

Our 2016 Plan: Driving innovation in our changing energy market

Empowered by a range of technological, market and policy changes – including our investment in smart meters – our customers are increasingly taking control of their energy needs.

This is changing the way customers use our network and the services we provide.

Our customers have told us we should help them with energy decision-making as new (and increasingly affordable) technologies and market players emerge to assist customers manage their energy needs.

We want to make sure we facilitate the changes occurring in our energy market in a way that supports our customers' long-term interests.

Utilising the benefits of our smart meters, our 2016 Plan will allow us to continue to provide the safe and reliable network service that our customers expect and will see us minimise our costs and charges by being smarter and more innovative in the way we run our business. It will also make it fast, easy and affordable to connect solar PV units (and other technologies) to our network, make it easy to monitor electricity usage and to find new ways to save money on electricity bills.

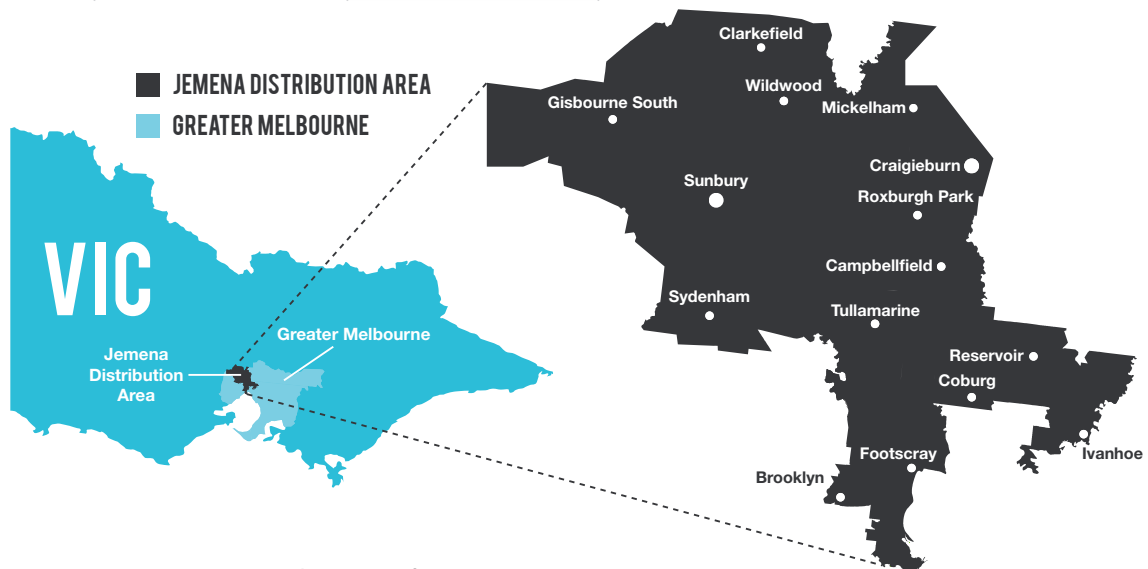


Generate electricity

Carry electricity long distances

Carry electricity to customers

Organise these services and send you your electricity bill



Many electricity customers in Victoria may not be aware of Jemena – the company that delivers electricity to around 320,000 homes and businesses across North-West Melbourne – or some of the changes occurring in the market. It's our job to make sure our customers have electricity when they need it, and to help our customers to take control of their energy bills – for example, by facilitating their increasing use of new technologies and making it easy to get the information they need to make energy decisions.

Like most businesses, we need to recover the costs of providing our services to our customers. We do this through the distribution and metering charges that make up 37% of a typical residential customer's electricity bill.

The prices we can charge for distributing electricity are determined by an independent body, known as the Australian Energy Regulator (AER). Every five years, we are required to prepare a plan for the AER that explains how much funding we need – including the prices we propose to charge – to continue to provide safe, reliable and responsive network services.

The AER reviews our proposed plan to check that it complies with legislation and meets our customers' long-term interests. The AER will review our plan and make a draft decision in October 2015.

Jemena's smart meters and Electricity Outlook portal empower customers to take control of their energy decisions

Historically, customers had very little opportunity to make informed decisions about their electricity use. They had limited information about their usage patterns and there weren't viable, affordable alternatives to source their own energy.

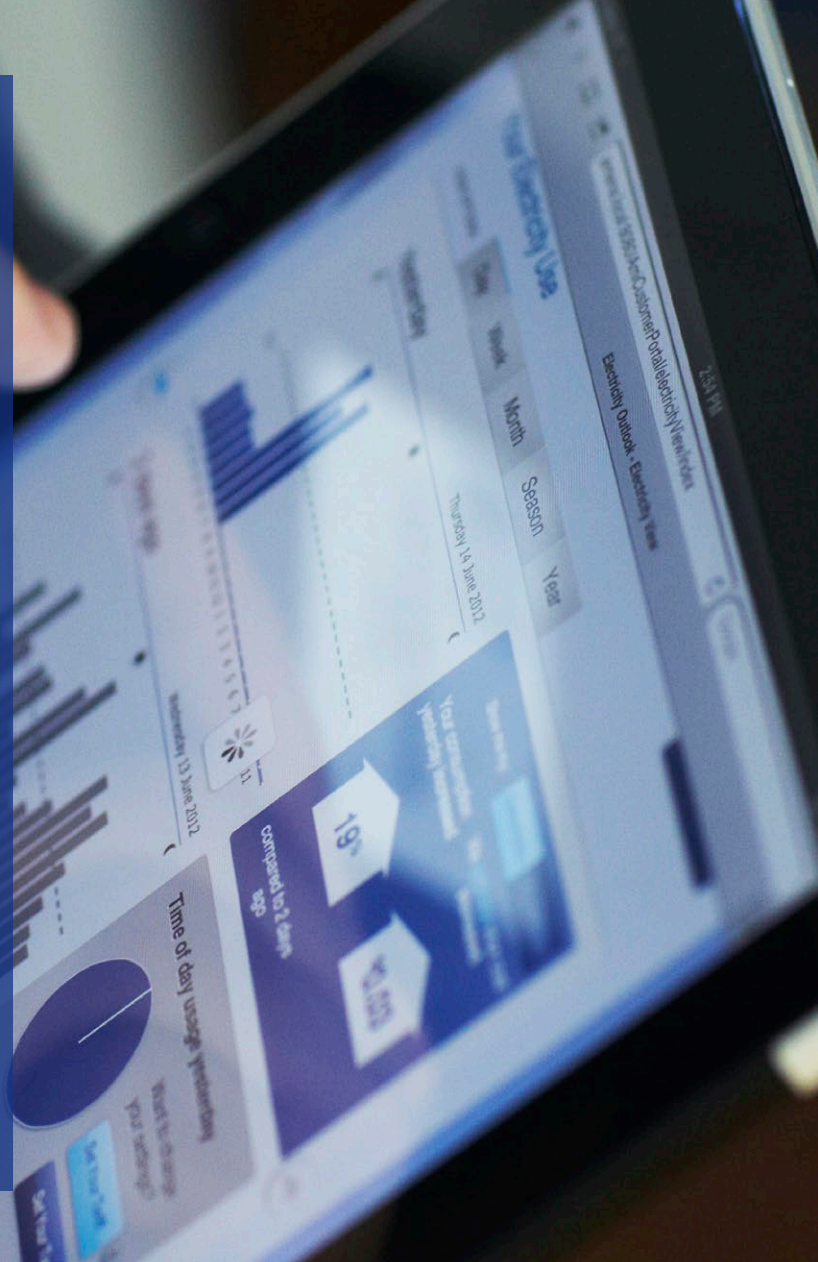
But this is changing. Empowered by a range of technological, market and policy changes, including our investment in smart meters, customers are taking control of their energy needs. They are managing their bills by monitoring their usage and shopping around for better retail offers. They are looking at new and increasingly affordable technologies to help produce and reduce their energy usage.

Our role is to facilitate these changes and empower our customers' energy decision-making. To do this, we have developed a powerful tool—the Jemena Electricity Outlook portal—that gives customers easy access to their electricity usage. Utilising the benefits of our smart meters, over 98% of our customers can:

- see how much electricity they are using and when they are using it—in real-time through in-home energy displays — and set savings targets and track progress
- use the usage information to save on their energy bills by responding to our updated network charges and by shopping-around to find the best retail market offer for them.

We are working with a range of stakeholders—including community groups—to encourage our customers to take advantage of this powerful tool which can be accessed here: <https://electricityoutlook.jemena.com.au/>

We also want to ensure that vulnerable customers in our community have easy access to information to take control of their electricity bills.



By utilising the benefits of our smart meters and building on the feedback and knowledge gained through our engagement, we are confident our 2016 Plan responds to the changes in on our energy market and facilitates our customers' increasing engagement in energy decision-making.

We welcome your views on our 2016 Plan.



Will see us continue to utilise our smart meters to deliver more responsive and cost effective solutions – such as remote connection and disconnection services – helping to lower our costs and prices over the long term



Will allow us to quickly and efficiently source and respond to any power outage as a result of a severe storm or accident to ensure customers stay connected



Will allow us to trial new technologies and services to reduce the need for costly network upgrades helping to lower our costs and prices over the long term



Will make it fast, easy and affordable for customers to connect solar PV units (and other technologies) to our network and sell any excess generation to other homes and businesses



Empowers customers with new ways to monitor their electricity usage and save money on their bills through our Electricity Outlook portal



Will allow us to assist vulnerable customers by trialling the installation of 500 in-home energy displays to assist them better understand how much electricity they are using and when they are using it in real time.

HAVE YOUR SAY & STAY INFORMED



We welcome your views on our 2016 plan

We will keep you informed of the AER's review process and how it impacts you



www.jemena.com.au



haveyoursay@jemena.com.au

