

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
From	Title	Link
AGL	AGL Virtual Power Plant	https://arena.gov.au/projects/agl-virtual-power-plant/
	AGL NSW Demand Response – Final ARENA Knowledge Sharing Report, May 2021	https://arena.gov.au/assets/2021/06/agl-nsw-demand-response-final-report.pdf
	NSW Demand Response – ARENA Knowledge Sharing Report, October 2019	https://arena.gov.au/assets/2018/09/agl-nsw-demand-response-report-october-2019.pdf
	Bright Thinkers Power Station	https://arena.gov.au/projects/bright-thinkers-power-station/
	Electric Vehicle Grid Integration Workstream	https://arena.gov.au/knowledge-innovation/distributed-energy-integration-program/ev-grid-integration-workstream/
	Maximising solar to support Australia’s evolving grid, part 1	https://www.agl.com.au/thehub/articles/2021/11/maximising-solar-to-support-australias-evolving-grid
	Maximising solar to support Australia’s evolving grid, part 2	https://www.agl.com.au/thehub/articles/2021/11/maximising-solar-to-support-australias-evolving-grid-part-2
	Helping maximise your solar savings	https://discover.agl.com.au/energy/helping-to-maximise-your-solar-savings/
	Transitioning to a net zero energy system: smart systems and flexibility plan 2021	https://www.gov.uk/government/publications/transitioning-to-a-net-zero-energy-system-smart-systems-and-flexibility-plan-2021
	Electricity ring-fencing guideline review	https://www.aer.gov.au/networks-pipelines/guidelines-schemes-models-reviews/electricity-ring-fencing-guideline-review
	Implications of network ownership of grid-side battery assets on competition in the Wholesale Electricity Market	https://www.energycouncil.com.au/media/5gul2n4l/ogw-report_wa-competitive-effects-of-network-provision-of-grid-scale-batteries_may2021.pdf

APPENDIX 1

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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	Victoria’s infrastructure strategy 2021-2051 – 1.1. Navigate the Energy Transition	https://www.infrastructurevictoria.com.au/report/1-1-navigate-the-energy-transition/
	Electricity Distribution Network Tariffs – Principles and analysis of options, April 2018	https://www.brattle.com/wp-content/uploads/2021/05/14255_electricity_distribution_network_tariffs_-_the_brattle_group.pdf
	DEIP Access and Pricing Reform Package, Outcomes Report, June 2020	https://arena.gov.au/assets/2020/07/deip-access-pricing-reform-package-outcomes.pdf
	AEMO NEM Virtual Power Plant Demonstrations Knowledge Sharing Report 4	https://arena.gov.au/knowledge-bank/aemo-nem-virtual-power-plant-demonstrations-knowledge-sharing-report-4/
	Demand Response Mechanism	https://aemo.com.au/en/initiatives/trials-and-initiatives/wholesale-demand-response-mechanism/nem-demand-response-mechanism
	Integrating energy storage systems into the NEM	https://www.aemc.gov.au/rule-changes/integrating-energy-storage-systems-nem
	Consumer protections in an evolving market – AGL submission on AEMC Issues Paper, 13 February 2020	https://www.aemc.gov.au/sites/default/files/documents/agl_submission_-_aemc_consumer_protections_submission_-_13_feb_public_version_redacted.pdf
	Virtual Power Plant Demonstrations Consumer Insights Report	https://arena.gov.au/knowledge-bank/virtual-power-plant-demonstrations-consumer-insights-report/
Ausgrid	Demand Response trial reports	https://www.ausgrid.com.au/Industry/Our-Research
	Power2U Program – Battery Virtual Power Plant Trial	https://www.ausgrid.com.au/Industry/Demand-Management/Power2U-Program/Battery-VPP-Trial

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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	Ausgrid Demand Management – Hot water load control trials, August 2016	https://cdn.ausgrid.com.au/-/media/Documents/Demand-Mgmt/DMIA-research/Ausgrid-Hot-Water-DMIA-Projects-Final-Report.pdf
	Ausgrid CoolSaver Survey Highlights, April 2016	https://cdn.ausgrid.com.au/-/media/Documents/Demand-Mgmt/DMIA-research/Ausgrid_CoolSaver-Survey-Highlights_April-2016
	NSW Electric Vehicles Owners Survey, Summary Report (Survey Period Nov 2019-Feb 2020)	https://cdn.ausgrid.com.au/-/media/Documents/Demand-Mgmt/DMIA-research/EV-Owners-Survey-Summary-Report.pdf
	Ausgrid’s Community Battery Concept, Customer Survey Report, Final Public Report, July 2021	https://cdn.ausgrid.com.au/-/media/Documents/Reports-and-Research/Community-Batteries-Project-Research/Newgate-Survey-Results.pdf?rev=7a39cd1ef1444be3a1c65a558a8e1556&hash=7BFAFCFE298332C848B38277BF8FB40A
	Digital Energy Futures Project	https://www.ausgrid.com.au/Industry/Our-Research/DMIA-Research-and-trials/Digital-Energy-Futures
	Energy Australia - Welcome to PowerResponse	https://www.energyaustralia.com.au/home/electricity-and-gas/power-response
	AGL - Be rewarded for reducing your energy use	https://www.agl.com.au/campaigns/peak-energy-rewards
	Origin - Origin Spike	https://www.originenergy.com.au/spike/
	Consumer perspectives on demand response and community energy, A national survey of Australian residential energy consumers, CSIRO, 2021	https://near.csiro.au/assets/2ba342a3-ebd7-43c1-8f7b-36aaaaadb769
Consumer Action Law Centre	Sunny side up: Strengthening the Consumer Protection Regime for Solar Panels in Victoria,	https://consumeraction.org.au/wp-content/uploads/2020/11/Appendix-B.-Sunny-Side-Up-Report-FINAL.pdf

APPENDIX 1

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	The New Energy Tech Consumer Code: Representing the interests of consumers at the Australian Competition Tribunal	https://consumeraction.org.au/wp-content/uploads/2021/03/210223_NETCC_Report_WebVersion.pdf
	Knock it off! Door-to-door sales and consumer harm in Victoria	https://consumeraction.org.au/wp-content/uploads/2017/11/Knock-it-off-Consumer-Action-Law-Centre-November-2017.pdf
Energy and Water Ombudsman (Victoria)	Future energy and water ombudsman schemes	https://www.ewov.com.au/reports/future-energy-and-water-ombudsman-schemes
	Charging Ahead: New Energy Technology and the Future of Energy Complaints in Victoria, March 2020	https://www.ewov.com.au/reports/charging-ahead
	Charging Ahead, Five Hypothetical Case Studies highlighting probable energy consumer issues of the near future	https://www.ewov.com.au/uploads/main/Reports/Other-reports/EWOV-Charging-Ahead-Report_Case-Studies.pdf
	Victorian Energy and Water Ombudsman’s Investigation of Consumer Experiences (VOICES), August 2021	https://www.ewov.com.au/reports/voices
Intelligent Automation	[Refers to Energex January 2022 Energex Report – report not yet published on Energex website]	https://www.energex.com.au/home/control-your-energy/managing-electricity-demand/demand-management-plan-and-initiatives
Joint Ergon Energy and Energex	PeakSmart air conditioning	https://www.energex.com.au/home/control-your-energy/cashback-rewards-program/air-conditioning-rewards
	Demand Management Plan, April 2021	https://www.energex.com.au/_data/assets/pdf_file/0007/900709/2021-22-Demand-Management-Plan.pdf
	Race for 2030, B4: Opportunity Assessment, Flexible demand and demand control, Final Report October 2021	https://www.racefor2030.com.au/wp-content/uploads/2021/10/RACE-B4-OA-Final-report.pdf
	Queensland Household Energy Survey 2018-2020	https://www.talkingenergy.com.au/qhes/widgets/238713/documents

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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	Talking Energy Customer Survey Document Library, 2018	https://www.talkingenergy.com.au/haveyoursay/widgets/226198/documents
	Customer Engagement Outcomes 2020-25, January 2019	https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/energex-determination-2020-25/proposal
SA Power Networks	St Vincent de Paul Society and Alvis Consulting – The NEM – Lower prices, more offers: Are consumers reaping the rewards?	https://www.vinnies.org.au/icms_docs/329296_National_Energy_Market_-_Lower_prices_more_offers_Are_consumers_reaping_the_rewards.pdf
	Race for 2030, H4 Opportunity Assessment, Rewarding flexible demand: Customer Friendly cost reflective tariffs and incentives, Report at a glance	https://www.racefor2030.com.au/wp-content/uploads/2021/11/H4-Report-At-a-Glance_17.11.12.pdf
	AEMO NEM Virtual Power Plant Demonstrations Knowledge Sharing Report 4	https://arena.gov.au/knowledge-bank/aemo-nem-virtual-power-plant-demonstrations-knowledge-sharing-report-4/
	Advanced VPP Grid Integration, Knowledge Sharing Report, May 2021	https://arena.gov.au/assets/2021/05/advanced-vpp-grid-integration-final-report.pdf
	Supporting document 0.16, Newgate Research Community Attitudes toward solar, 2020-25 Regulatory Proposal, December 2018	https://www.aer.gov.au/system/files/SAPN%20-%200.16%20-%20Newgate%20Research%20Community%20attitudes%20toward%20Solar%20-%20December%202018.pdf
	Trial aims to help support more solar, October 2020	https://www.sapowernetworks.com.au/data/308666/trial-aims-to-help-support-more-solar/
	SA Power Networks Flexible Exports for Solar PV Trial	https://arena.gov.au/projects/sa-power-networks-flexible-exports-for-solar-pv-trial/
	SA Department of Energy and Mining, Regulatory Changes for Smarter Homes	https://www.energymining.sa.gov.au/energy_and_technical_regulation/energy_supply/regulatory_changes_for_smarter_homes

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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Simply Energy	Simply Energy VPPX ARENA Stage 1	https://arena.gov.au/knowledge-bank/simply-energy-vppx-arena-stage-1/
	Simply Energy VPPX ARENA Stage 2	https://arena.gov.au/knowledge-bank/simply-energy-vppx-stage-2/
	Simply Energy VPPX ARENA Stage 3	https://arena.gov.au/knowledge-bank/simply-energy-vppx-arena-stage-3/
	Simply Energy VPPX Lessons Learnt	https://arena.gov.au/knowledge-bank/simply-energy-vppx-lessons-learnt/
Zen Ecosystems	ARENA/AEMO DR Trial, Project Performance and Knowledge Sharing Report, Summer 2019	https://arena.gov.au/assets/2017/12/arena-aemo-dr-trial-report-summer-2019.pdf
ARENA	Demand Response Short Notice RERT Trial Year 2 report	www.arena.gov.au/knowledge-bank/demand-response-rert-trial-year-2-report/
	Demand Response Short Notice RERT Trial Year 3 report	www.arena.gov.au/knowledge-bank/demand-response-short-notice-trial-rert-trial-year-3-report/
	AGL Demand Response RERT Trial	www.arena.gov.au/projects/agl-demand-response/
	EnergyAustralia Demand Response Trial	www.arena.gov.au/projects/energyaustralia-demand-response-program/
	Enel X Demand Response Trial	www.arena.gov.au/projects/enel-x-demand-response-project/
	Flow Power Demand Response Trial	www.arena.gov.au/projects/flow-power-energy-under-control-demand-response/
	Intercast & Forge Demand Response Trial	www.arena.gov.au/projects/intercast-and-forge-demand-response/
	Powershop Demand Response Trial	www.arena.gov.au/projects/powershop-australia-demand-response-program/
	Zen Ecosystems Demand Response Trial	www.arena.gov.au/projects/zen-ecosystems-demand-response/
	UPowr DER 2.0: Customer Focused Design for DER Participation	https://arena.gov.au/projects/der-2-0-customer-focused-design-for-der-participation/

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	Rheem Smart Networks Trial	www.arena.gov.au/projects/rheem-active-hot-water-control/
	Pooled Energy Demonstration Project	www.arena.gov.au/projects/pooled-energy-demonstration-project/
	AEMO Virtual Power Plant Demonstrations	www.arena.gov.au/projects/aemo-virtual-power-plant-demonstrations/
	AIRAH Affordable Heating and Cooling Innovation Hub (iHub)	www.arena.gov.au/projects/affordable-heating-and-cooling-innovation-hub-ihub/
	Tesla Virtual Power Plant	www.arena.gov.au/projects/tesla-virtual-power-plant/
	AEMO Project EDGE (Energy Demand and Generation Exchange)	www.arena.gov.au/projects/victorian-distributed-energy-resources-marketplace-trial/
	Western Power Project Symphony	www.arena.gov.au/projects/western-australia-distributed-energy-resources-orchestration-pilot/
	Mirvac Net Zero Energy Homes	www.arena.gov.au/projects/net-zero-energy-homes/
	Frasers Net Zero Energy Demand Homes	https://arena.gov.au/projects/net-zero-energy-demand-homes/
	Origin Energy EV Smart Charging Trial	www.arena.gov.au/projects/origin-energy-electric-vehicles-smart-charging-trial/
	Jemena Dynamic EV Charging Trial	www.arena.gov.au/projects/jemena-dynamic-electric-vehicle-charging-trial/
	ActewAGL Realising Electric Vehicle-to-Grid Services (REVS)	https://arena.gov.au/projects/realising-electric-vehicle-to-grid-services/

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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	Climate-KIC Residential Heat Pump Study	https://arena.gov.au/projects/residential-heat-pump-study/
	Toyota Ecopark Hydrogen Demonstration	www.arena.gov.au/projects/toyota-ecopark-hydrogen-demonstration/
	Brimbank Aquatic and Wellness Centre Integrated Energy System	www.arena.gov.au/projects/brimbank-aquatic-and-wellnesscentre-integrated-energy-system/
	Glaciem Advancing Renewables with PCM Thermal Energy Storage	https://arena.gov.au/projects/advancing-renewables-with-pcm-thermal-energy-storage/
	DKRI Alice Springs Future Grid Project	https://arena.gov.au/projects/alice-springs-future-grid-project/
Energy Networks Australia	Ausgrid Distribution and Transmission Annual Planning Report 2021	https://www.ausgrid.com.au/Industry/Regulation/Network-planning/DTAPR
	Endeavour Energy Demand Management	https://www.endeavourenergy.com.au/modern-grid/creating-the-modern-grid/network-planning/demand-management
	Endeavour Energy Distribution Annual Planning Report	https://www.endeavourenergy.com.au/modern-grid/creating-the-modern-grid/network-planning/distribution-annual-planning-report
	Essential Energy Demand Management	https://www.essentialenergy.com.au/our-network/managing-the-network/demand-management
	Essential Energy Regulatory Reports and Network Information	https://www.essentialenergy.com.au/our-network/network-pricing-and-regulatory-reporting/regulatory-reports-and-network-information
	AusNet Services Demand Management	https://www.ausnetservices.com.au/en/Electricity/Network-Information/Demand-Management
	AusNet Services Distribution Annual Planning Report	https://dapr.ausnetservices.com.au/
	CitiPower/Powercor Distribution Network Planning	https://www.powercor.com.au/network-planning-and-projects/network-planning/
	CitiPower/Powercor Network Flexibility	https://www.powercor.com.au/network-planning-and-projects/network-flexibility/

Customer Insights Collaboration Release 1 – Call for evidence – links to public reports		
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	United Energy Document Library	https://www.unitedenergy.com.au/industry/mdocuments-library/
	Energex Demand Management plan and initiatives	https://www.energex.com.au/home/control-your-energy/managing-electricity-demand/demand-management-plan-and-initiatives
	Energex Distribution Annual Planning Report	https://www.energex.com.au/about-us/company-information/company-policies-And-reports/distribution-annual-planning-report
	Ergon Energy Demand Management	https://www.ergon.com.au/network/network-management/demand-management
	Ergon Energy Distribution Annual Planning Report	https://www.ergon.com.au/network/network-management/future-investment/distribution-annual-planning-report
	Evoenergy Demand Management	https://www.evoenergy.com.au/emerging-technology/demand-management
	Evoenergy Annual Planning Report	https://www.evoenergy.com.au/about-us/reports-and-publications/annual-planning-report
	TasNetworks Annual Planning Report	https://www.tasnetworks.com.au/Poles-and-wires/Planning-and-developments/Planning-our-network
	TasNetworks Demand Management Register	https://www.tasnetworks.com.au/forms/Demand-management-register
	SA Power Networks Annual Network Plans	https://www.sapowernetworks.com.au/industry/annual-network-plans/
	Power and Water Transmission and Distribution Planning Report	https://www.powerwater.com.au/about/regulation/transmission-and-distribution-planning
	Western Power Annual Planning Report	https://www.westernpower.com.au/about/reports-publications/?term=&searchTab=Annual+Planning+Report&searchYear=All&page=1
	Western Power Projects and Trials	https://www.westernpower.com.au/our-energy-evolution/projects-and-trials/
	Horizon Power Integrating Distributed Energy Resources	https://www.horizonpower.com.au/your-community/getting-future-ready/integrating-distributed-energy-resources/
	Australian Energy Regulator DMIA and DMIS Compliance Reports	https://www.aer.gov.au/networks-pipelines/compliance-reporting?f%5B0%5D=field_accr_aer_report_type%3A1203