

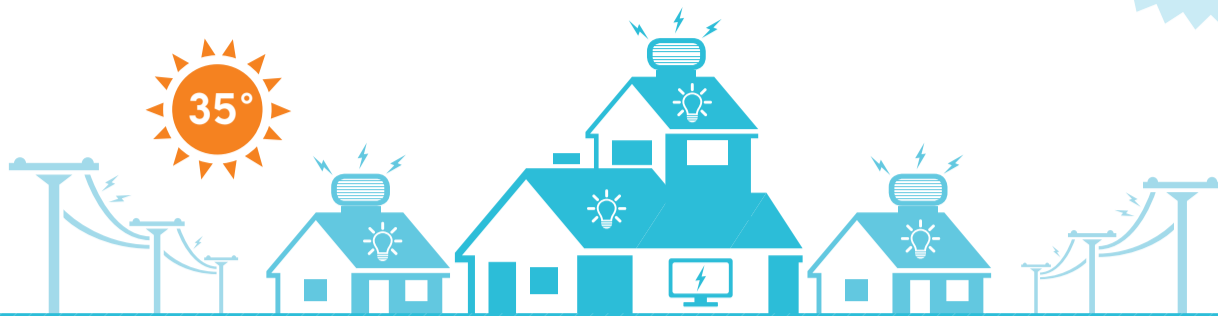
Power Changers



In Summer, during peak times households can use three times more power than usual. This can place the electricity grid under pressure on very hot days.

In 2017/18, Jemena, in partnership with the Victorian Government, introduced Power Changers. Power Changers is an innovative, technology-led, community program which enabled customers to save money off their household electricity bills, receive incentives to save energy and reduce demand on the grid.

Power Changers is Jemena's demand response program. Demand response is when energy users are provided with incentives to reduce their consumption ahead of peak times and/or very high temperatures.



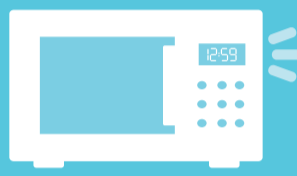
“Power Changers is different to other demand response programs because it connects directly with the community. Participants are provided with near real time data enabling them to make smart choices about how and when they use electricity. They are given tips and advice about how to save energy and in return for positive action, receive rewards which can be donated to local groups and schools”.

Shaun Reardon
Executive General Manager
Customer and Markets, Jemena



Energy Saving Tips

Power Changers participants received alerts ahead of hot weather with advice on how to keep cool, save energy and reduce costs.



If your microwave has a clock, turn it off at the power point. Running a clock uses more energy than running the microwave.



Cook dinner on the BBQ during peak times – it'll save electricity and reduce heat in the house.



Turn the computer off when not in use. Computers can be responsible for up to 5% of home electricity use.



Participants in the Rewards pilot area of Craigieburn exchanged their incentive points for cash rewards.



Participants in the Community pilot area of Alphington, Eaglemont, Fairfield, Ivanhoe and Ivanhoe East helped raise money for local community groups and schools.



Trial Locations

The pilot ran from December 2017 to March 2018 in the Jemena Electricity Network.



New Technology

Power Changers is technology based.

Ahead of forecast hot weather, Power Changers participants receive an alert via a newly developed smart phone app, which provides relevant energy saving tips.



The advice is based on Jemena's ability to analyse data generated by the household's smart meter. This means the information provided is fast, accurate and specific and a direct customer benefit of the recent state-wide smart meter program.



The trial provided the community with an opportunity to consider how electricity consumption impacts network capacity and how small changes at home can have positive long term implications on their bills. Trial learnings will be used by Jemena to further explore future demand response programs.

Trial findings will be provided to the Victorian Government for further smart meter studies, including how best to deliver additional customer benefits, and to inform government energy policy.



The trial was an opportunity to:

- Educate customers about network supply demand
- Provide home owners with valuable energy saving and cost cutting advice
- Help raise money for local community groups and schools
- Provide valuable insights into customer behaviours
- Test diverse participant motivations
- Enable networks to keep investment and costs down without compromising reliability.

Power Changers Community Presentations



For more information, please visit www.jemena.com.au

Contact: powerchangers@jemena.com.au

About Jemena

With more than a century's experience and expertise in the utilities sector, Jemena owns and operates a diverse portfolio of energy and water transportation assets across the east coast of Australia. Jemena is backed by the strong resources of shareholders, State Grid Corporation of China and Singapore Power.

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