Emerald Village Association ABN 30242864074
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emeraldvillagenews.com.au

14th November 2024

Feedback on the Draft Proposal

1.What aspects of the proposal are you most pleased to see?

The recognition that planning for extreme weather events is a risk reduction exercise and power network resilience to reduce outages is critical for community liveability. The proposed network hardening investments as shown in the included map with emphasis on undergrounding in those areas which experience the highest incidents and durations of outages being a high priority.

A recognition that a reactive approach may not be the most effective way of managing risk and that a proactive approach to establishing network reliability is preferred.
The equitable spreading of costs to all AusNet customers so that there are improved outcomes for others, even if they may not directly benefit, and maintaining similar standards of network reliability for all customers is sociably responsible.
An evidence-based approach to developing network resilience.

2. Are there any aspects of the proposal you particularly don't like?

3. Is there anything you were hoping to see in our proposal that isn't there?

Possibly, some improvement in vegetation management particularly in those areas where outages are frequent and long; however, there may be some difficulty in getting the right balance as expected within the community. As a consequence, the long term aim should be to prioritise such critical areas for undergrounding or the basis of evidence and completing the work sooner rather than later.

4. How do you rate AusNet's proposal overall?

1. Very good
2. Good
3. Adequate
4. Poor
5. Very poor

5. How do you feel about the overall value-for-money of the proposal (i.e. customers' willingness to pay)?

1. Very satisfied
2. Quite satisfied
3. Neither satisfied nor dissatisfied
4. Quite dissatisfied
5. Very dissatisfied

6. How do you feel about the overall affordability of the proposal (i.e. customers' capacity to pay)?

1. Very affordable
2. Quite affordable
3. Neutral
4. Quite unaffordable
5. Very unaffordable

7. If you think we've got the service level to cost balance wrong, please tell us which areas you think we should look at cutting back or spending more on.

8. Do you have any other feedback on our draft proposal?

A commendable effort to proactively balance risk management with cost to the consumer and the Emerald Village Association welcomes the (RRA) Customer Consultative Committee and would be willing to have a representative on such a committee.

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9. You can upload attachments to accompany your submission here

Personal Details

10. Are you happy for your name to be shared publicly alongside your feedback? Required

---- Yes/No, I'd prefer to be anonymous

11. Are you happy to be contacted if we have questions about your responses? Required

---- Yes/No

Please provide the following:

12. Heather Bishop

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14. Phone 0406752932

15. Emerald 3782

16. Emerald Village Association Inc

Would you like to hear how we've incorporated your feedback into our updated proposal for the Australian Energy Regulator? If so, please check the box and ensure you've provided your email address.

18. Would you like to enter the draw to win 1 of 10 $500 vouchers? If so, please make sure you've provided an email address or phone number. Required