Appendix 4.2: Consumer engagement paper 2

Revised regulatory proposal for the ACT electricity distribution network 2019–24

November 2018

evoenergy

Evoenergy ICT Deep Dive Annex Outcomes

Distribution Substation Monitoring and Reliability

Wednesday 7th November 2018

Purpose

Evoenergy recently conducted a consumer workshop about power quality, reliability and the case for distribution substation monitoring outlined in Evoenergy's 2019-2024 regulatory proposal. Evoenergy wanted to understand how consumers considered the importance and value of our approach to distribution substation monitoring as a means to delivering better power quality and reliability to consumers. Workshop participants included Energy Consumer Reference Council (ECRC) members and Evoenergy major customers. ACT Utilities Technical Regulator representatives attended.

Feedback gathered during the workshop will contribute to the consolidated body of work that makes up Evoenergy's final regulatory proposal; it will also inform Evoenergy's approach to managing power quality in the ACT electricity network.

Conclusions

The following topics were discussed by participants during the workshop:

<u>Challenges within the ACT</u>

- That the ACT's unique climate contributed to challenges faced by Evoenergy in managing penetration of distributed generation.
- Participants noted that this proposal would be especially useful in existing suburbs and that newer estates in the ACT would benefit from Evoenergy's tailored approach to new infrastructure.
- Despite improvements in energy efficient appliances and equipment, consumer energy consumption continues to grow and pose challenges for distribution networks.
- Large customer representatives noted they had experienced increased voltage and power quality issues over the past 12 months. Also that they are increasingly impacted by power quality issues beyond the ACT within the national energy market e.g. frequency issues.
- There was some interest in whether policy settings (governments or regulatory) could address challenges associated with distributed generation. It was recognised that this was not a short-term solution.

<u>Forecast costs associated with Evoenergy's proposal to install distribution substation monitoring</u>:

- That it presented an affordable option for consumers, including older Canberrans, or those on lower income.
- It compared favourably with investment in smart meters to achieve the same power quality outcomes, although it was noted that smart meters do offer different, additional benefits beyond power quality.
- That ACT residential consumers' appreciation of electricity reliability would justify the investment in distribution substation monitoring.
- Evoenergy has identified an effective, lower cost response to balance increased renewables penetration and the challenges this poses to network operators.

Considering perceived consumer benefits of distribution substation monitoring:

- Distribution substation monitoring should provide ACT consumers with greater efficiency in network monitoring and improved response to any problems detected in the network.
- Benefits include supporting ACT consumers' ability to invest in distributed generation (including solar PV).
- With a growing ACT energy load base, this approach will provide Evoenergy systems a point of control across a range of measures in real time.
- Large customers can do a lot to manage power quality at their premises; other consumer segments would also benefit from improved power quality monitoring.
- Consumers recognised that this proposal could also help avoid unplanned outages and the length of unplanned outages experienced by consumers.

Please contact Giuliana Baggoley, Evoenergy Consumer Engagement Manager, on 0459 873 434 for any further information. Feedback from our consumers is welcome at any time and best directed to Giuliana at the number above, or by emailing consumerfeedback@evoenergy.com.au