

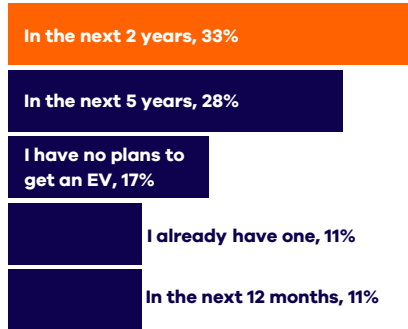


## Outcomes / learnings (cont.)

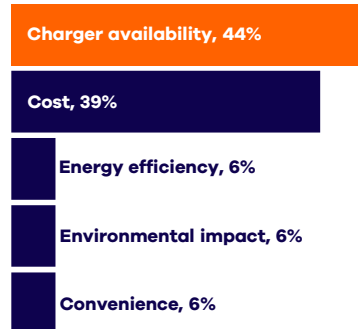
### Tariffs for electric vehicles (EVs)

Panel members provided the following information when asked about current EV ownership and usage.

#### Do you own an EV or when do you think you'll get one?



#### What is most important to you when charging your EV?



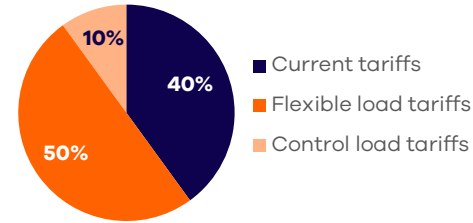
### Scale of control

Participants were asked to indicate where they would place themselves a scale in terms of amount of control Evoenergy should have on tariffs?



- Those who wanted **more customer control** said they wanted full control to charge and use appliances when they wanted to but also the power to manage and control their own use and tariff choices.
- Those who place themselves towards the centre of the scale indicated they would still like **some control** but suggested there was a role for Evoenergy to play in ensuring the reliability of supply and the network. They suggested that Evoenergy still needed some control to ensure they were able to manage future infrastructure costs in response to technology changes.
- Participants who wanted **more Evoenergy control** suggested Evoenergy needed to be able to respond quickly to emergencies and changes to technology and infrastructure needs. They also suggested that tariff control had a role to play in changing consumer behaviours.

### Tariff scenarios



Panel members were presented with details of tariff scenarios and were asked to indicate which ones they preferred. The majority preferred **flexible load tariffs**

- Those who chose **flexible load tariffs** suggested that customers needed to have control over charging in certain situations.
- Those who chose **control load tariffs** suggested that this option was the right balance between the other options but noted there may be a need for all three to meet the needs of a diverse community.
- Those who preferred the **current tariffs** suggested they provided better flexibility for customers to choose when they want to charge.

### Ideas for Evoenergy

Panel members were asked **what else Evoenergy could do to help customers 'charge wisely'**. Following is a summary of the key themes identified in this activity.

- Education and community awareness of tariffs including providing personalised advice
- Availability of charging infrastructure
- Ability to track and anticipate charging costs (e.g. an online tool)

### Panel report key themes and messages

In preparation for meeting 3, panel members were asked to identify some key themes and messages they would like to address in the Deep Dive Panel Report. These key themes are detailed below:

- Investment is required for expansion of the network to support growth in the ACT.
- Consumers want tariffs that are easy to understand.
- A focus on education and awareness so consumers can make informed decisions.
- technology and infrastructure investment to future proof the network
- The use of real data to inform decision making on investment.
- It is important that investment strategies do not disadvantage vulnerable consumers.
- The current regulatory cycle (5 years) seems too short given the fast pace of change in energy. Suggest shorter regulatory timeframes or midpoint reviews.