs, given the lack of known network constraints apart from new growth areas over the next decade?</p>
NCOSS	<ul style="list-style-type: none"> • Definitions of vulnerable customers - What is the criteria EE is using to define vulnerable customers in recruiting for specific customer engagement some definitions fail to include all those people who are 'vulnerable'. 	<ul style="list-style-type: none"> • Combined meeting with PIAC, NCOSS, TEC AND ECA on 6/7/17 	
AER CCP (Louise Benjamin and Mark Henley from AER CCP, Endeavour Energy nominated delegates)	<ul style="list-style-type: none"> • Wants to understand engagement strategy and observe where possible. Will be a critical friend to the AER but central focus is working to better long term outcome for customers. • Seeking a frank, respectful and open conversation on the issues that are helping and hindering engagement. • Notes and has conveyed to the AER the compressed timeframes for engagement due to long term lease and need 	<ul style="list-style-type: none"> • Louise and Mark initiated a meeting with key members of Endeavour Energy's Executive and regulatory proposal team in early 2017 to establish common understandings • Jon and Kate met with Louise on 10/7/17 to discuss progress with the consortium on the reg determination and various engagement issues. • CCC meeting held 25/07/17 • Attended almost 50% of focus groups and both deliberative forums 	<ul style="list-style-type: none"> • Seeking to support conversations and decisions that facilitate improved engagement with stakeholders, including the AER, and supportive of steps to remake the determination, subject to consortium decisions

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>for consortium to revise the regulatory strategy</p> <ul style="list-style-type: none"> • Verbal feedback: Wants Endeavour to demonstrate how we consulted on our investment proposal and as a result, what changed and why? What's the impact on safety, reliability and price? Need to demonstrate how we addressed price/reliability tradeoffs in capex, who we engaged with and why and understand our long term asset management strategy. Note the recent feedback from the AER on Tasnetworks, Electranet and AGN. 		
Urban Development Institute of Australia (UDIA)	<ul style="list-style-type: none"> • Welcomes initiatives that would lead to faster start to completion rates for new homes. Reduced delays would lead to greater housing affordability • Encourages continued investment in building new electricity network. Crucial that this growth is delivered in a timely and affordable fashion. 	<ul style="list-style-type: none"> • Written submission to Directions Paper dated 12/09/17 • UDIA is also a member of Endeavour Energy's customer consultative committee 	<ul style="list-style-type: none"> • UDIA NSW highly commends Endeavour Energy's decision to provide a capital contribution towards substation costs and high voltage cabling for subdivisions. • UDIA 'advocacy is based on making our cities more liveable, affordable and connected.' • UDIA would be pleased to meet to discuss the issues outlined in its written submission.
National Parks and Wildlife Service (NPWS)	<ul style="list-style-type: none"> • Include environmental protection as an issue in future planning and maintenance of its assets. 	<ul style="list-style-type: none"> • Written submission received 4/09/17 	<ul style="list-style-type: none"> • Directions Paper made no mention of environmental protection as an issue to consider when planning either maintenance or capital

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
NSW Planning and Environment	<ul style="list-style-type: none"> • Verbal: Affordability is the key issue for the Minister. Interested in understanding battery safety issues, metering roll out, changes in capex and how this would affect reliability. Concerned about industry preparedness for Power of Choice, hearing major Retailers not ready. • Written: NSW Government supports the shift to cost reflective tariffs for customers, with an 'opt out' option to a flat tariff if TOU is not right for them. 	<ul style="list-style-type: none"> • Written submission received • Face to face meeting held on 22/8/17 attended by Manager Network Regulation, Manager Corporate Affairs, Katherine Hole, John Skinner Paul Briggs and Mario D'Sousa. 	<p>expenditure works.</p> <ul style="list-style-type: none"> • Welcomes further engagement opportunities for Deputy Secretary • Acknowledged EE's efficiency programs to keep costs down • Directions paper well received and said it is a well constructed document that meets Endeavour Energy's stated objectives.
NSW Department of Health	<ul style="list-style-type: none"> • Primary concerns to health facilities is the ongoing security and sustainability of electricity supply. • Effective communications prior to power outages is of critical importance. Strong communications with sites of high vulnerability required. • Health facilities operate round the clock and therefore have a relatively flat load profile that typically benefits from a flat rate tariff. • The seasonal time of use tariffs and seasonal time of use demand tariffs, would not benefit most Health facilities as site consumption is not flexible enough to move away from expensive peak charge times and towards off-peak charge times. • Having opt in TOU options available where sites could benefit is welcome. • Diversifying the tariff structure is an adequate way to provide choice and control to customers • Education about best tariffs important. 	<ul style="list-style-type: none"> • Written submission received 	<ul style="list-style-type: none"> • Workshops targeting agency level stakeholders are a good way to gather information. • Writing to the recipients of outage notifications on your existing • Contact lists a good way to get feedback from relevant stakeholder staff directly affected by electricity distribution network performance.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
NSW Roads and Maritime Services	<ul style="list-style-type: none"> Electrical assets and roads are delivered in a timely manner to support growth particularly in priority growth areas and airport. Requested early consultation about placement of network assets in Western Sydney so future roads do not impact electrical assets. Prefers EE obtain easements outside of existing road corridor. 	<ul style="list-style-type: none"> Written submission received 13 September 2017 	
Liverpool City Council	<ul style="list-style-type: none"> Timely delivery of electricity infrastructure in new growth areas and priority growth areas a priority, so there are no capacity constraints. 	<ul style="list-style-type: none"> Written submission received 5/09/17 	<ul style="list-style-type: none"> There have been capacity constraints in some locations in the South West Priority Growth Area, Endeavour Energy should engage earlier with Western Sydney Councils to ensure timely electricity infrastructure delivery.
Southern Sydney Regional Organisation of Councils (SSROC) (Canterbury-Bankstown, Parramatta, Cumberland, Ryde and Hornsby partially within EE network area.	<ul style="list-style-type: none"> Supports finalisation of public lighting code Endeavour Energy should seek written agreement with the councils it serves on a portfolio of LEDs, agreement on a process for keeping luminaire technology current, and agreement to discontinue the installation of all non-LED legacy luminaire types. Endeavour Energy should progress negotiations with the councils it serves on a large-scale LED replacement. Endeavour Energy and councils should jointly explore the case for deploying smart controls in conjunction with LED replacement program and deployment of smart city devices In seeking to improve confidence in street lighting costs and service levels, Endeavour Energy should release its proposed 2019-2024 street lighting pricing model to councils at the outset of the 2019-2024 pricing review process including all 	<ul style="list-style-type: none"> Written submission dated 1 September 2017 	<ul style="list-style-type: none"> SSROC recognises the pioneering work that Endeavour Energy and WSROC have done in LED replacements. SSROC welcomes further discussion with Endeavour Energy about its submission, the NSW Public Lighting Code and the 2019-2024 pricing review.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<ul style="list-style-type: none"> underlying assumptions. In seeking to improve confidence in street lighting service levels and to aid council decisions on future technology choice, Endeavour Energy should provide councils with comprehensive local and network-wide data on spot repairs and spot replacements by technology type as well as night patrol reports and bulk lamp replacement data. 		
Office of Local Government	<ul style="list-style-type: none"> Any plans to introduce peak time demand tariffs may impact significantly on local government's ability to deliver cost-effective services to the community. Introduce peak time demand tariffs may impact significantly on local government's ability to deliver cost-effective services to the community. EE should consult further with councils on tariffs Encouraged Endeavour Energy to continue to explore energy-efficient technologies with local councils, particularly street lighting. Will lead to cost and energy savings 	<ul style="list-style-type: none"> Written submission received 5/09/17 	
Wollondilly Shire Council	<ul style="list-style-type: none"> Improve network resilience Increased undergrounding of key distribution links to reduce risk of outages from storms. Partner with retailers for increased education on demand management to reduce peak demand and improve reliability Timely expansion of network in new growth areas through direct supply or on site battery storage Explores opportunities for solar on existing EE assets like streetlights Partner with council to roll out LEDs and smart lights that can adjust to the level of natural light. Partner with council for multi-use of street light infrastructure for smart technology, smart signs, CCTV etc. to make most of asset. Council received complaints about tree trimmings and this has led to bracket fungus, 	<ul style="list-style-type: none"> Written submission received 	Requested increased participation in coordination meetings with council to understand town expansion plans.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>structural stress reducing the life of the tree. Less 'destructive' tree trimming practices or tree replacement programs to retain amenity.</p> <ul style="list-style-type: none"> • Prefers flat tariff due to flat consumption patterns. • Supports long term bill stability to prevent bill shock. • Education of pricing impacts of tariffs important. EE should partner with retailers to educate customers about bill impacts and environmental and social benefits of greater choice and control. 		
<p>Illawarra Pilot Joint Organisation comprising - Wollongong City Council Shellharbour City Council Shoalhaven City Council Kiama City Council</p>	<ul style="list-style-type: none"> • Street lighting – Looking to progress the implementation of LEDs. • Review of Street Lighting Use of System (SLUoS) tariffs needed. The charge is too high and should be changed to reflect actual (lower) maintenance cost of LED lights. • Vegetation management – Amenity of trees because of tree trimming an issue. Appropriate species selection and replanting suggested. • New developments – Support timely building of infrastructure to keep up with development in new growth areas. 	<ul style="list-style-type: none"> • Meeting held 13/09/17 with presentation and discussion regarding Directions Paper. 	<ul style="list-style-type: none"> • Do we have an arborist on site when trees are trimmed? • Development- to what extent does EE liaise with developers around the roll out of electrical infrastructure associated with new developments.
<p>Shoalhaven Council submission</p>	<ul style="list-style-type: none"> • The current structure of the tariffs and the relationships between retailers, network providers and the other electricity line items (AEMO, Green Charges etc) is not easy to understand, particularly at an executive level. This leads to misinformation and/or delays in decision making regarding energy consumption. • If the information was made more transparent, then Council as a large user could better educate operators and schedule operations where possible on how best to reduce the overall cost of energy and help to level the load across the network. In effect, the energy providers incentivise using electricity outside peak periods and reducing peak demand to the benefit of all – and we'd like to help out. 	<ul style="list-style-type: none"> • Email from Shoalhaven Council after presentation to Illawarra Joint Councils 	<ul style="list-style-type: none"> • A brief summary information pack should be made available describing the tariff structures in a simple graphical form (in conjunction with retailers) and how to get more information regarding the different sections of a typical electricity bill. Origin have a 'Business account bill explainer' but it's more of a generalist

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
			<p>explanation and doesn't cover simple things like the difference between Peak, Shoulder and Off peak times between Endeavour and Origin.</p>
MACROC	<ul style="list-style-type: none"> • Concerned about ensuring the AER understands how important growth is to their local economies and wanted to make sure adequate investment was made • Wants to work with Endeavour to identify 'heritage tree register and involve the community in this process. Seeking a 'more sympathetic' approach to tree trimming. • Support smart cities and wants to introduce smart pole technology in greenfield sites • Interested in LED street lighting technologies and cost savings • Supports demand management, battery and solar technologies and encourages Endeavour to undertake trials • Welcomes a demand response to climate change and supports EE's commitment to the Electricity Transformation Road map 	<ul style="list-style-type: none"> • EE attend MACROC board meeting on Wed 20/09/17 to provide overview of Directions Paper and invite feedback. 	
<p>Western Sydney Regional Organisation of Councils (WSROC) comprising - Blacktown City Council Blue Mountains City Council Fairfield City Council Hawkesbury City Council Liverpool City Council City of Parramatta Council• Penrith City Council The Hills Shire</p>	<ul style="list-style-type: none"> • Public street lighting - ensuring pricing transparency and achieve fairer maintenance charges for LEDs • Contestable works - clarify definition of "non-contestable" works to include projects where low voltage supplies are directly available for connection of new assets; • New technologies - ensuring opportunities to capitalise on new technology are realised; • Affordability - Ensuring affordable energy for Western Sydney residents and businesses. • Vegetation management - ensuring mutually agreeable 	<ul style="list-style-type: none"> • Meeting held with WSROC member councils on 05/09/17. Presentation and discussion regarding Directions Paper. • Written submission to Directions Paper received 15/09/17. 	<ul style="list-style-type: none"> • Need for better coordination between councils and Endeavour. re veg management. • Leveraging the ROCs is a good medium to coordinate vegetation management across multiple council areas.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
Council Ironbark Sustainability (WSROC consultants)	<p>vegetation management practices with respect to both amenity and safety;</p> <ul style="list-style-type: none"> • Planning and development: Ensuring Western Sydney is adequately serviced and future proofed – especially considering future population growth and the new Western Sydney Airport; and • Urban heat: Collaborate with stakeholders to identify and implement urban heat mitigation measures. 		
Blacktown City Council	<ul style="list-style-type: none"> • Affordability important for our residents • Affordability is important to council so as to keep rates under control. • Committed to sustainability and greenhouse gas reductions, supports <i>Transformation Roadmap</i> including increases proportion of renewables. • Supports LED replacement of streetlights, education pieces to reduce energy consumption, implementation of solar, investigating battery storage, upgrading its fleet to electric cars, enabling public charging stations for electric cars • EE Directions Paper does not include commitments to upgrade existing street lights to LEDs – EE should provide a clear plan for LED replacement. • Council is considering developing its own solar farm which will require grid connection points. BCC would like to see EE proposal to include a clearer plan toward accommodating local mid-size renewables energy developments • EE should simplify network connection procedures • EE should support and facilitate local energy trading through virtual net metering. • EE should extend battery storage trials to include council and commercial premises through partnerships with interested players. 	<ul style="list-style-type: none"> • Written submission received 25/08/17. 	<ul style="list-style-type: none"> • BCC welcomes EE plans to conduct battery storage trials with residents and would be happy to partner with EE in similar trials at BCC sites. • BCC keen to partner with EE on any electric car charging project. • BCC seeks clarity of TOU tariffs due to their impact on consumption during day and night.

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
Parramatta City Council	<ul style="list-style-type: none"> • Public lighting and SLUOS charges - ensuring pricing transparency and achieve fairer maintenance charges for LEDs • New technology - ensuring opportunities to capitalise on new technology are realised; • Affordability - Ensuring affordable energy for Parramatta residents and businesses. • Vegetation management - ensuring mutually agreeable vegetation management practices with respect to both amenity and safety; • Planning and development: Ensuring Parramatta is adequately serviced and future proofed – especially considering future population growth; and • Urban heat: Collaborate with stakeholders to identify and implement urban heat mitigation measures. 	<ul style="list-style-type: none"> • Letter 27 September setting out Council’s specific priorities with a detailed attachment recommending specific actions on each of the six issues listed 	<ul style="list-style-type: none"> • Council recommends: transparency on pricing and engagement on service levels • Pilots with Council to trial and deliver smart lighting and smart city technology • Pilots with Council regarding partnerships on solar and battery storage • Tariffs require effective, accessible communication for residents • Tariff modelling to consider the impact on vulnerable customer • Parramatta is missing from Directions paper but has substantial growth • Explore ways to reduce tree maintenance – ABC and tree replacement programs urged • Urban heat mitigation strategies to be explored jointly with WSROC
Penrith City Council	<ul style="list-style-type: none"> • Public lighting and SLUOS charges - ensuring pricing transparency and achieve fairer maintenance charges for LEDs – action needed to remove disincentives and notes PL Management plan involved no consultation with Councils, despite changing what’s contestable and non-contestable. 	<ul style="list-style-type: none"> • Written submission received 	<ul style="list-style-type: none"> •

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<ul style="list-style-type: none"> • New technology - ensuring opportunities to capitalise on new technology are realised and supports Electricity Transformation Road Map; • Affordability - Ensuring affordable energy for Penrith residents and businesses and simplicity of tariffs. Concern for vulnerable customers • Vegetation management - ensuring mutually agreeable vegetation management practices with respect to both amenity and safety and wants to explore ABC and other means to achieve better outcomes for residents • Planning and development: Ensuring Penrith is adequately serviced and future proofed – especially considering future population growth; and • Urban heat: Collaborate with stakeholders to identify and implement urban heat mitigation measures. 		
Cumberland Council	<ul style="list-style-type: none"> • Vegetation management - ensuring mutually agreeable vegetation management practices with respect to both amenity and safety and wants to explore ABC and other means to achieve better outcomes for residents and maintain canopies to reduce urban heat. • Planning for new technology - ensuring opportunities to capitalise on new technology are realised and supports Electricity Transformation Road Map; • Affordability - Ensuring affordable energy for residents and businesses and simplicity of tariffs. Concern for vulnerable customers and recommends translated information. • Planning and development: Focus on SMEs and energy efficiency • Urban heat: Collaborate with stakeholders to identify and implement urban heat mitigation measures. 	<ul style="list-style-type: none"> • Written submission received 	<ul style="list-style-type: none"> •

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
Western Sydney Leadership Dialogue	<ul style="list-style-type: none"> Affordability – supportive but focus is on economic development across GWS Enabling priority growth areas and Western Sydney airport Leadership role played by Endeavour Energy in Western Sydney 	<ul style="list-style-type: none"> Meeting held with WSLD Chairman Christopher Brown and Director and Adam Leto Thurs 07/09/17 	<ul style="list-style-type: none"> EE is a significant service provider in the area and should play a greater leadership role in promoting Western Sydney.
Origin, AGL, Energy Australia, Simply Energy, Red Energy	<ul style="list-style-type: none"> General summary (verbal) of meetings with Retailers: All understand the benefits that flow from cost reflective pricing but they are concerned about implementing cost reflective tariffs in the marketplace. They need to provide practical and simple tariffs for customers and are concerned as to how they will explain and 'sell' a relatively more complex seasonal TOU demand tariff so that customers transition to this form of pricing. Retailers would like to see NSW network businesses work together to adopt a similar methodology around tariffs, following the example set by Victorian networks. Most retailers don't believe it is Endeavour Energy's responsibility to offer hardship tariffs, and most are revising their hardship products. Retailers on the other hand, have a clear view that 'behind the meter' belongs to them. 	<ul style="list-style-type: none"> Face to face meetings held 28/29 August in Melbourne 	<ul style="list-style-type: none"> Meetings took place against a backdrop of meetings with retail CEOs and the Prime Minister.
Simply Energy	<ul style="list-style-type: none"> Verbal record: does not want to delay power of choice Believes their tariffs are the most cost reflective in the market place Asked for a copy of our customer research Wanted to know the transition period from flat tariff to demand tariff and which customer segments Said most tier 2 retailers support introduction of demand tariffs depending on customer segmentation Sees the key risk of our tariff strategy managing bill shock and confusing reasons for price increases if any follow 	<ul style="list-style-type: none"> Meeting 28/8/17 in Melbourne 	<ul style="list-style-type: none"> Did not submit a written response to the Directions paper but were very engaged in the face to face meeting

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>due to usage.</p>		
Energy Australia	<ul style="list-style-type: none"> • Verbal record of face to face meeting: • Wanted to understand reasons for the three tariff options, the challenges we are seeing in introducing them, what opportunities are there to work together, better understand what type of relationship they want to have with us and where we think the boundaries of our business begin and end. • Believes the AER is quite purist in its approach towards cost reflective pricing and its much harder explaining complex offerings when you are a retailer and the relationship with an end use customer is not necessarily one on one. • Seeking consistency across zones and simplicity in design • Does not have a happy experience of opt in tariffs • Wants one option across the Sydney Basin, not two. 	<ul style="list-style-type: none"> • Face to face meeting with six Energy Australia representatives. 	<ul style="list-style-type: none"> • Did not send a written response to the Directions paper. • Review contact details on the data base for Energy Australia. This was an issue for them. There is an industry email contact address that should be used.
AGL	<ul style="list-style-type: none"> • Verbal record of face to face meeting: What type of hardship tariff are we exploring Believes a capacity charge might be the only answer. • Interested in block chain product to manage peaks – AGL has products it can use with us, and end use customers • Corporate will have a strong reaction to SolarSaver product 	<ul style="list-style-type: none"> • Face to face meeting with two AGL representatives. 	<ul style="list-style-type: none"> • Did not send written response to directions paper. • Send future information to regadvice@agl.com.au • Directions paper 'lost' inside AGL • Pressure from PM to address hardship • ACCC focused on competitive issues
Red Energy	<ul style="list-style-type: none"> • Maintained same view as previous response to our initial TSS. • Wants NSW networks to work together because that's what is in the best interests of customers. Wants greater symmetry for customers so they can better package offerings for customers. • Believes we are one of the 	<ul style="list-style-type: none"> • Face to face meeting with five Red Energy representatives. 	<ul style="list-style-type: none"> • Surprised we have 20k life support customers. • Wanted to know how interested Endeavour Energy would be in purchasing

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>biggest risks to their business</p> <ul style="list-style-type: none"> • Biggest challenge is to keep the offering simple for customers and provide clarity for them. • Don't support social tariffs as they smear costs and dilute cost reflective pricing. Don't believe networks should be offering hardship tariffs. • Supports a clean start date for power of choice. Call it or be ready. • Concerned that deliberative planning forum engagement with customers is not scalable. • Disappointed that we haven't included the approach by other networks in our approach to tariff reform, noting Victorian DBs had agreed on a methodology. • They are a strong advocate for an opt in approach 		<p>meter data from Red Energy (Red has about 45,000 of our 900,000 NMIs).</p>
Origin Energy	<ul style="list-style-type: none"> • Concerned about how to promote seasonal time of use demand tariff due to its complexity. Need simple explanation of benefits for customers. • Simplicity is a key customer issue • Wants to understand the risks • Prefers a transition approach so call centres can be managed <p>Later informal response: 1. Origin recognises that Endeavour has an obligation to move towards more cost reflective tariffs. However, we maintain our position that there is a spectrum of acceptable approaches and that this can be broad depending on where you sit in the reform cycle. Given political sensitivities around electricity prices and understandability we consider there is an opportunity to adopt a conservative approach to tariff reform in the 2019-24 regulatory period and to use this time to strengthen and build customer understanding about what cost reflectivity means and how best to manage. On this basis, we believe a continuation of the reforms</p>	<ul style="list-style-type: none"> • Email from Origin's Industry and Network Relationship manager 29/9/17 post face to face meeting 	<ul style="list-style-type: none"> • Focus for Origin over past 3 months has been preparations for the Power of Choice

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
	<p>introduced in the 2017 is a pragmatic way forward. Specifically, a continuation of the TOU as the default for new and upgraded connections.</p> <p>2. In considering TOU intervals, for simplicity would having only a flat and peak charge instead of a shoulder charge as well be more easily understood.</p> <p>3. How does Endeavour propose to allocate its revenue allowance between customers on the existing default and the TOU and between the flat and volumetric components of these tariffs.</p> <p>4. How does Endeavour anticipate this allocation evolving over time?</p> <p>5. What happens to the customer's tariff if they change retailer or move house and there are different metering installations?</p> <p>6. Does Endeavour have communications strategy in mind for its 2019 TSS?</p> <p>7 .Has Endeavour engaged with other networks to determine their approach to tariff reform? Origin has a strong preference for consistency across all networks in the NEM where practicable. Initial views of default TOU for New Connections, and demand as an opt in.</p> <p>8 Has Endeavour performed any analysis of the impact on customers' bills from the summer peak?</p> <p>9. What has government / political feedback been on the adoption/progress of tariff reform.</p>		
NSW Rural Fire Service	<ul style="list-style-type: none"> • The NSW Rural Fire Service is supportive of our commitment to bushfire prevention via vegetation management. • Has expressed a desire to work more closely with us to assess bushfire risk and also share information on critical assets. • 	<ul style="list-style-type: none"> • Face to face meeting 	<ul style="list-style-type: none"> • Believes there is scope to work together on community outreach immediately following fires

Customer/ Stakeholder	Comments / Description	Source(s) - date	Other comments (if applicable)
ETU and USU	<ul style="list-style-type: none"> • Welcomes plans to deliver more work and interested to understand plans to address the underspend in capex for this period. • Considerable interest in plans for capex and opex and interested to understand what has been factored into the information • Keeping jobs is important • Appreciated the presentation and frank discussion on the high level directions paper 	<ul style="list-style-type: none"> • Face to face meeting through Endeavour Energy peak consultative committee – 3 August 	
NSW Business Chamber	<ul style="list-style-type: none"> • Key focus for business is reliability, businesses could lose a lot of revenue with unreliable power. 	<ul style="list-style-type: none"> • CCC meeting held 25 July 2017 – feedback session on Discussion Paper 	Are there other ways for EE to gain revenue so that costs for energy can be reduced?
Office of Commissioner of Police	<ul style="list-style-type: none"> • Letter of acknowledgement received. No detailed submission. 	<ul style="list-style-type: none"> • Letter 	
Australian Council of Social Services	<ul style="list-style-type: none"> • Letter of acknowledgement received. No detailed submission. 	<ul style="list-style-type: none"> • Letter 	Acknowledged EE engagement with NCOSS to date.