

ENDEAVOUR ENERGY – VIETNAMESE COMMUNITY ENGAGEMENT

First session – Saturday 27 August 2022 – 9:00 am to 11:45 am

Second session – Saturday 03 September 2022 – 9:00 am to 12:10 pm

ECCNSW was commissioned by Endeavour Energy to deliver this engagement in language and this outcome report was prepared by ECCNSW for Endeavour Energy.



EXECUTIVE SUMMARY

1. Participants' views of affordability, reliability and safety

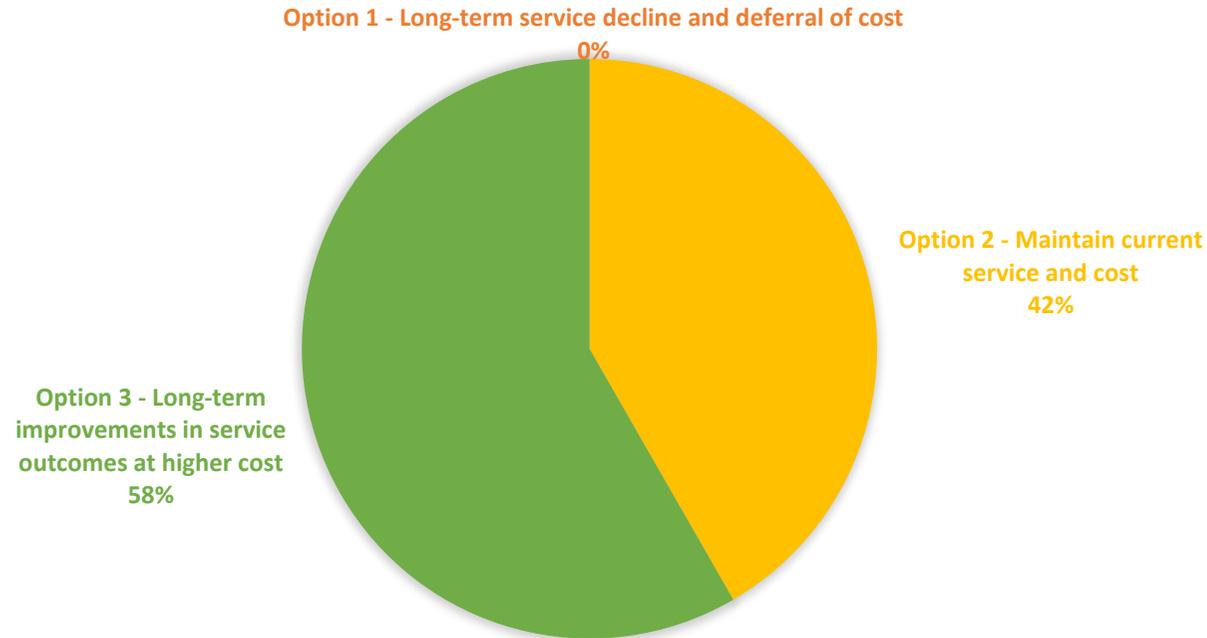
Affordability, reliability and safety were mentioned as their priorities in terms of electricity's concerns of participants.

- **Affordability** was ranked as the most important key issue for most of the participants. Participants agreed that electricity should be more affordable. Together with reliability, low cost will bring the satisfaction to the customers.
- **Reliability:** it is evident that electricity is an essential part for residents to live on and businesses to operate. All participants agree that electricity distributor needs to ensure the sufficient capacity to provide a reliable source of electricity.
- **Safety:** participants mentioned about extreme weathers might not happen very frequently, but once it happens, fallen power lines, dangerous poles... will have major impacts on the electricity supply and customers' lives and livelihoods.

2. Participants' preferences in Endeavour's investment to meet customer expectations for a safe, reliable and affordable electricity supply

- There are quite even number of participants choose to maintain the same current level of service and cost vs long-term improvements in service outcomes but a higher cost, 42% and 58% respectively.
- Participants who chose option 3 wanted Endeavour Australia to invest the grid to improve long-term service outcomes in order to provide safe and reliable electricity supply, however, they expect the operational costs to be affordable (only steady price rise is acceptable) and manage to reduce long-term costs.
- Participants who chose option 2 expressed their satisfaction with the current service and they do not want to face the increase in their energy bills given their incomes do not increase much. They also expressed this roadmap is the least changing pathway.

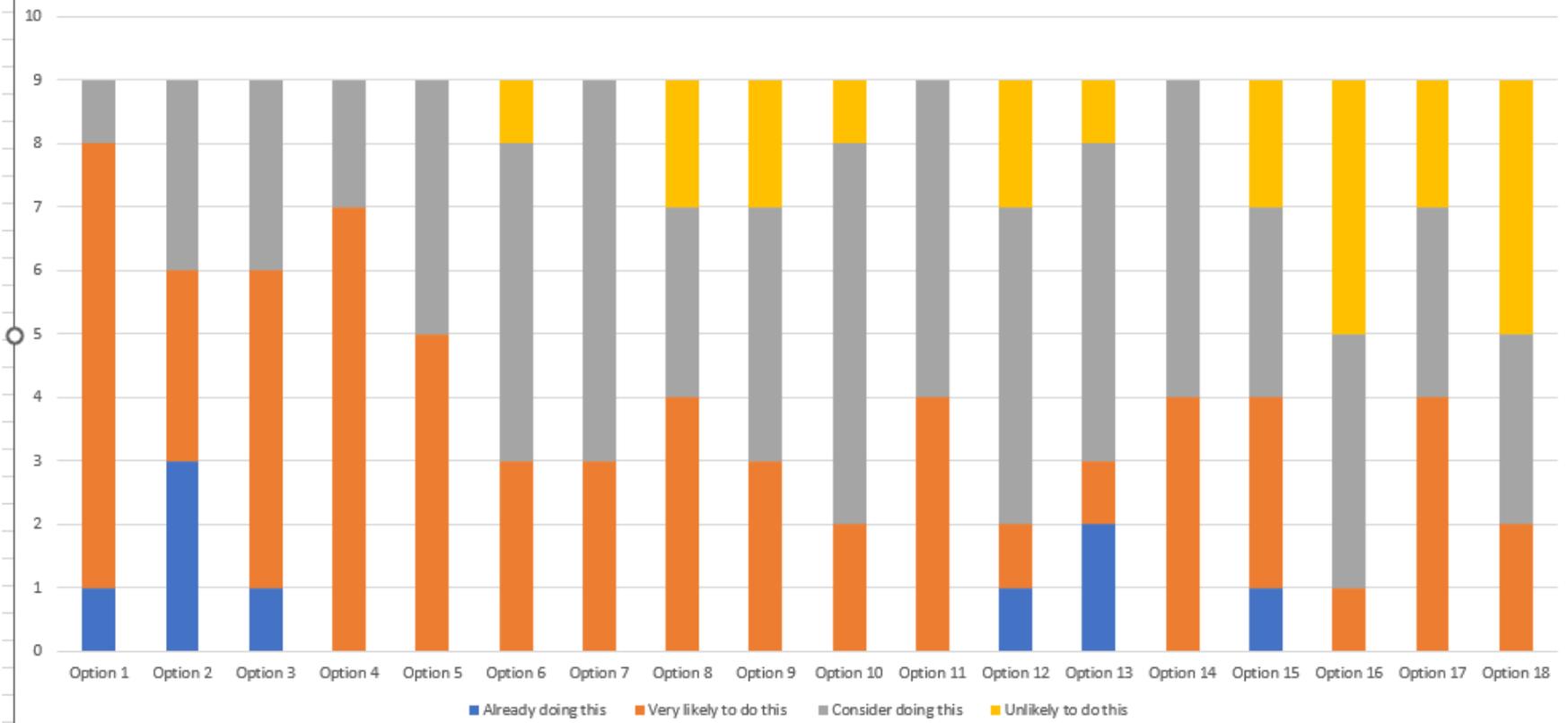
PARTICIPANTS' PREFERENCES ABOUT HOW ENDEAVOUR AUSTRALIA SHOULD INVEST ON ELECTRICITY SUPPLY



3. Likelihood to do the future energy choices

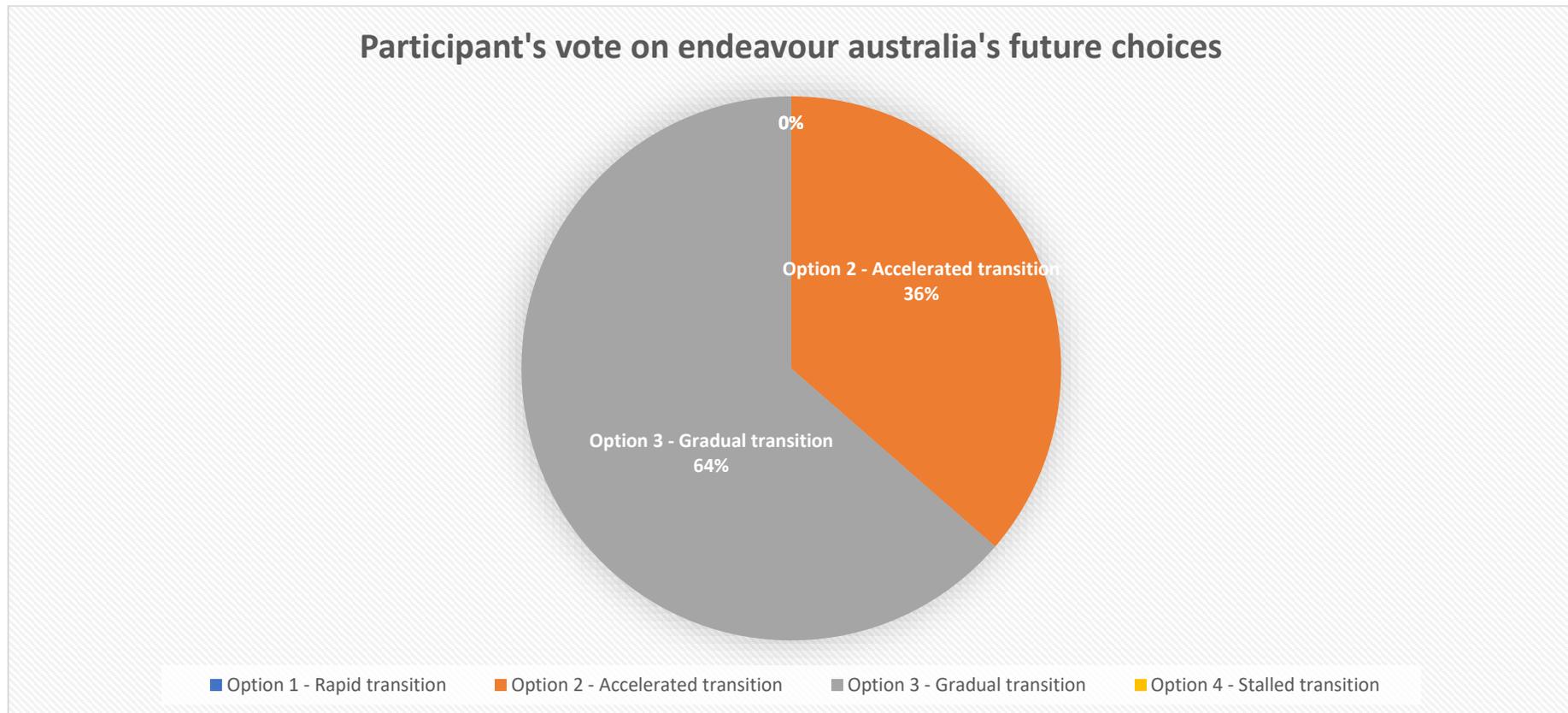
- All participants are keen to monitor their energy consumption, not only to provide insights for their consumption but also can easily calculate their energy costs. From there they can adjust their electricity usage to maximise the efficiency.
- All participants weigh the benefits of solar panel installation that give them the control over their own electricity generation. They are already doing or very likely to do in the future in regards offsetting their excessive energy back to the grid and exploring the benefits of home battery.
- Participants are reluctant to consider about the benefits of electricity vehicles as they are considered unaffordable and inflexible for charging for the majority.
- Participants do not show their interests in the high-end technology (smart appliances, energy demand incentive scheme, local microgrid, local community solar plant)

LIKELIHOOD TO DO THE FUTURE ENERGY CHOICES



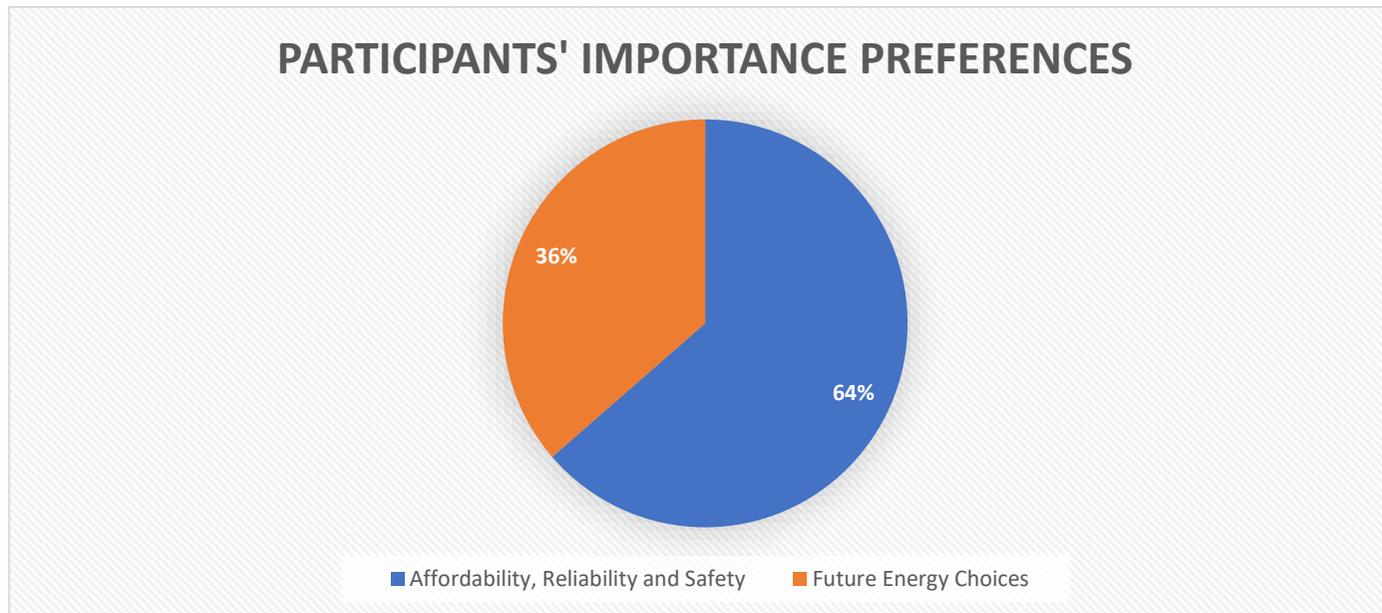
4. Participant's voting preferences on Endeavour Australia's future choices

- Four participants (36%) support for the Accelerated Energy Transition as it is quick and not too reactive in responding to the rapid increase demand of reliable energy supply.
- According to other seven participants (64%), smooth transition is more important than fast transition. The energy is so crucial in daily lives of everyone, so gradual transition to make sure all the infrastructure is well prepared for the transition. Therefore, they support for Gradual Energy Transition.
- All participants did not change their mind after the position of Endeavour Australia on their Preliminary Proposal was revealed.



5. Priority between the reliability, affordability, and safety vs future energy choices

- One participant outlined that these two aspects couldn't be separated, and Endeavour Australia should explore the options to best invest in both. Investment in technologies could hopefully result in cost-effective network, therefore, help reduce pressure on energy prices for customers.
- What matters most for 7 participants is the provision of safe, reliable, and cost-effective electricity network
- Four participants prefer Endeavour to invest more into the innovative technology for the future energy transition.



6. Summary of the final evaluation and feedback

- Participants are asked to put the rating into the chat box for each question at the same time – so their responses are not affected by others' opinions.
- All participants rated "Excellent" for the quality of the workshops, how the workshops were delivered, the clarity of presentations, the quality of facilitator, their chances to contribute to the workshops, quality of online platform.
- The participants appreciated that they could join these two sessions to inform Endeavour Energy about the community's priorities and preferences so that Endeavour can act in the best long-term interest of customers.
- The participants also valued further opportunities to have their say about Endeavour Energy's plans and all showed their interests to be engaged by Endeavour Energy via emails.

FINAL REPORT

1. Issues related to electricity are most important to the participants

- Affordability was mentioned first when discussing about electricity. Both residential participants and business owners are experiencing a significant increase in their electricity and managing electricity bill remains a major concern for many people.
- A reliable supply of electricity is very important to their lives, work, and study. Any unplanned disruption will affect their lives a lot – business cannot keep their food safe, people WFH can't perform their tasks, mum can't cook food for their children...
- All participants agreed that managing electricity safety-related issues play an essential part in improving the community safety
- Balancing between generating electricity and protecting environment is also a concern as burning coals and fossil fuels has impacted the environment due to the emissions of greenhouse gases.

2. Awareness of Endeavour Energy and reactions to the information on Endeavour Energy

- All participants have no idea about Endeavour Energy. There is one participant who has heard about Endeavour Energy before, but he is not too sure about its role. So, participants are quite confused about where Endeavour Energy stands in the energy system (from electricity generation to consumers).
- Participants expressed their surprise to get to know that Endeavour is not an energy retailer and their responsibility to build, maintain and operate the electricity network, including wires, poles, streetlights.
- Participants now all understand that even though they are with different retailers, Endeavour Energy is their sole electricity network distributor.
- Participants agreed that solar energy is green energy and plays important role in protecting the environment.

3. Participants' views of affordability, reliability and safety

- **Affordability: electricity price is going up significantly during the last few years and electricity should be more affordable**
 - ✓ Participants advised that every household face steep power bill increase during the last few years. To one participant, their bill rose to double and therefore it was unaffordable. They have to adjust their habit to use energy to cut the energy bill down, that never happened before.
 - ✓ One participant said their energy consumption unexpectedly jumped up after the smart meter was installed. It happened not only at her house but also in her bakery shop. Even though they tried to reduce the operation capacity, their electricity bill still jumped up from \$700 per quarter to \$3000 per quarter. It ended up that they had to close their business as they couldn't afford to pay electricity bills.
 - ✓ One participant advised even though the energy bill does not exceed their affordability, they are still not happy as they have to pay more and more.

- **Reliability: electricity should be more reliable as it has major impact on customer’s lives and livelihood**
 - ✓ One participant shared their experience of an unplanned outage event that made her husband unable to wake up to come to work due to his dependence on the digital alarm.
 - ✓ One participant living in an apartment has experienced that her safety switch is triggered about 3 times per day in average and all electricity to her house is cut off. There were multiple times it happened during the night, and she couldn’t turn it on again that made all her food stored in the fridge being spoiled.
 - ✓ Few participants had smooth experience with planned outage. They received the notifications in advance to inform when and how long the outage would happen.
- **Safety: managing the network efficiently and managing safety-related issues should be the top priority, especially considering the increasing extreme climate events, investment for a resilient network is a must**
 - ✓ Safety and reliability have paramount importance.
 - ✓ Two participants who live in the areas where the underground cables were installed always feel safe and are happy with the current services.
 - ✓ On extreme weather events, there were couples of unplanned outages and electricity box explosions that made a participant feel very unsafe.
 - ✓ Few participants sighted the damaged wires and poles at the surroundings but in general they feel safe in their own houses.

4. Customer preferences on Endeavour’s investment on safe, affordable and reliable supply

There were 2 participants who initially chose option 1, however, they all switched to option 3. The reasons drove them to change their preferences are:

- Initially they do care about the affordability and how electricity bills can fall.
- However, given the context that this plan is only for 5 years, it is very likely that after 2029, and bills may increase more, they changed their minds.

Option 2 – Maintain the current level of service and cost	Option 3 – Long-term improvements in service outcomes but a higher cost
<ul style="list-style-type: none"> • Participant also mentioned that a drop of 8 minutes per year in outage from improvements does not make a huge change and cannot convince them to contribute more from their electricity bills. 	<ul style="list-style-type: none"> • Participants agreed that even though it is costly to get the green and renewable energy, new technology instalments, infrastructure investment, they will support and are happy to pay more (indication of \$10 increase per annum within the next 5 years).

<ul style="list-style-type: none"> • All five participants voted for this option are keen to have their service at this current level. They emphasise they do not expect the long-term service decline. • Participants are satisfying with the current level of electricity service: either they get benefits from their own solar or experience good maintenance of the poles and wires at their own street. 	<ul style="list-style-type: none"> • Wind/solar farm installation does not only play part in protecting the environment but also maintain a stable source of electricity. This is a free and green source of energy which helps to reduce the dependence on the traditional electricity generation. • The investment cost can be huge in the beginning, but it will pay off later within 10-15 years to be able to keep the green and safe planet. Especially, these improvements will bring down the number of disruptions and outage durations. • But customers also need to be educated about the actual benefits of the program.
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5. Participants’ diverse experience with electricity matters

- Participants found themselves and their families similar with Endeavour Australia’s customer profiles.
- Participants expressed that they installed solar panels to utilise the green energy and reduce their electricity bills, however, they are aware that the solar efficiency depends on the size of solar system. They benefit from the feed-in tariffs but still thrive for the information how to manage their energy consumptions better.
- A business owner shared that their electricity bills are very costly, but they do not have any other choices. They are still able to pay the energy bills however they need to cut other operational costs to cover for the increase.
- Participants aware that they should monitor their electricity usage and save energy as much as they can: reminders to turn off lights when not using, only turn on appliances/devices when required...
- One participant shared that after switching from electrical cooktop to gas cooktop, they save more than 50% their electricity bill (from \$500 per quarter to approximately \$200 per quarter).
- They are now surrounded by confusing information and advertisement about the cost and rebate of solar panels.
- It is reported that the streetlights at one street haven’t been worked for a long time.

6. Likelihood to do the future energy choices

participants did their prework about the likelihood to do the future energy choices prior to the workshop. 9 out of 11 participants submitted their preferences.

<p>Option 1: Closely monitoring my energy consumption to save money using data from your smart meter that you access through an app or portal</p>	<ul style="list-style-type: none"> • Few participants have access to friendly energy management apps and online access to information about their electricity usage. • Once customers have information about how much energy they consume over time and when energy is used most, they can adjust their energy consumption and reduce the cost of energy.
<p>Option 2: Generating electricity for use in your home or business, from a rooftop solar system</p>	<ul style="list-style-type: none"> • One participant advised that after the installation of solar panels, her electricity bill reduces by 30%. • The cost effectiveness of solar panels is not yet persuasive. • Participants mentioned that they are now surrounded by confusing information and advertisement about the cost and rebate of solar panels.
<p>Option 3: Exporting electricity from your rooftop solar system to the grid when it is producing more than you need so you can receive a financial payment or offset your electricity bills</p>	<ul style="list-style-type: none"> • Participant believed that using solar energy will reduce electricity bills and this is renewable and environmentally friendly energy. • For customers having solar panels, the electricity bills already show the amount of excess energy fed back to the grid for credits, they also want to know how much they actually save by offsetting the grid electricity. • Customers should be educated about how to install, use and maintain their solar system, can they choose the time to export their excessive energy back to the grid, so they feel more confident and secure to work with the retailers in the transition to renewable resources. • Lifespan of the solar panels and their efficiency after long-term of use.
<p>Option 4: Storing any electricity from your rooftop solar system that can't be used immediately in a home battery so you can use it later when the sun isn't shining</p>	<ul style="list-style-type: none"> • Solar batteries should be more affordable so they can store the energy for rainy days. • Formal, concise and accurate information about solar panel installation and home battery and their benefits should be circulated more.
<p>Option 5: Maximising the financial benefit of the electricity from your solar system by storing it in a battery and exporting it to the grid when the price you get for it is highest (likely in peak demand periods between 4-8pm)</p>	<ul style="list-style-type: none"> • The retailers should offer more competitive feed-in tariffs. • There is confusing information about solar export from different retailers.

<p>Option 6: Allowing your retailer or another energy business to manage your energy use by adjusting the timing of pool pumps and/or the temperatures of air-conditioning to maximise efficiency and save you money without you having to think about it</p>	<ul style="list-style-type: none"> • It is good to start thinking about this as managing electricity efficiently helps reduce the electricity bill.
<p>Option 7: Combining electricity generated from rooftop solar system (and stored in a home battery or electric vehicle) with neighbours in a Virtual Power Plant to earn money for keeping the grid secure.</p>	<ul style="list-style-type: none"> • This innovative option would help to manage electricity usage and costs.
<p>Option 8: Charging your electric vehicle at home overnight</p>	<ul style="list-style-type: none"> • Very less interests from the participants to discuss about EV as they don't think they could afford an electricity vehicle in the near future. • Home charging is very convenient and can take advantage of cheaper overnight electricity off-peak rates.
<p>Option 9: Charging your electric vehicle in the middle of the day using your solar or when electricity prices from the grid are cheapest</p>	<ul style="list-style-type: none"> • The projected uptake of EV is very uncertain because it is unaffordable at current stage. • Not too sure if how many solar panels are enough to provide energy to charge an electricity vehicle but would interest to do so as it saves.
<p>Option 10: Using your electric vehicle as a battery to store electricity generated by your rooftop solar system during the day, and using that energy at peak times in the night</p>	<ul style="list-style-type: none"> • Electric vehicles are very costly and not affordable to majority
<p>Option 11: Using home automation such as home 'hubs' to manage your energy consumption to reduce bills and emissions by controlling the timing of air-conditioning, pool pumps, lights and other electrical devices.</p>	<ul style="list-style-type: none"> • The potential benefits of smart home management remain largely unrealised. The weather in Australia is unpredictable, so installation of these systems could utilise the energy consumption. This should be encouraged and made accessible to more customers with more reasonable price.
<p>Option 12: Using the delay function on smart appliances such as dishwashers and washing machines so they can be used at times of day when electricity is cheapest</p>	<ul style="list-style-type: none"> • Very good to have those but smart appliances with these special features may not be affordable.

<p>Option 13: Only purchasing appliances with high energy efficiency ratings</p>	<ul style="list-style-type: none"> • According to one participant, it is not his top priority to purchase an appliance. The price, features, suitability of that appliance that make sense to him.
<p>Option 14: Monitoring my energy consumption and/or generation to identify ways to maximise efficiency</p>	<ul style="list-style-type: none"> • Participants realized the importance of managing their electricity consumptions and costs. • Tools or app to track the daily energy usage will be very helpful. • This will allow customers to lower their bills by shifting some of their energy use to the off-peak hours. • This app will also allow customer to understand their actual usage, not estimation.
<p>Option 15: Opting into an energy demand incentive scheme by reducing demand at peak times (such as raising the temperature of air-conditioning a degree or two in summer) when requested in return for discounts on electricity bills or shopping vouchers</p>	<ul style="list-style-type: none"> • Participants would like to know more information about this incentive scheme and how to participate in this scheme.
<p>Option 16: Connecting to a local microgrid in place of the main network <i>(Note this is likely to only be a viable option for those living near the edge of the network)</i></p>	<ul style="list-style-type: none"> • This may not be suitable for working families that only use minimal amount of energy for essential activities at night.
<p>Option 17: Accessing a community battery that you can share with others to reduce the cost and to store your excess solar energy for later in the evening.</p>	<ul style="list-style-type: none"> • The amount of solar energy generated differs among households, therefore sharing excess energy stored in community battery to peers is a good idea to utilize the green energy. • Participant expressed their excitement If Endeavour Energy could provide an option for a household to send any excess energy from their solar panels to a community battery that can be shared with their neighbours. • One participant is excited about this option as she is living in a townhouse and is looking into solar panels options. She wishes to have solar installation for the whole complex and combine and use electricity generated from that. • One participant showed her concern as a renter: she had no control over the unreliable energy supply to her unit and the installation of a smart system at her place. She brought the issues to the real estate agent, but she was also concerned that the unit owner would be reluctant to do it if it induces more fees.
<p>Option 18: Purchasing access to a local community solar plant if you don't have the access or ability to install solar on my own rooftop.</p>	<ul style="list-style-type: none"> • Interested to know about this option to access to local community solar plant and other new technologies to save money.

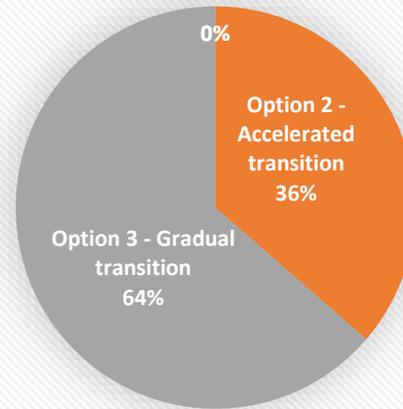
7. Thoughts on how Endeavour modernise the network to meet emerging and future service expectations as technology evolves:

- All participants didn't surprise that Endeavour Australia work to meet the emerging and future service expectations as they understand
- One participant found it is interesting to learn about net zero, which is a global challenge and requires collective endeavours from all stakeholders to achieve the transformation, and how Endeavour Australia respond to transition to net zero.
- One participant pointed out all living costs recently have been increased significantly, including electricity, gas, and petrol. He underlines the need for Australia to reduce emissions and to urgently pay attention in responds to transform the grid as to make it more affordability.
- Few participants briefly discussed that option1, the fast-track option, is the best way to go to reduce the carbon footprint. Government is now under pressure to catch up with other developed countries regarding to affordable renewable energy.
- One participant mention if Endeavour Australia wants to go fast, go with option 1 but everyone must bear the cost. Therefore, option 2 gives Endeavour Australia the balance between meeting the expectations and operational costs.

8. First voting preferences

- Participants explicitly support the energy transition to increase the use of renewable energy to contribute to achieve the net zero target. All participants agreed that to be able to move forward, there should be sources of sustainable energy and sustainable use of energy.
- There are 4 participants voted for option2 and 7 participants voted for option 3.

Participant's vote on endeavour australia's future choices First round



■ Option 1 - Rapid transition ■ Option 2 - Accelerated transition ■ Option 3 - Gradual transition ■ Option 4 - Stalled transition

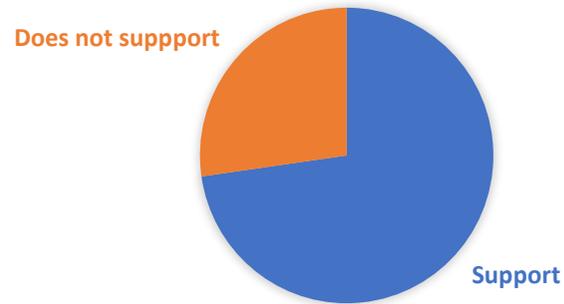
Option 2: Accelerated transition	Option 3: Gradual transition
<ul style="list-style-type: none"> • Rapid transition to renewable energy should be an election priority, however Endeavour couldn't guarantee the success in this pathway. The accelerated transition is good enough and not too reactive in responding to the rapid increase demand of reliable energy supply. • Rapid transition does look very potential, the increase in the electricity bill is not too much different in comparison with option accelerated transition. However, we should go a bit slower but surer. • Participants agreed that even though it is costly to get the green energy and new technology, they will support and are happy to pay more to contribute to the net zero target. But 	<ul style="list-style-type: none"> • Smooth transition is more important than fast transition. The energy is so crucial in daily lives of everyone, so gradual transition to make sure all the infrastructure is well prepared for the transition. • New technology like batteries, solar developments, electric vehicles should be invested more. Solar panels installation should be encouraged as much as possible because solar energy is reliable and green energy. • Option 1 is very ambitious and not feasible in the near future. Option 2 is more practical but how shorten in terms of time in comparison with option 3, even though electricity bills will go up.

<p>they need to be educated about the actual benefits of the new technology.</p> <ul style="list-style-type: none"> • Investment into new technology that can protect the environment. The investment cost can be large in the beginning, but it will pay off later to be able to keep the green and safe planet. 	<ul style="list-style-type: none"> • Australia has target to achieve net zero emissions by 2050, option 3 is the most suitable and feasible pathway to get there. The energy transition needs to be fair and affordable to all customers. Not all customers can afford the increase of their electricity for the rapid/accelerated transition. • Energy costs are difficult to manage so energy transition need to be affordable. • This is a safe option and the best option to go with to make sure customers do not have to pay (from their bills) to any potential risks that may arise due to the failure of rapid or accelerated transition.
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9. Participants’ opinions on Endeavour Australia’s position in their Preliminary Proposal

- 8 participants support the choice of Endeavour Energy to address the network constraints and invest modestly in trials while maintaining the network capacity.
 - + That means even though the customers do not need to pay more, in the end, the energy transition still gradually happens.
 - + Solar energy is an inexhaustible renewable resource and is considered a solution to replace the traditional energy system. But it will happen in a suitable timeframe without putting pressure in any stakeholders.
- 3 participants do not support the gradual transition as it is not fast enough to respond to the rapid evolvement of energy demand and the grid should quickly build up the capacity to support new innovative technology choices.

PARTICIPANTS' OPINIONS ON ENDEAVOUR POSITION IN THE PRELIMINARY REPORT



10. Second voting preferences: REMAIN THE SAME AS FIRST VOTING

- All participants didn't change their votes. There are 4 participants voted for option 2 and 7 participants voted for option 3.
- One participant voted for option 2 but still support Endeavour Energy to go with option 3. But she still upheld her decision that the energy transition could have been happening a bit faster.

11. Combined cost of the two options – based on their votes on the previous session and this session

	1. Plan for a rapid energy transition	2. Plan for an accelerated energy transition	3. Plan for a gradual energy transition	4. Plan for a stalled energy transition
1. Long-term service decline and a deferral of cost	Fall by around \$8	Fall by around \$14	Fall by around \$17	Fall by around \$16
2. Maintain the current level of service and cost	Increase by around \$9	Increase by around \$3	No bill impact 4 participants	Fall by around \$1
3. Long-term improvements in service outcomes but at higher cost	Increase by around \$19	Increase by around \$13 4 participants	Increase by around \$10 3 participants	Increase by around \$9

12. Changed to the vote last week

Few participants didn't remember very sure what they voted for Affordability, Reliability and Safety last week. The facilitator asked the participants to re-vote in the chat box. There are 4 participants changed voted from option 3 (long-term improvements) to option 2 (maintaining the current level).

	1. Plan for a rapid energy transition	2. Plan for an accelerated energy transition	3. Plan for a gradual energy transition	4. Plan for a stalled energy transition
1. Long-term service decline and a deferral of cost	Fall by around \$8	Fall by around \$14	Fall by around \$17	Fall by around \$16
2. Maintain the current level of service and cost	Increase by around \$9	Increase by around \$3 3 participants	No bill impact 5 participants	Fall by around \$1
3. Long-term improvements in service outcomes but at higher cost	Increase by around \$19	Increase by around \$13 1 participant	Increase by around \$10 2 participants	Increase by around \$9

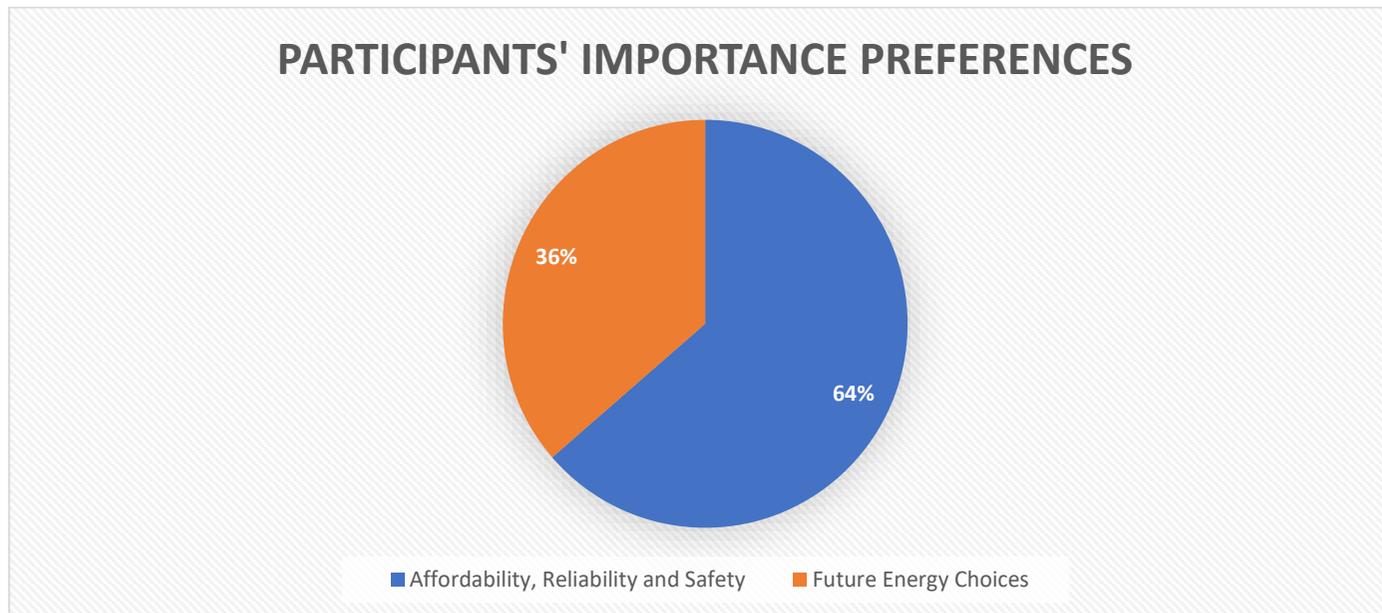
13. If money is not a barrier, participants wanted to change their votes

Participants advised if cost barrier were removed for Endeavour Australia and customers, they would ambitiously vote:

- Future choice: Option 1 (rapid transition) would be their vote. Participants want to go fast to have the green renewable energy, and everyone can get benefits from their own solar panel to import and export their electricity, therefore reduce the pressure on the grid.
- Affordability, reliability and safety: Option 3 (long-term improvement but at higher cost) would be their vote. The network should have enough capacity to supply to all customer and build the resilience to respond to extreme events. Moreover, the most important thing is that the need for reliable and affordable energy is fundamental, and everyone relies on the reliable electricity to live and perform their work.

Participants agreed that the energy transition requires collective endeavours, actions and policies from all stakeholders as a whole, especially the government, to be able to achieve this target. But if we do not act now, it will be too late as it is inevitable that Australia has experienced more frequent extreme weathers in recent years.

14. Priority between the reliability, affordability and safety vs future energy choices



- ***One participant outlined that these two aspects couldn't be separated, and Endeavour Australia should explore the options to best invest in both.***
- ***What matters most for 7 participants is the provision of safe, reliable and cost-effective electricity network,*** taken into consideration the impacts on the households.
 - ✓ It is challenging to meet the increased demand of energy supply. The power distributor needs to ensure sufficient capacity to meet network's demand as it is evident that all people need a reliable electricity supply to live on and perform their jobs.
 - ✓ The participants experienced a significant increase in their electricity bills during the last few years. Participants wants Endeavour Energy to prioritise to manage the network efficiently to deliver electricity services in the most affordable way and to find ways find ways to lower operating costs and provide better services to customers.
 - ✓ Endeavour Australia should work in close coordination with other electricity authority to deal with urgency and minimize the number and length of electricity supply outages and to build the network resilience.
- ***Four participants prefer Endeavour to invest more into the innovative technology for the future energy transition***
 - ✓ New technology is the sustainable way to generate the electricity. Solar energy is green energy and plays an important role in protecting the environment and maintaining a stable source of electricity.
 - ✓ Updating the current infrastructure and new technology is as important as managing the network to be affordable, reliable, and safe. Investment in infrastructure and new technology will increase the current levels of reliability, reduce the long-term costs and improve the community safety.
 - ✓ The grid must evolve to enable the energy transition. Endeavour Australia should proactively prepare the network and prioritise innovations.
 - ✓ The shift to renewable energy needs to be cost-effective to the customers for a sustainable development in the future.
 - ✓ Customer should have more freedom in choosing the energy source they find reliable and sustainable for the environment, which are two options for now: traditional and solar energy.

15. Workshop evaluation

- Participants are asked to put the rating into the chat box for each question at the same time – so their responses are not affected by others’ opinions.

	Excellent	Good	Fair	Poor	Very Poor
1. Overall quality of the workshops	100%				
2. Clearly explaining the purpose of the workshops and how your feedback will be used	100%				
3. Providing clarity about the issues you are able to influence	100%				
4. Fulfilling the purpose of the workshops established at the outset	100%				
5. Providing presentations that enable you to engage meaningfully	100%				
6. Making sure everyone has an opportunity to participate	100%				
7. Demonstrating genuine interest in your opinion	100%				
8. Quality of the facilitator	100%				
9. The time of the event	100%				
10. Quality of the online platform used to host the workshops (Zoom)	100%				

16. Feedback

- Participants expressed they enjoyed:
 - ✓ Learning Endeavour Australia working to make electricity affordable, reliable and safe as well as their investments in future innovative choices.
 - ✓ Learning that there are so many innovations in technology and appliances.
 - ✓ Hearing others’ electricity experiences, especially how to manage and monitor their electricity consumptions.
 - ✓ Learning new things such as community solar panels, electricity vehicles, government plans in the next 10-20 years.
- One participant emailed to the facilitator after the workshop to express their wonderful experience joining the sessions. She advised this was eye-opening journey for her to learn about the electricity system and their components, the 2-way electricity system, the Virtual Power Plant and how Endeavour Australia explores the electricity innovations in the future.
- Participants recommended the future workshops could cater more in-depth about:
 - ✓ Solar panels installation and where to find reliable source of information about how soon they would recoup the initial investment in solar, government rebate and feed-in tariffs as there are so many advertisements and confusing information from the market. The participants expected to be more explicitly consulted on how to choose the best offer on the market.
 - ✓ Expand the community engagement as majority do not understand why the grid needs to be invested.
 - ✓ Clearer information to help customer manage their electricity costs.
- The participants appreciated that they could join these two sessions to inform Endeavour Energy about the community’s priorities and preferences so that Endeavour can act in the best long-term interest of customers.
- The participants also valued further opportunities to have their say about Endeavour Energy’s plans and all showed their interests to be engaged by Endeavour Energy via emails. Their preference to attend the workshop is via online platform e.g. Zoom.