



AMPLIFIED VOICES – REGULATORY RESET

TASNETWORKS

Wider engagement report

April 2026

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INTRODUCTION

OVERVIEW

TasNetworks recognises that some customers voices are often not heard in traditional engagement processes. TasNetworks have embarked on amplifying some of these voices through the Regulatory Reset process for 2029 – 2034.

We know that delivering energy services is becoming more complex as Tasmania's energy landscape evolves. Climate change, ageing assets, and the integration of new technologies are transforming how and when electricity is used. Increasingly frequent extreme weather events, evolving community expectations, workforce and supply chain pressures, and the need to connect more renewable generation are all adding complexity.

This is at a time when many Tasmanians are experiencing cost-of-living pressures, and our major industrial customers across the transmission network are also facing economic challenges.

TasNetworks must find the right pace of change to invest in the network where it matters most to customers to build a stronger, smarter, and more flexible network for the future.

Through a series of targeted surveys, online forum and in-depth interviews, voices of TasNetworks customers have been amplified to hear from those that:



live rurally and remotely



require additional support and care



live with a medical condition or illness that relies on electricity, and



live with financial stress and hardship.

This report will be shared with the TasNetworks People's Panel to help with developing their recommendations from a range of perspectives, and directly to TasNetworks to build insights from the lived experience of customers into strategies to support the regulatory process.

OVERALL SUMMARY OF FINDINGS

Across all four cohorts, customers expressed a clear and consistent view that electricity is an essential service that must be both reliable and affordable. These two factors dominate the responses and form the baseline expectation of supply. Reliability is not seen as optional, it is assumed, and its importance increases with vulnerability. For life support customers, it is critical to health and safety; for rural and remote households, it underpins access to water, food and communication; and for financially vulnerable customers, it provides stability in already stretched household circumstances. At the same time, affordability is a universal pressure point. While most acute for those experiencing financial hardship, concerns about rising costs, fairness of pricing and the ability to manage bills were evident across all groups.

Beyond these core priorities, the data shows a growing desire for greater control and independence in how electricity is used. Customers are increasingly interested in solar, batteries and tools that allow them to better understand and manage their consumption. This is driven by different motivations, resilience in rural areas, cost reduction for financially vulnerable households, and backup security for life support customers.

Underpinning many responses is also a concern about fairness and value, particularly in relation to tariffs, fixed charges and the perceived return from self-generated energy. Overall, customers are seeking a system that not only delivers reliable and affordable power, but also gives them more control, reflects their circumstances, and supports them to manage future energy needs.

While the core priorities are consistent, the differences lie in how they are experienced:

- ♦ life support customers emphasise reliability as a matter of health and safety,
- ♦ financially vulnerable customers focus most strongly on affordability and cost pressures,
- ♦ rural and remote customers prioritise reliability, water security and self-sufficiency
- ♦ general cohort reflects a more varied mix of concerns including tariffs, technology and system fairness.

A number of questions were based on the customers responding to the impact of planned or unplanned outages and any defining aspects that make the outages harder to manage. It was clear that outages have a layered impact. At the lowest level, they are inconvenient: lights go out, appliances need resetting, routines are disrupted. But as outages extend, the effects compound. Food spoils, homes become too hot or cold, people lose the ability to work, water systems stop functioning, and health needs become harder to manage.

The most important shared finding across the cohorts is that duration matters more than almost anything else. Customers across all cohorts consistently identified long outages as the hardest to manage. Short outages may be tolerated, particularly where households are prepared or have backup options, but longer outages quickly expose household and customer vulnerabilities.

The differences between cohorts are important:

- ♦ life support customers experience outages as a health and safety risk, particularly where medical devices such as CPAP machines are involved.
- ♦ rural and remote customers experience outages as a loss of essential systems, especially water, food storage and communication.
- ♦ financially vulnerable customers experience outages through the lens of cost and stress, including food loss, work disruption and anxiety.
- ♦ general cohort shows the widest range of experience, with some households relatively resilient and others significantly affected.

Overall, outage impacts are not evenly distributed. The same outage can be a minor inconvenience for one household, a financial setback for another, a loss of water for a rural household, or a health risk for someone on life support.

Across all cohorts, cost pressure emerges as the most immediate and unifying challenge, cutting across differences in circumstance and location. Responses to what people see as their biggest challenge clearly point to the day-to-day strain of paying for electricity as the dominant issue for households. Importantly, the issue is not just the level of cost, but a perceived lack of control over electricity expenses, with many customers feeling unable to meaningfully influence their bills despite efforts to reduce usage or invest in solar. This points to cost pressure as both a financial and structural challenge, shaping how customers experience and respond to all other aspects of the electricity system.

WHAT WILL MAKE A DIFFERENCE...

Customers are looking for practical ways to reduce cost and increase control over their electricity use. Lower electricity prices are the most frequently identified change, particularly for financially vulnerable households where affordability is the dominant concern. However, the data shows that customers are not only asking for cheaper power, but they are also seeking longer-term solutions that reduce their reliance on the grid and give them more agency, this is particularly relevant for the rural and remote customers. Access to solar and battery systems emerges as a strong secondary theme, though for different reasons:

- ♦ as a cost-saving measure for those under financial pressure
- ♦ as a resilience and backup solution for life support customers
- ♦ and as a pathway to self-sufficiency for rural and remote households.

Improvements to tariffs, pricing structures and tools to better understand and manage usage also feature, reinforcing that customers want greater transparency and flexibility in how electricity is priced and consumed. Overall, the responses reflect a shift from passive consumption to active management, with customers seeking both immediate cost relief and longer-term control over their energy future.

Customers are thinking beyond their individual experience and are clearly articulating what they expect TasNetworks to prioritise at a system level. Across all cohorts, three consistent priorities emerge:

- ♦ reliable and secure electricity supply
- ♦ affordability and cost protection and
- ♦ increased access to solar, battery and alternative energy solutions.

Reliability is particularly critical for life support customers, who emphasise the need for uninterrupted supply and rapid reconnection, while financially vulnerable customers place the strongest emphasis on affordability, concessions and protection from rising costs. Rural and remote customers highlight the importance of resilient infrastructure and localised solutions, reflecting their higher exposure to outages and limited alternatives. The general cohort presents a more balanced view, incorporating system-wide considerations such as tariffs, planning and long-term sustainability.

A key expectation in the findings is that TasNetworks will need to recognise different levels of vulnerability and respond with more targeted solutions and support, rather than a one-size-fits-all approach.

PURPOSE AND METHODOLOGY

The overall purpose of the wider engagement of TasNetworks customers was to:

- ◊ To share and hear perspectives as an electricity consumer.
- ◊ Think about their own lived experience and what this might mean for delivering a safe and sustainable electricity for all Tasmanians into the future.
- ◊ Understand what should be prioritised and what impacts people identify depending on the level of investment going forward.

The different methodology included:

- ◊ A simple survey to hear different perspectives including:
 - People living in rural and remote locations
 - People who are registered as requiring electricity for life support due to illness, health and/or disabilities
 - People who have accessed TasNetworks financial planning and support programs and may face financial hardship
 - People who were randomly selected from the TasNetworks customer base who completed an Expression of Interest (EOI) for the People's Panel, however, were unsuccessful.
- ◊ An evening online forum on the 14 March that included:
 - Any of survey participants above that nominated interest
 - People that nominated additional support needs from the People's Panel EOI process.
- ◊ In depth 1.5 hour interviews with TasNetworks from:
 - People living in rural and remote locations
 - People who are registered as requiring electricity for life support due to illness, health and/or disabilities
 - People who are facing financial hardship and bill stress.

PARTICIPANTS FAST FACTS



TASNETWORKS PARTICIPATION

TasNetworks staff were present across the forum and the in-depth interviews (with the exception of one telephone interview). Their role included a host capacity and welcome, content to support the discussions, answering questions and active listening. The representatives were:

- ♦ Renee Anderson, Executive People and Stakeholder
- ♦ Louise Baring - Head of Community, Stakeholder and Communications
- ♦ Sandra Thaow - Revenue Reset Leader
- ♦ Josh Cunningham, Head of Asset Management
- ♦ Alex Poate, Stakeholder and Customer Engagement Specialist

SURVEY FINDINGS

PEOPLE LIVING IN RURAL AND REMOTE LOCATIONS



INTRODUCTION

Customers living in rural and remote areas highlighted a high level of reliance on electricity for essential daily needs, including water supply, food storage and communication.

Outages have a disproportionate impact in these areas, with extended outages identified as the most difficult to manage, particularly where households depend on electric pumps, refrigeration and all-electric systems. While short outages are often manageable, longer disruptions can quickly affect multiple aspects of daily life.

Across the responses, three consistent priorities emerged. Customers:

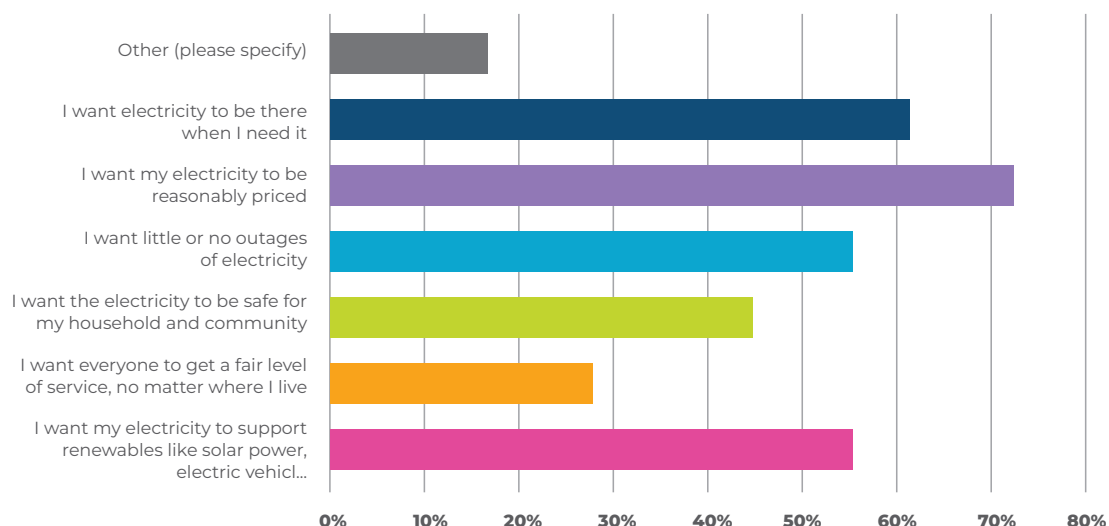
- ♦ want electricity to remain affordable, particularly in the context of broader cost-of-living pressures
- ♦ value reliable and consistent supply, with a strong desire to reduce the frequency and duration of outages.
- ♦ Have a clear interest in greater energy independence, particularly through access to solar and battery solutions to provide backup during outages.

Overall, rural and remote customers are seeking a balance between affordability, reliability and increased self-sufficiency, reflecting the unique challenges of living in areas with limited alternative infrastructure.

This report presents a summary of responses to each survey question. Results are provided in the same order as the questions were asked.

QUESTION 1

Think about how you use electricity in your home. What are the most important things to you about the electricity supply in your household? (please tick the three most important things)



Other responses –

- ♦ It's a very hot windy March climate change is something each of us, individuals, business and organisations must do with or without government assistance.
- ♦ I would like Tasmanian energy to stay in Tasmania and to use true renewable sources such as hydro. I would like homes to be supported to be off grid as much as possible to avoid reliance on a growing grid that is going to be put under further pressure by AI centres we simply do not need.

QUESTION 2

What (if any) impact does a power outage have on your household?

Responses indicate that impacts vary depending on outage duration, but for many rural and remote households the consequences are immediate due to reliance on electricity for essential services such as water, food storage and communication.

While some respondents described short outages as manageable, others highlighted significant disruption, particularly where households are fully dependent on electric systems.

Food Loss and Spoilage – 6 mentions

- ♦ Risk to fridge and freezer contents.
- ♦ Loss of stored food, including bulk and frozen items.
- ♦ Concern about food safety during extended outages.

Water Supply Impacts – 5 mentions

- ♦ Reliance on electric bore pumps and tank systems.
- ♦ Loss of access to drinking water and basic household water use.
- ♦ Inability to flush toilets or maintain hygiene.

Minimal or Manageable Impact (Short Outages) – 4 mentions

- ♦ Short outages described as manageable or having little impact.
- ♦ Some households indicated they can cope for a few hours.
- ♦ Outages described as “annoying” but not severe when brief.

Work and Income Disruption – 3 mentions

- ♦ Inability to work from home.
- ♦ Reduced productivity or operating in “limp mode.”
- ♦ Loss of income-generating capacity.

Loss of Heating, Cooling and Cooking – 3 mentions

- ♦ Inability to heat or cool the home.
- ♦ Loss of cooking facilities.
- ♦ Reduced comfort, particularly in all-electric households.

Full Reliance on Electricity – 3 mentions

- ♦ Some households indicated they are completely dependent on electricity.
- ♦ Impacts extend across multiple areas including water, food, communication and daily living.

Medical and Health Impacts – 1 mention

- ♦ Reliance on medical equipment such as CPAP machines.

LIVING REMOTELY AND THE BIGGEST DIFFERENCE

“Not a lot as living at Binalong Bay (the end of the run) we are prepared for some outages - gas cooker , battery radio etc....”

“Massive, we are rural, on bore water for drinking and no power means no pumps which means we don’t get drinking water in power outages, which is often!”

“Ok up to 24 hours. Have a freezer/esky plan.”

Overall, rural and remote households demonstrated a high level of dependency on electricity, with outages affecting multiple essential services simultaneously, particularly water supply when it is reliant on electrical pumps and food storage.

QUESTION 3

Are some outages harder to manage than others? (for example, long outages, repeated outages, or outages during extreme weather)

The strongest signal is that longer-duration outages are significantly harder to manage, particularly in rural and remote areas where households rely on electricity for water, heating and food storage.

Extreme weather and timing also increase the difficulty, with impacts compounding when outages occur during already challenging conditions.

Long Outages – 11 mentions

- ♦ Food spoilage and loss of freezer contents
- ♦ Loss of water supply due to reliance on electric pumps
- ♦ Inability to heat homes in winter
- ♦ Disruption to daily living and routines
- ♦ Increased stress the longer the outage continues

Extreme Weather and Seasonal Conditions – 6 mentions

- ♦ Greater reliance on heating or cooling
- ♦ Increased risk to food safety during hot weather
- ♦ More difficult living conditions during cold periods
- ♦ Heightened concern during storms or severe conditions

All Outages Difficult – 3 mentions

- ♦ Households are fully electric
- ♦ Multiple essential services are impacted at once
- ♦ Even short outages create disruption

Timing of Outage – 2 mentions

- ♦ Overnight outages impacting comfort and routines
- ♦ Meal preparation times increasing inconvenience

Repeated or Ongoing Outages – 2 mentions

- ♦ Difficulty planning day-to-day activities
- ♦ Ongoing disruption to household routines

Minimal or No Impact – 2 mentions

LIVING REMOTELY AND THE IMPACT OF ELECTRICITY

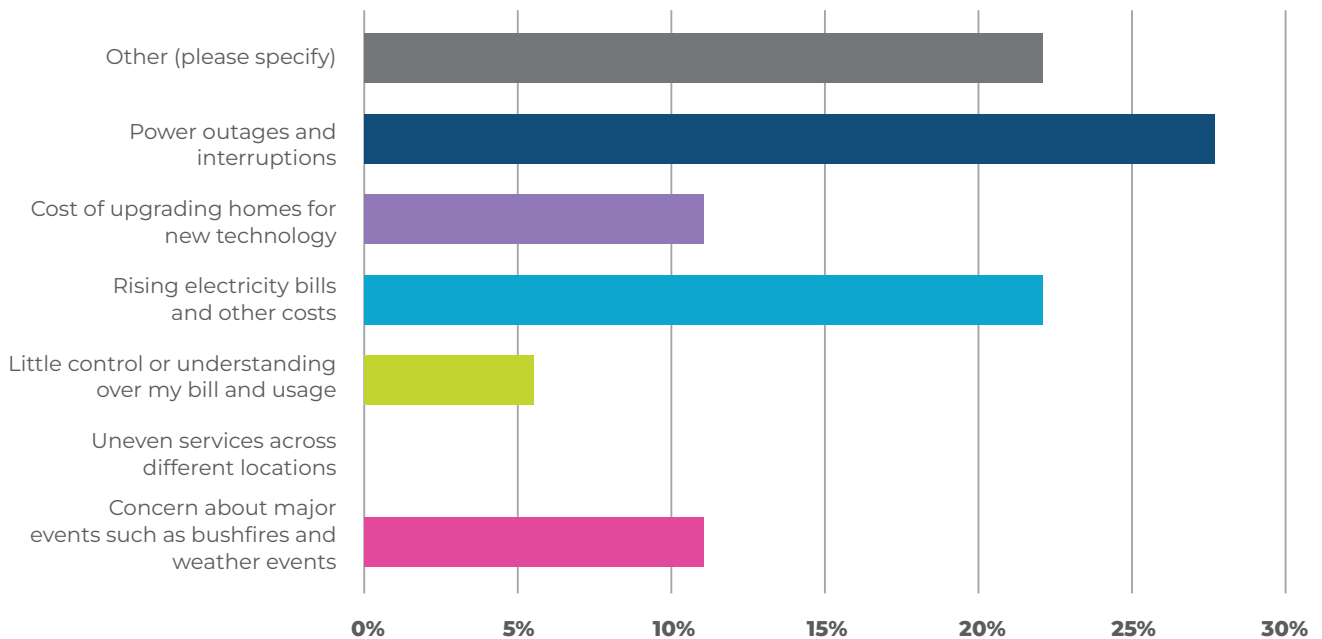
“Long outages are the worst, but TasNetworks has generally restored power fairly quickly. We have a wood burner so can keep warm without heat pump and panel heaters, but can’t heat water or use the taps. We have to cart water from the creek-fed outside taps. We have camping stoves for making a hot drink. However, since we are a small livestock farm, we have 4 fridges and freezers that we need to stop from spoiling. It’s hard when I need to be able to keep contact with elderly relatives, and have to go a fair way from the house to get a mobile signal because the wi-fi in the house obviously goes down without electric. We have plenty of solar panels, but since we’re grid-connected, we can’t just switch to those in an outage.”

A small number of respondents indicated outages are manageable, particularly when short.

Overall, long outages, particularly when combined with extreme weather or reliance on electric water systems, were clearly identified as the most difficult to manage for rural and remote households.

QUESTION 4

Thinking about your household's circumstances, what is the biggest challenge you face when it comes to electricity?



Other responses –

- ♦ We have solar and the fixed costs are high compared to our consumption
- ♦ Our traditional power spirals being undervalued and the threat of our power being sent OS via marinus link
- ♦ Why doesn't Tasmania have access to wholesale market, so any solar we generate can be sold wholesale rather than back to the grid at minimal return
- ♦ Despite generating a massive amount of electricity from our solar panels, the feed-in tariff is very low, and the supply charge is high, so it is hard to offset our use, despite us being fairly efficient in our use.



LESLEY'S STORY – RESILIENCE AND ISOLATION IN A REMOTE COMMUNITY

Lesley lives in the small East Coast town of Evoca, with a population of less than 200 people.

After leaving behind the “chaos” of city life seven years ago, she chose Tasmania for its calmness, community and resilience. Over time, she has become an integral part of the town and now sees it as home.

Living remotely means electricity outages are experienced differently. For Lesley, one of the biggest impacts is the loss of communication. When the power goes out, internet and phone access can disappear as well because the local towers appear to have no backup generator. During the first major blackout, the town was left completely in the dark with no way of finding out what was happening. People gathered together in one location, feeling vulnerable and isolated.

Although outages are less frequent now, the fear of losing communication remains a major concern for the community. Lesley has responded by trying to increase her own resilience. She has installed solar, is waiting on a portable battery system, and believes strongly that people in rural communities need to prepare themselves where they can.

Lesley describes herself as mobile, organised and trained in emergency management. She plans ahead and approaches outages with “plan A, B, C and D.” If an outage is planned, she would leave town and go somewhere like Launceston. During unplanned outages, the community works together, checking on neighbours, gathering at local venues, using generators where available and relying on informal leaders to coordinate support.

Her concern is less for herself and more for the older people in town. She worries about elderly residents living alone, particularly those relying on power for medical needs like CPAP machines. Welfare checks and community coordination become critical when outages occur.

Longer outages bring additional pressure. Food spoilage becomes expensive, generators cost money to run, and people may need to travel long distances to access services or information. Despite this, Lesley believes resilience is a shared responsibility. She expects TasNetworks to maintain safe and reliable infrastructure, but also believes communities and individuals need to prepare themselves and support one another.

For Lesley, reliability is not just about keeping the lights on. It is about maintaining communication, protecting vulnerable people, and ensuring remote communities are not left isolated when things go wrong.

QUESTION 5

What is one change that would make the biggest difference to your household when it comes to electricity?

Responses indicate a strong desire for greater control over electricity costs and supply, particularly in rural and remote areas where households experience both higher exposure to outages and limited alternatives.

The most consistent themes relate to affordability, access to solar and battery solutions, and improving reliability.

Access to Solar, Battery and Energy Independence – 10 mentions

- ♦ Installing solar panels and battery systems
- ♦ Ability to store power for use during outages
- ♦ Access to affordable battery backup
- ♦ Greater resilience in rural and remote locations
- ♦ Enabling tenants to access solar and renewable options

Lower Prices and Cost Reduction – 6 mentions

- ♦ Calls for cheaper electricity and lower bills
- ♦ Reducing fixed supply costs
- ♦ Access to more competitive tariffs and retailers
- ♦ Desire for fair and stable pricing

Improved Reliability and Reduced Outages – 5 mentions

- ♦ Reducing or eliminating outages
- ♦ More consistent and reliable supply
- ♦ Improved infrastructure to reduce outage frequency
- ♦ Access to backup solutions during outages

Tariff and Pricing Flexibility – 2 mentions

- ♦ Variable pricing throughout the day
- ♦ Maintaining current rates without change

LIVING REMOTELY AND THE BIGGEST DIFFERENCE

“Constant supply and/or TasNetworks supplied generators for rural address’s. It free/subsidized solar for properties that need essential services during outages, like drinking water.”

“Better infrastructure to mitigate impact outage frequency.”

“Self-reliance especially when you are located in such a rural area.”

Overall, the strongest signal is a desire for greater energy independence through solar and battery solutions, supported by more affordable pricing and improved reliability for rural and remote households.

QUESTION 6

When planning future electricity services and prices, what should TasNetworks prioritise for customers experiencing vulnerability and reliance on electricity?

Responses indicate a strong focus on affordability and reliability, with many participants highlighting the need to balance cost pressures with maintaining a stable and dependable electricity supply.

There is also support for targeted assistance and increased access to backup and renewable energy solutions.

Affordability and Cost of Living – 7 mentions

- ♦ Keeping prices low and in line with cost-of-living pressures
- ♦ Concerns about rising electricity costs
- ♦ Suggestions for subsidies or government support
- ♦ Interest in fair pricing models (e.g. low usage = low cost)

Reliability and Consistent Supply – 6 mentions

- ♦ Maintaining a steady and dependable electricity supply
- ♦ Minimising outages
- ♦ Faster response and repair times
- ♦ Improved infrastructure to reduce disruptions

Solar, Battery and Backup Solutions – 5 mentions

- ♦ Access to battery backup systems
- ♦ Solar and renewable energy options
- ♦ Ability to feed electricity back into the grid
- ♦ Backup supply for vulnerable customers

Broader System and Infrastructure Considerations – 4 mentions

- ♦ Preference for localised, resilient energy systems
- ♦ Concerns about large-scale infrastructure projects
- ♦ Interest in underground cabling to improve reliability
- ♦ Focus on long-term sustainability and resilience

Targeted Support for Vulnerable Households – 1 mention

- ♦ Support for low-income households and concession card holders
- ♦ Recognition of differing levels of vulnerability
- ♦ Communication and Customer Support – 1 mention
- ♦ Clear and timely communication during outages
- ♦ Better information for customers at risk

LIVING REMOTELY AND PLANNING FOR THE FUTURE

"Please focus on small-scale, resilient networks and green power for Tasmanians. We need incentives to get community solar in place and virtual networks to help those who can't have solar - renters, flat-dwellers etc. I am against the very large projects that cost Tasmanians for years to come while delivering very few onshore benefits. Rooftop solar and localised networks, will be far more resilient to long-term climate change, than hydro or huge solar or wind farms - which are more exposed to storms and transmission outages."

"keep in line with the cost of living."

Overall, respondents prioritised keeping electricity affordable while ensuring reliable supply, supported by increased access to backup energy solutions and consideration of the needs of vulnerable households.

PEOPLE REQUIRING ELECTRICITY FOR LIFE SUPPORT



INTRODUCTION

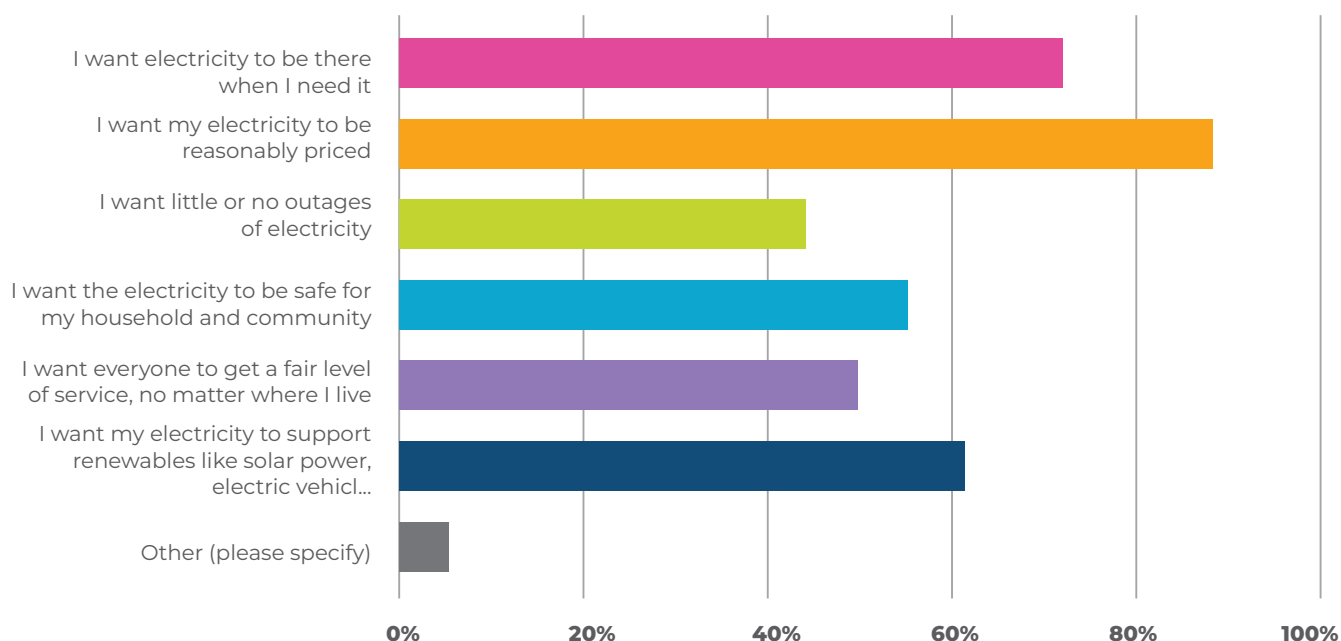
TasNetworks recognises that customers registered as being on life support rely on electricity in ways that are critical to health, safety and wellbeing. For these customers, interruptions to supply are not simply inconvenient, they can pose serious and immediate risks.

To better understand the experiences and needs of customers on life support, TasNetworks conducted a survey seeking feedback on reliability, communication, preparedness and support expectations.

This report presents a summary of responses to each survey question. Results are provided in the same order as the questions were asked.

QUESTION 1

Think about how you use electricity in your home. What are the most important things to you about the electricity supply in your household? (please tick the three most important things)



Other response –

- ♦ I want electricity production to be affordable, reliable, secure, safe, and of high quality.

QUESTION 2

What (if any) impact does a power outage have on your household?

The most frequently cited impact relates to **medical dependency and health risks**, particularly CPAP machines.

Heating, water access, and food spoilage were secondary but consistent concerns.

A small number of households have invested in backup solutions, reducing their vulnerability.

Health and Medical Impacts – 9 mentions

- ♦ 7 respondents specifically referenced CPAP or sleep apnoea machines.
- ♦ Additional respondents mentioned lung conditions, chronic pain, or broader health issues.
- ♦ Several noted inability to sleep or risk to wellbeing during extended outages.

Heating and Temperature Control – 5 mentions

- ♦ Loss of electric heating in winter was a concern.
- ♦ Some referenced reliance on air conditioning for heating.
- ♦ Concerns about maintaining consistent temperature due to health conditions.

Water Supply Impacts – 4 mentions

- ♦ Households relying on tank water cannot pump water during outages.
- ♦ Impacts included inability to flush toilets or access drinking water.

Backup Power / Solar Mitigating Impact – 4 mentions

- ♦ Some respondents reported having solar and battery systems.
- ♦ Others mentioned generators or keeping batteries charged for CPAP.
- ♦ These households indicated short outages have limited impact.

Food Spoilage – 3 mentions

- ♦ Concerns about food in fridges/freezers spoiling.
- ♦ Included reference to freezers and fish tanks requiring circulation.

Income and Work Disruption – 2 mentions

- ♦ Loss of ability to work from home.
- ♦ Direct loss of income during outages.

Minimal or Moderate Impact – 3 mentions

- ♦ Some respondents described outages as an inconvenience only.
- ♦ A few indicated brief outages are manageable.

LIVING WITH LIFE SUPPORT AND THE IMPACT OF ELECTRICITY

"It means myself and my partner can't work and lose income."

"I have sleep apnea and need to use a sleep apnea machine. If the power is out I cannot go to sleep. I also have a number of health problems and need a consistent temperature. I have an electric bed and also a special air mattress for my bed. I also suffer with chronic pain."

QUESTION 3

Are some outages harder to manage than others? (for example, long outages, repeated outages, or outages during extreme weather)

The overwhelming signal is that **duration is the most critical factor**, with long outages presenting the greatest difficulty for households.

Extreme weather and timing (overnight or during heat) further increase the severity of impacts, particularly where health conditions or medical equipment are involved.

Long Outages – 11 mentions

- ♦ The most frequently cited issue.
- ♦ Several respondents specified outages lasting “over a day.”
- ♦ Long outages were linked to:
 - Medical equipment concerns (including CPAP)
 - Loss of water supply
 - Food spoilage
 - Inability to recharge batteries
 - Lack of heating or cooling

Extreme Weather Events – 4 mentions

- ♦ Extreme weather outages described as “super hard to handle.”
- ♦ Linked to:
 - Maintaining safe body temperature
 - Compounded impacts during already stressful conditions
 - Increased difficulty managing health needs

Night-time / Overnight Outages – 2 mentions

- ♦ Particularly challenging for households relying on CPAP machines.
- ♦ Night outages create immediate health and sleep disruption concerns.

Seasonal / Heat-Related Timing – 2 mentions

- ♦ Summer afternoon outages highlighted as especially difficult.
- ♦ Loss of cooling during hot weather raised health concerns.
- ♦ Mention of inability to use electric bore pumps in heat.

All Outages Severe – 1 mention

- ♦ One respondent indicated all listed outage types severely impact daily life.

Minimal Impact – 1 mention

- ♦ One respondent indicated they can manage long outages due to having a generator and LPG.

MANAGING THE HARDER OUTAGES

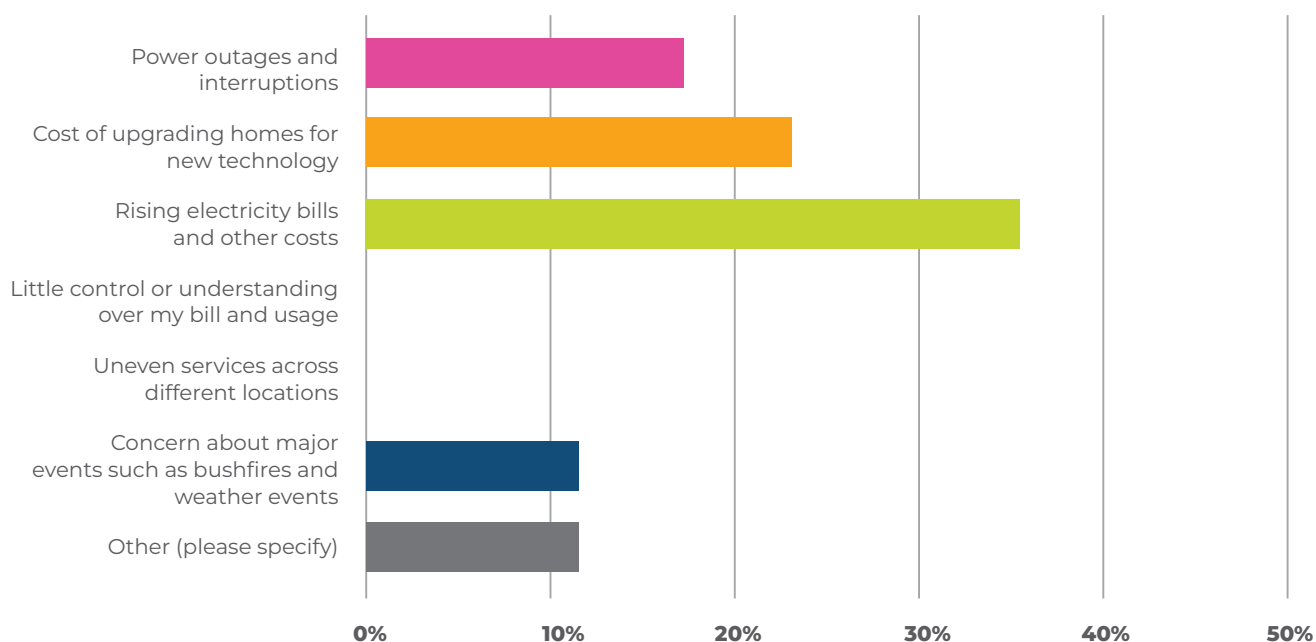
*“Long outages mean loss of food in fridges and freezers.
No CPAP machine for sleeping. Loss of cooling in summer.”*

*“Afternoon outages are the worst if it happens in summer, especially
if it goes on for multiple hours.”*

*“Long outages can cause problems in bad weather. We have a person in the house who
uses a cpap machine so reliable long term electricity is important.”*

QUESTION 4

Thinking about your household's circumstances, what is the biggest challenge you face when it comes to electricity?



Other responses –

- ♦ As a person on a disability pension all of the above.
- ♦ Any day when the temperature is above 24

PHILLIP'S STORY – MANAGING HEALTH, COST AND UNCERTAINTY

For Bernard, electricity is critical to managing his health. Bernard has health issues connected to his lungs and his situation can change dramatically and quickly depending on his environment. When temperatures rise above 24 degrees, it becomes painful for him to breathe. To manage this, he relies on air conditioning almost continuously from October through to winter, making summer both physically challenging and financially demanding.

Power outages have immediate and serious consequences. Without cooling, Bernard can experience severe coughing episodes that can lead to him passing out. During one summer outage, when the power was off from 10am to 3:30pm on a 30-degree day, his condition deteriorated to the point where he had to call an ambulance. At one stage, he was lying on the floor in the coolest part of his house, trying to manage his oxygen levels while waiting for help.

Even short outages can have a major impact. Bernard expects outages to happen, but what matters is their duration and timing. In summer, anything longer than half a day means he cannot stay in his home. He has to find somewhere else to go, which can involve travelling to a shopping

centre or seeking emergency support. This is not straightforward, he is on a pension, cannot work, and has limited financial capacity. Without fuel or money for accommodation, his only option may be to go to hospital.

Planned outages are slightly more manageable during business hours, as he can access support through the local health network. Outside of these times, he is largely on his own. Prolonged outages increase the pressure further, particularly when there is no clear support available for shorter, frequent interruptions that still significantly affect his health.

Bernard is willing to pay more for reliability because of his reliance on electricity for health, and he explicitly links higher cost with better quality, noting that if you "want good power, you have to pay for it." But only where the cost is reasonable and delivers tangible improvements.

Bernard's experience highlights that for some customers, reliability is not about convenience. It is about being able to stay in their home, manage their health, and avoid crisis situations when the power goes out.

QUESTION 5

What is one change that would make the biggest difference to your household when it comes to electricity?

The strongest signal relates to **greater access to affordable solar and battery storage**, particularly as a way to manage outages and control costs.

Cost of electricity is the second most frequently cited concern, both in terms of rising prices and affordability barriers to installing energy solutions.

Reliability improvements were mentioned but were generally framed in connection with backup power rather than network performance alone.

Access to Solar and Battery Storage – 9 mentions

- ♦ Strong interest in installing batteries or expanding existing solar systems.
- ♦ Several respondents want affordable battery storage to provide backup during outages.
- ♦ Some referenced desire for:
 - Cheaper batteries
 - Ability to add more solar panels
 - Greater local storage of solar energy
 - Increased resilience during outages
- ♦ One respondent noted interest in going off-grid (though not feasible).

Electricity Prices and Rising Costs – 7 mentions

- ♦ General concern about rising electricity costs.
- ♦ Calls for lower prices.
- ♦ Frustration expressed about electricity providers making profits while prices do not decrease.
- ♦ Affordability barriers preventing solar/battery uptake were noted.

Reliability / Reducing Outages – 4 mentions

- ♦ Desire for fewer or “little” outages.
- ♦ Battery installation viewed as a solution to outage impacts.
- ♦ One respondent suggested underground power lines to reduce outages.

Energy Efficiency Improvements – 1 mention

- ♦ One respondent identified improving home energy efficiency as the biggest change.

Underground Power Infrastructure – 1 mention

- ♦ Suggestion that underground power lines would reduce outage frequency.

Off-Grid Capability – 1 mention

- ♦ One respondent indicated going off-grid would make the biggest difference, though acknowledged it is not realistic.

No Change Required – 1 mention

- ♦ One respondent indicated there is nothing TasNetworks can do.
- ♦ Another noted an additional battery would make them nearly outage-proof.

CHANGE FOR THE BIGGEST DIFFERENCE

*“Underground power lines would stop a lot of power outages.
Being able to afford/ pay-off a solar battery.”*

“Installing a battery and being able to power an EV, continue to have power during outages, and gaining more control over costs”.

“More local storage of solar power from homes and other buildings to provide power locally.”

QUESTION 6

When planning future electricity services and prices, what should TasNetworks prioritise for customers experiencing vulnerability and reliance on electricity?

The strongest signal relates to **security and reliability of supply**, particularly for vulnerable households dependent on electricity.

Affordability is equally prominent, with respondents emphasising the need to keep prices manageable.

There is also clear support for **solar and battery solutions**, especially where these could provide backup power or targeted support for life support customers.

Security of Supply and Rapid Reconnection – 5 mentions

- ♦ Emphasis on “security of supply.”
- ♦ Calls for maximum power availability.
- ♦ Prioritising rapid reconnection during outages.
- ♦ Recognition that reliable service is critical for vulnerable households.

Affordability and Cost Control – 4 mentions

- ♦ Keeping electricity prices down.
- ♦ Maintaining reasonable tariff rates.
- ♦ Minimising domestic consumer costs.
- ♦ Ensuring heating and water remain affordable.

Access to Solar and Battery Solutions – 4 mentions

- ♦ Support for affordable solar and battery access.
- ♦ Interest in community battery models.
- ♦ Maximising rooftop solar.
- ♦ Re-engineering the network to better share locally generated solar and battery power.

Targeted Support for Life Support Customers – 2 mentions

- ♦ Suggestions for specific tariffs for life support equipment.
- ♦ Funding models to rent or buy batteries for vulnerable customers.
- ♦ Dedicated backup solutions for CPAP and other medical devices.

Energy Mix / Generation Preferences – 2 mentions

- ♦ One respondent called for expansion of green energy at reasonable cost.
- ♦ One respondent advocated for more fossil fuel power stations as backup to renewables.

General or Non-Specific Responses – 2 mentions

- ♦ One respondent stated “Anything that will help.”
- ♦ One expressed general scepticism without specific recommendation.

PLANNING FOR THE FUTURE

“Establishing a good green energy network and to make it reasonably costed.”

“Availability of alternatives. Solar and battery? Battery backup for CPAP? Separate and guaranteed tariff for life support equipment? E.g. Using a community battery that only supplies a life support tariff / household circuit during extended outages.”

DENIS' STORY – MANAGING MULTIPLE SCLEROSIS AND THE IMPACT OF POWER

Denis is 72, living in Kingston on a disability pension with Multiple Sclerosis (MS). His condition affects his mobility, causes intermittent pain, and he is highly sensitive to fatigue, stress, and temperature. Heat and cold both exacerbate his symptoms, and even small changes can significantly impact how his body responds.

Electricity is central to how Denis manages his condition. Air conditioning is essential to control temperature and reduce fatigue during hot weather, while heating is critical in the cold to manage pain. He also relies on a heated water bed to support sleep and comfort, which plays an important role in managing his symptoms day to day.

When the power goes out, the impacts are immediate. Without heating or cooling, Denis' fatigue and pain can worsen quickly. If outages occur overnight, it disrupts sleep, which can further compound his symptoms. In more severe cases, the stress and physical strain could escalate to the point where hospital care is needed.

Outages also create practical and financial pressures. Loss of refrigeration risks food spoilage, which Denis describes as a financial loss. If outages extend beyond a few hours, he and his wife may need to leave their home, relying on friends or paying for accommodation. Everyday activities like washing clothes become more difficult, adding further cost and disruption.

Denis places a high value on a reliable power supply and clear communication. Advance notice of outages is critical so he can plan and put support arrangements in place. Without this, the situation becomes harder to manage.

Denis values reliability highly because of his health needs, but his capacity to pay more is extremely constrained. He supports targeted investment, but significant price increases are not affordable for him.

For Denis, electricity is not just about keeping the lights on. It enables him to manage a complex and unpredictable health condition, maintain comfort, and avoid situations that could significantly worsen his wellbeing.

FINANCIAL HARDSHIP AND BILL STRESS



INTRODUCTION

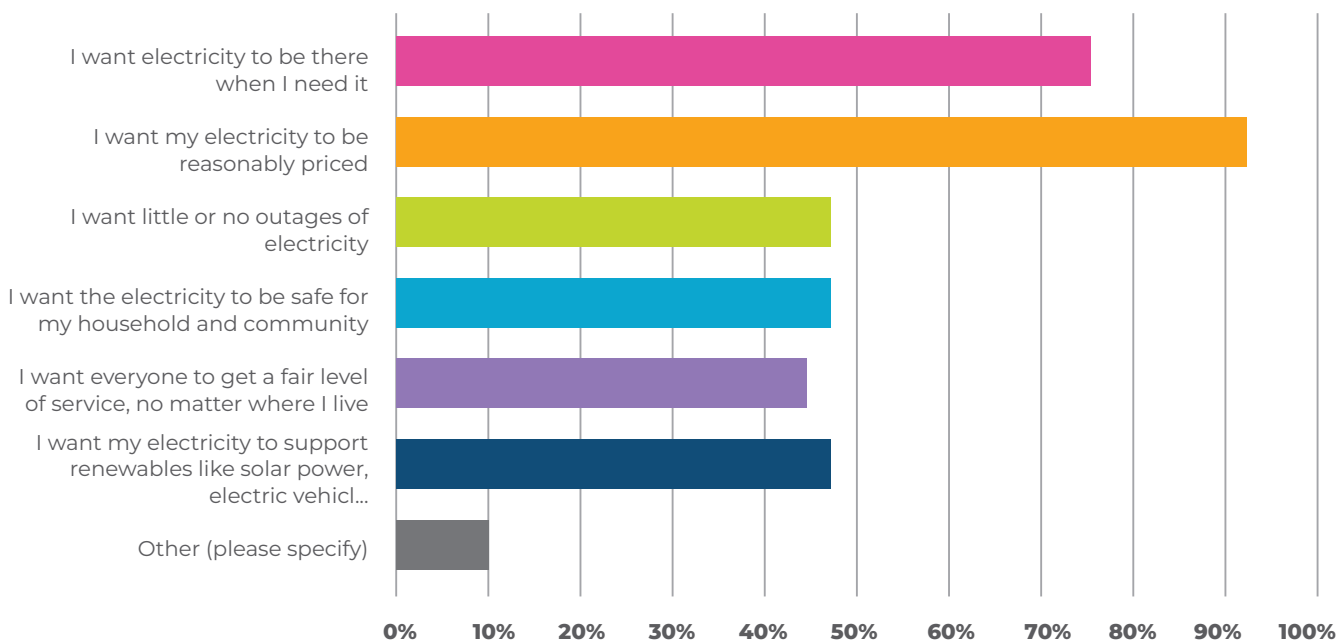
TasNetworks recognises that customers registered as being on life support rely on electricity in ways that are critical to health, safety and wellbeing. For these customers, interruptions to supply are not simply inconvenient, they can pose serious and immediate risks.

To better understand the experiences and needs of customers on life support, TasNetworks conducted a survey seeking feedback on reliability, communication, preparedness and support expectations.

This report presents a summary of responses to each survey question. Results are provided in the same order as the questions were asked.

QUESTION 1

Think about how you use electricity in your home. What are the most important things to you about the electricity supply in your household? (please tick the three most important things)



Other responses –

- ♦ I don't want to be paying to send our electricity to the mainland
- ♦ Speed at which TasNetworks can respond to repair outage.
- ♦ I want Tasmania to benefit from providing clean energy at a premium price to the mainland
- ♦ A reliable service with reasonable prices is important to my family and I.
- ♦ I want my electricity to be generated from renewable energy sources.

PHILLIP'S STORY – BALANCING HEALTH, COST AND RELIABILITY

Phillip is in his 70s, living in Hobart on a pension after being unexpectedly retrenched a few years ago and was forced into retirement. He still has a mortgage and is carefully managing his finances, with little capacity to absorb further cost increases.

He is also living with stage 5 cancer and about to begin chemotherapy. His health depends on maintaining a stable, clean and comfortable home environment, supported by electricity. Hot water is essential to keep a sterile space, refrigeration is needed for medicines, and heating helps him manage his health situation. His wife, who is also his carer, relies on this environment as well.

To manage costs, Phillip closely monitors his electricity use and has reduced his bill by 50% by shifting activities to off-peak times. There is little left to cut back.

Power outages create real risk. Phillip feels he could manage for up to a day, but beyond that, concerns quickly escalate, particularly around spoiled food and medicines that require refrigeration. After two days, he and his wife may need to leave their home. The cost of temporary accommodation, around \$200 per night, would be financially devastating.

Phillip is not willing (or able) to pay more, despite understanding the need for investment. He supports funding for maintenance and reliability, but believes costs must remain stable for existing customers, with new investment funded by those driving or benefiting from change.

Phillip values a reliable electricity system and expects a high standard of service, but his situation means any increase in cost must be limited and fair. For him, electricity is not just about convenience, it is essential to managing his health and remaining safely at home.

QUESTION 2

What (if any) impact does a power outage have on your household?

The most frequently cited impacts relate to food spoilage, inability to heat or cool the home, and disruption to work or household routines.

For many households, electricity is the sole source of power for essential services including heating, water pumps and cooking. While some respondents described outages as a minor inconvenience, others indicated that extended outages could have significant financial and practical consequences.

Food Loss and Spoilage – 14 mentions

- ♦ Risk to fridge and freezer contents.
- ♦ Loss of stored produce and garden harvests.
- ♦ Financial loss from spoiled food.

Heating and Cooling Impacts – 9 mentions

- ♦ Loss of heating in winter.
- ♦ Inability to cool the home in summer.
- ♦ Discomfort in all-electric households.

Work and Income Disruption – 9 mentions

- ♦ Inability to work from home.
- ♦ Impact on small businesses operated from home.
- ♦ Loss of office productivity.

Water Supply Impacts – 7 mentions

- ♦ Tank water systems unable to pump water.
- ♦ No drinking water, showering or toilet flushing during outages.

Medical and Device Impacts – 5 mentions

- ♦ Inability to operate medical devices including CPAP.
- ♦ Concerns about maintaining essential health equipment.

Minimal Impact – 11 mentions

- ♦ Some respondents described outages as minimal or a slight inconvenience, particularly when short in duration.

LIVING WITH FINANCIAL STRESS AND THE IMPACT OF ELECTRICITY

“Anxiety is high when you have outages.”

“I have a son using a CPAP machine, an autistic son who does not cope with change in routines. Besides cooking and keeping food appropriately”

“As I am foreign resident I need to be in contact with my families most of the time so I need electricity almost all the time.”

“Our heating, cooking and hot water is all electric. While a short outage is manageable, a longer outage makes it difficult. We don’t have rooftop solar to compensate for network outages.”

QUESTION 3

Are some outages harder to manage than others? (for example, long outages, repeated outages, or outages during extreme weather)

The overwhelming signal is that duration is the most critical factor, with long outages presenting the greatest difficulty for households.

Extreme weather and seasonal conditions further increase the severity of impacts, particularly where households are fully reliant on electricity for heating, cooling, food storage and water supply.

Long Outages – 28 mentions

The most frequently cited issue was long or extended outages that were linked to:

- ♦ Food spoilage and freezer loss
- ♦ Loss of heating in winter
- ♦ Inability to cool the home in hot weather
- ♦ Financial loss from wasted food
- ♦ Disruption to household routines
- ♦ Inability to charge EVs
- ♦ Hygiene and water supply issues

Extreme Weather and Seasonal Conditions – 13 mentions

- ♦ Outages during extreme heat or winter cold were described as significantly harder to manage.
- ♦ Increased reliance on heating or cooling during temperature extremes.
- ♦ Greater risk to chilled and frozen food during hot weather.
- ♦ Bushfire and storm-related outages raised additional safety and water supply concerns.

All Outages Difficult – 6 mentions

Several respondents indicated that any outage is difficult due to complete reliance on electricity.

- ♦ Everything in the household is electric
- ♦ There are limited alternatives during outages
- ♦ Even short outages disrupt normal functioning

Repeated or Unpredictable Outages – 4 mentions

Repeated outages were described as frustrating and difficult to plan around.

- ♦ Disruption to work and household schedules
- ♦ Increased stress due to unpredictability

Timing of Outage – 2 mentions

- ♦ Outages first thing in the morning, around meal times or overnight were identified as harder to manage.

Minimal or No Impact – 3 mentions

- ♦ A small number of respondents indicated they had not experienced significant difficulty to date, or responded “No” or “N/A”.

MANAGING THE HARDER OUTAGES

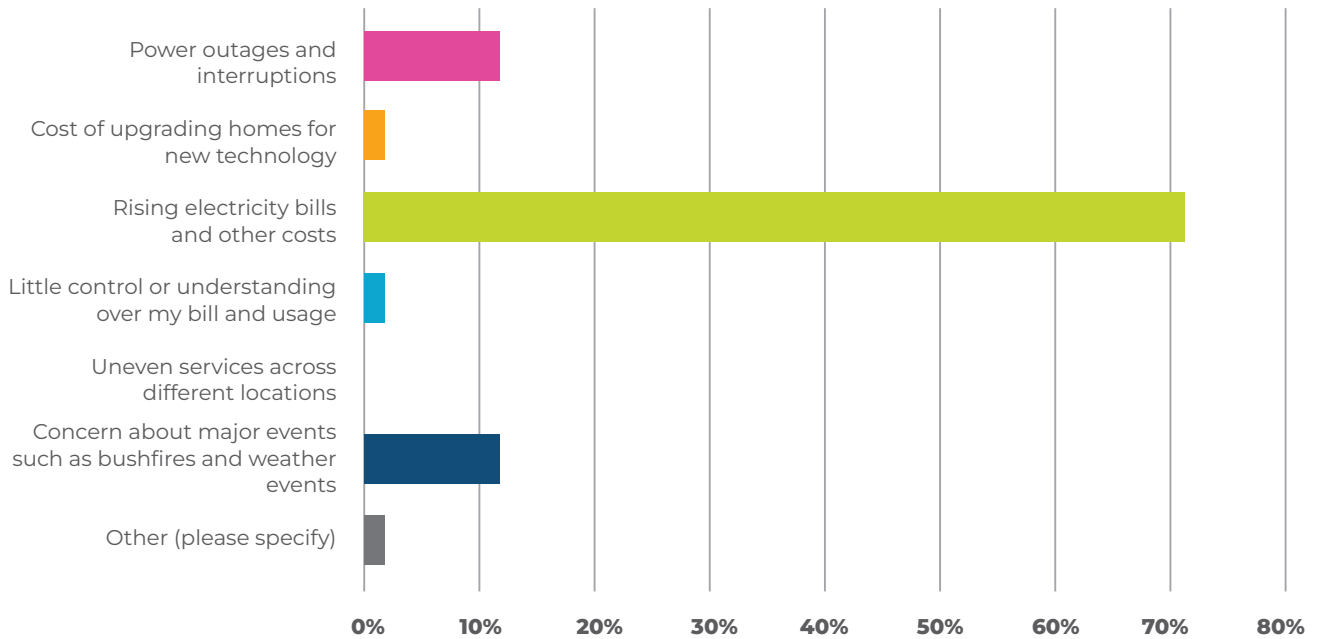
“The longer the outage lasts, the more planning and resources are required (flashlights, backup power, alternative cooking methods, etc.). Repeated outages can also be frustrating. Even if each one is short, the unpredictability makes it difficult to plan work, school, or household tasks. It can also increase wear on appliances and create ongoing stress..”

“Extended longer outages require us to stay with family.”

“Long outages are harder to manage, as are outages during extreme weather.”

QUESTION 4

Thinking about your household's circumstances, what is the biggest challenge you face when it comes to electricity?



Other response –

- ♦ Trying to be frugal with heating and cooling in a very poorly insulated house.

QUESTION 5

What is one change that would make the biggest difference to your household when it comes to electricity?

The strongest and most consistent signal relates to affordability. The majority of responses clearly indicated that lower electricity prices would make the biggest difference to their household.

Lower Prices and Cost Reduction – 26 mentions

- ♦ Direct calls for cheaper electricity.
- ♦ Requests for lower or fairer pricing.
- ♦ Concerns about rising costs and financial pressure.
- ♦ Desire for affordable power to maintain heating and comfort in winter.

Solar and Feed-in Tariffs – 9 mentions

- ♦ Interest in installing solar to reduce bills.
- ♦ Requests for higher feed-in tariffs.
- ♦ Support for cost-effective solar solutions.
- ♦ Interest in solar assessments supported by the network.

Reliability and Consistent Supply – 8 mentions

- ♦ Desire for guaranteed or consistent power supply.
- ♦ Faster outage response times.
- ♦ Suggestions such as underground cabling to reduce outages.

Energy Efficiency Improvements – 3 mentions

- ♦ Support for insulation upgrades.
- ♦ Interest in improving home energy efficiency to reduce ongoing costs.

Other Suggestions – 6 mentions

- ♦ Longer or expanded off-peak tariffs.
- ♦ Real-time monitoring of electricity usage.
- ♦ Improved mobile phone coverage.
- ♦ Fair pricing structures.
- ♦ Vehicle-to-grid support.
- ♦ General comments indicating no change or uncertainty.

CHANGE FOR THE BIGGEST DIFFERENCE

“Decreasing costs obviously, when you have a large family with usages shared across all hours and being safe.”

“Price, return of the off peak tariffs and meter so power uses - such as heating can be kept on off peak.”

“Ensuring providers can respond to outages in all areas in a reasonable amount of time.”

BRODEN'S STORY – BALANCING FATHERHOOD, STABILITY AND RISING COSTS

Broden is focused on creating a stable life and home for himself and his daughter, who he cares for day to day. His ability to do this depends on carefully managing his finances and maintaining a routine that allows him to be present as a father.

Electricity is a necessity in maintaining that stability. For Broden, it supports the basics of everyday life, personal hygiene for him and his daughter, access to food, comfort in the home and access to entertainment and normal routines. He currently manages his electricity costs closely as he is reliant on Centrelink benefits. He is keeping up with payments by staying organised and careful with money and has learnt from past experiences and access to the Your Energy Support (YES) Program.

While he understands that investment is needed to maintain the electricity system so it is reliable, even small increases in cost would have a significant impact on his household budget. Broden describes how tighter finances would force difficult trade-offs, reducing spending on groceries, entertainment and other essentials. It could also mean needing to find work, which would affect his ability to be available for school drop-offs, pick-ups and caring responsibilities for his daughter.

Broden does see the need for a reliable and stable electricity supply, there is somewhat of a willingness to pay more for reliability. He sees it clearly as one of the things he would need to prioritise, meaning that he would have to sacrifice expenses elsewhere to absorb higher costs.

Despite these pressures, Broden feels Tasmania's electricity supply is generally reliable and well managed, with very few outages, including for people he knows in rural areas. His concern is about ensuring future decisions do not reduce electricity reliability and therefore, stability that families like his rely on. Part of his thinking here was that there is not full reliability on green energy options, it needs to be balanced going forward.

QUESTION 6

When planning future electricity services and prices, what should TasNetworks prioritise for customers experiencing vulnerability and reliance on electricity?

Affordability and financial protection were the strongest themes in responses. Many respondents emphasised the importance of keeping electricity costs manageable for households already experiencing financial pressure.

Reliability and priority support for vulnerable customers were also consistently raised.

Affordability, Concessions and Cost Relief – 15 mentions

- ♦ Calls for lower prices and cheaper bills.
- ♦ Requests for discounts, concessions and subsidies.
- ♦ Flexible payment options and instalment plans.
- ♦ Recognition of cost-of-living pressures.
- ♦ Consideration of families with disability or caring responsibilities.

Reliability and Faster Fault Response – 9 mentions

- ♦ Minimising outages.
- ♦ Faster repair response times.
- ♦ Stable and continuing supply.
- ♦ Improved fault detection and network diagnostics.

Priority Support for Medical and Disability Needs – 6 mentions

- ♦ Prioritising customers relying on life-saving medical equipment.
- ♦ Support for customers with disabilities or health conditions.
- ♦ Early warnings and tailored assistance during outages.

Solar, Battery and Alternative Supply Options – 7 mentions

- ♦ Encouraging solar uptake.
- ♦ Support for battery installations and backup solutions.
- ♦ Access to alternative interim power sources during outages.

Network Improvements, infrastructure and communication– 6 mentions

- ♦ Underground cabling to reduce outages.
- ♦ Improved customer service and communication.
- ♦ Clearer guidance on tariffs and off-peak usage.
- ♦ Strengthening network capability and maintenance.

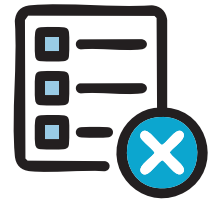
PLANNING FOR THE FUTURE

“Perhaps you can improve the diagnostic procedures when it comes to finding and fixing faults. It should be possible to have ‘smart poles’ that tell you that the problem is between Pole 544 and 546, surely!”

“Building the capability of the organisation to be able to maintain the asset and adapt to new opportunities and threats. Promoting community trust in the organisation that the asset is cared for and continues to serve the people in an efficient and cost effective manner.”

“Consider the cost of living for people. Also some people may have a child with disability, therefore child has a health care card, but if the parents work they may not have a health care card as an adult. This means that even though a parent of a child with disability may ‘appear’ to have a certain income, much of this is already gone. Concessions for families would go a long way.”

UNSUCCESSFUL EOI FOR THE PEOPLE'S PANEL



INTRODUCTION

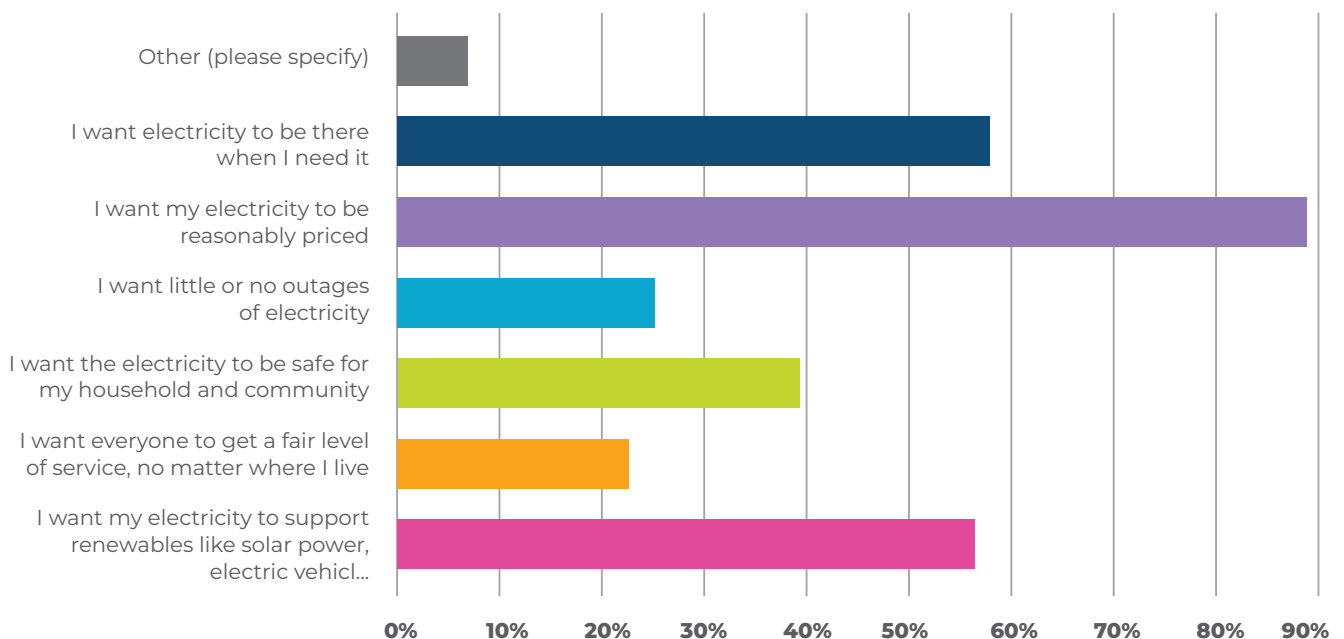
TasNetworks recognises the importance of understanding the lived experiences of customers, particularly those who may face barriers to participation or rely heavily on electricity. This survey captures insights from Amplified Voices Expression of Interest participants.

The findings will inform how TasNetworks designs inclusive, accessible and targeted engagement approaches, ensuring customer voices are meaningfully represented in future planning.

This report presents a summary of responses to each survey question in the order asked.

QUESTION 1

Think about how you use electricity in your home. What are the most important things to you about the electricity supply in your household? (please tick the three most important things)



Other responses –

- ♦ We have been made dependent on electricity, best keep it going, or risk lose everything we have built.
- ♦ I want access to spot pricing
- ♦ I want a reasonable feed in tariff. The current FIT is ridiculous. I have solar but would never recommend it to anyone anymore. It's simply not economically viable.
- ♦ I want Vehicle to Home and Vehicle to grid connectivity.
- ♦ App to accurately review my usage and advise on best supplier and tariff

Affordability and reliability were the strongest priorities identified. Respondents consistently emphasised the importance of electricity being available when needed, reasonably priced, and able to support evolving household needs such as solar and new technologies.

QUESTION 2

What (if any) impact does a power outage have on your household?

Responses indicate that impacts vary widely depending on outage duration and household circumstances. While many respondents described outages as manageable or an inconvenience in the short term, others highlighted significant disruption, particularly where households rely on electricity for essential services, work or communication.

Overall, the data shows a clear split between households with some level of resilience (e.g. batteries or preparation) and those more directly impacted.

Minimal or Manageable Impact – 12 mentions

- ♦ Short outages being manageable
- ♦ Preparedness or low reliance in some households

Heating and Cooling Impacts – 10 mentions

- ♦ Inability to heat the home in winter
- ♦ Loss of cooling during warmer periods
- ♦ General discomfort in all-electric households

Food Spoilage – 9 mentions

- ♦ Loss of refrigerated and frozen food
- ♦ Financial cost of replacing spoiled food
- ♦ Concerns during longer outages

Water Supply Impacts – 6 mentions

- ♦ Tank water systems unable to pump water
- ♦ Inability to shower or flush toilets
- ♦ Broader hygiene impacts

Work and Income Disruption – 5 mentions

- ♦ Working from home disruption
- ♦ Loss of productivity
- ♦ Impacts on small or home-based businesses

DIFFERENT STORIES AND THE IMPACT OF ELECTRICITY

“A big impact as I have both home and small business and I also need power for a life support system.”

“Just a nuisance factor at the moment. I.e. can't do the washing, boil the kettle, dry my hair or cook. Things that can wait but cause re-programming at the time. Do worry about the fridge and contents staying food safe.”

“Not a lot of impact really and they seldom occur in my area.”

Overall, outage impacts are primarily practical and immediate, affecting heating, food, water and daily routines. Many households identified clear financial and lifestyle consequences, particularly during longer outages.

QUESTION 3

Are some outages harder to manage than others? (for example, long outages, repeated outages, or outages during extreme weather)

The strongest and most consistent signal is that longer-duration outages are significantly harder to manage. Many participants noted that impacts escalate quickly as outages extend beyond a few hours.

Weather conditions and full reliance on electricity also contribute to increased difficulty, while only a small number of participants indicated outages are generally manageable.

Long Outages – 33 mentions

- ♦ Food spoilage
- ♦ Loss of heating or cooling
- ♦ Disruption to household routines
- ♦ Increased financial impact
- ♦ Difficulty maintaining basic household functions

Extreme Weather and Seasonal Conditions – 13 mentions

- ♦ Greater reliance on heating in winter
- ♦ Increased need for cooling in hot weather
- ♦ Higher risk of food spoilage
- ♦ Increased discomfort and stress

All Outages Difficult – 9 mentions

- ♦ Households are fully reliant on electricity
- ♦ There are limited alternatives
- ♦ Even short outages cause disruption

Repeated or Unpredictable Outages – 3 mentions

- ♦ Frustration and unpredictability
- ♦ Difficulty planning daily activities

Minimal or No Impact – 2 mentions

- ♦ “No” or “N/A” responses
- ♦ Not having experienced significant outages

MANAGING THE HARDER OUTAGES

“Yes any longer than a few hours is very stressful and not knowing when it will come back on.”

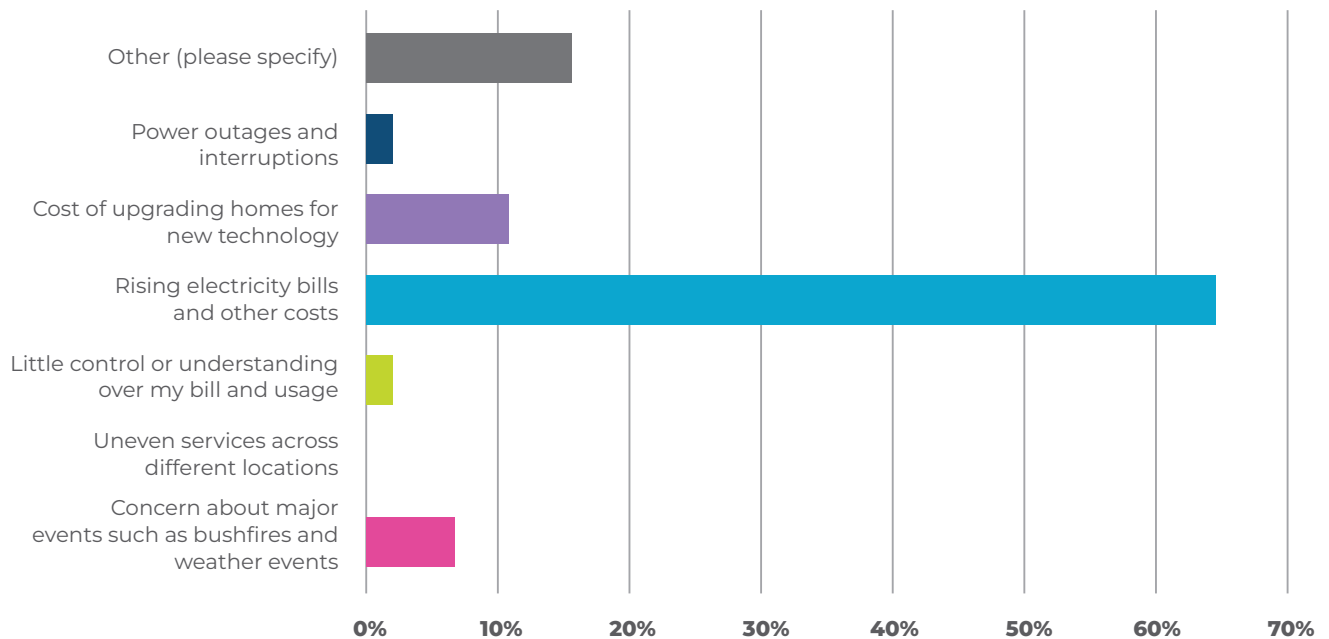
“Long and in extreme weather. My small solar system will run out of stored power during cloudy weather. Short outages (under 12 hours) are ok for me.”

“Long outages cause major family and community disruption especially when we have to travel up to 50 kms to reach a non-involved shopping centre and especially for the dispensing of needed medicines. Outage difficulties vary - short term daytime is somewhat more manageable than night time due to the visual safety of elderly person movements.”

Overall, long outages are clearly the most difficult to manage, particularly when combined with extreme weather. Reliance on electricity means even short outages can be disruptive, but severity increases significantly with duration.

QUESTION 4

Thinking about your household's circumstances, what is the biggest challenge you face when it comes to electricity?



Affordability is the overwhelmingly dominant challenge across responses. Participants consistently identified the cost of electricity as their primary concern, with other issues mentioned far less frequently.

QUESTION 5

What is one change that would make the biggest difference to your household when it comes to electricity?

The strongest and most consistent signal relates to reducing electricity costs. Participants clearly identified affordability improvements as the single biggest change that would benefit their household.

Lower Prices and Cost Reduction – 32 mentions

- ♦ Calls for cheaper electricity and lower bills
- ♦ Concerns about rising costs and cost-of-living pressure
- ♦ Frustration with fixed charges and service fees
- ♦ Desire for more affordable and accessible electricity

Solar, Batteries and Energy Independence – 17 mentions

- ♦ Installing solar panels and battery systems
- ♦ Ability to store and use power during outages
- ♦ Reducing reliance on the grid
- ♦ Interest in off-grid and V2H/V2G solutions

Tariffs, Feed-in and Pricing Structures – 10 mentions

- ♦ Better feed-in tariffs
- ♦ More flexible pricing options
- ♦ Reduced fixed charges
- ♦ Fairer tariff arrangements

Reliability and Supply – 4 mentions

- ♦ Reducing outages
- ♦ More consistent supply
- ♦ Faster restoration

Information and Tools – 4 mentions

- ♦ Better understanding of energy use
- ♦ Tools to manage consumption
- ♦ Clearer billing and information

WHAT WILL MAKE A DIFFERENCE FOR CUSTOMERS

“Understanding which household items use the most electricity.”

“Outside of the ever increasing costs, support to put solar infrastructure into the home.”

“Lower the cost for hot water heating and cooking at meal times. Essential set times with reduced tariffs, on a permanent basis.”

“Having feed in tariffs vary throughout the day, so I can choose when to export for the maximum benefit to me and the grid.”

Overall, lower electricity prices are clearly the dominant priority, with interest in solar and reliability improvements as secondary themes.

QUESTION 6

When planning future electricity services and prices, what should TasNetworks prioritise for customers experiencing vulnerability and reliance on electricity?

Responses indicate that customers want a balance between affordability and reliability, with both themes raised consistently and often together.

There is also strong support for renewable energy, battery solutions and targeted support, particularly for vulnerable, rural or disadvantaged households.

Overall, respondents are seeking more affordable, reliable and adaptable electricity services that reflect different household needs and improve long-term resilience.

Affordability and Cost Protection – 14 mentions

- ♦ Keeping electricity prices low and manageable
- ♦ Protecting households from rising costs
- ♦ Reducing service fees and pricing pressure
- ♦ Ensuring fair and accessible pricing

Reliability and Consistent Supply – 15 mentions

- ♦ Minimising outages
- ♦ Ensuring consistent access to electricity
- ♦ Improving response and restoration times
- ♦ Supporting households reliant on electricity

Solar, Battery and Renewable Energy – 13 mentions

- ♦ Increasing access to solar and battery systems
- ♦ Supporting renewable energy generation
- ♦ Improving feed-in arrangements
- ♦ Encouraging local generation and storage

Targeted Support for Vulnerable Customers – 8 mentions

- ♦ Financial support, rebates and concessions
- ♦ Assistance for households in hardship
- ♦ Flexible payment options
- ♦ Recognition of differing household needs

Other Priorities – 6 mentions

- ♦ Infrastructure investment and network improvements
- ♦ Long-term planning and system resilience
- ♦ Improved communication and customer support
- ♦ Consideration of regional and rural differences

PLANNING FOR THE FUTURE

“Better plans which enable people to manage their high and low price tariffs..”

“Uncertain. Upgrade and do whatever it takes to maintain the service but please, be considerate of the cost to users.”

“Everyone relies on electricity but power outages are simply unavoidable for many reasons. In general I feel that power outages are infrequent and well managed.”

“The improved ability to switch lines to certain areas when there is an outage.”

Customers prioritise a balance between reliability and affordability, with strong emphasis on maintaining a stable, uninterrupted electricity supply while keeping costs manageable in the face of rising cost-of-living pressures.

There was also support for solar, battery and renewable energy solutions to improve resilience and reduce reliance on the grid, alongside calls for targeted support for vulnerable households, including financial assistance and flexible arrangements.

The survey questions used for all surveys is located in appendix 1.

AMPLIFIED VOICES FORUM FINDINGS

INTRODUCTION

The TasNetworks Amplified Voices Forum, held on 24 March 2026, brought together customers to share their lived experiences and perspectives as energy users, and to explore what matters most to them in the delivery of electricity services. The session focused on building participants' understanding of the challenges facing TasNetworks, particularly around reliability and resilience, and working through the trade-offs involved in future investment decisions. Insights gathered from the forum were intended to inform TasNetworks' planning and provide input to the People's Panel on delivering safe and sustainable electricity for all Tasmanians.

The agenda included:

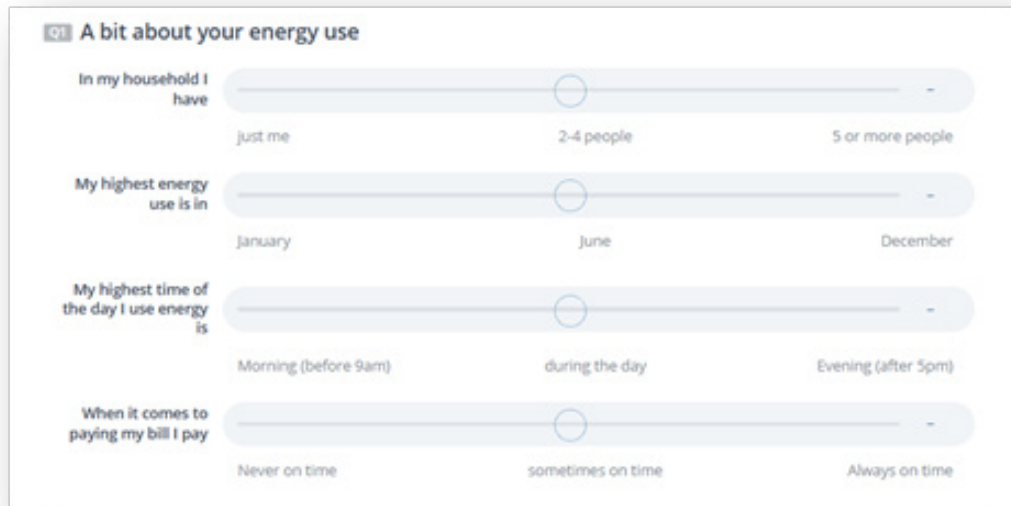


TIME	AGENDA ITEM
5.15PM	Arrive at 5.15pm
5.30AM	Welcome and getting started Acknowledgement of Country This will be followed by an overview and purpose of the forum.
5.45PM	Your TasNetworks experience We will take a moment for each participant to complete a TasNetworks and electricity experience card online.
6.20PM	Understanding electricity - TasNetworks TasNetworks will share information about the challenges they face with reliability and resilience and we will spend some time working through the individual trade-offs. The trade-offs will be presented and discussed and the participants will talk to the impacts of the different decisions and what is their preferred direction and why.
6.45PM	SHORT BREAK – 15 mins
7.00PM	Working with the challenges We have heard from TasNetworks on the different challenges they face and decisions they have to make. We now want to understand your views on these challenges and what impact it may have on you as a customer. We will discuss these and then think about what is acceptable and the preferred way forward and why.
7.50PM	Working with the remit Now that we have a little more understanding of the work of TasNetworks and the challenges they face, what advice do you have for TasNetworks and the People's Panel in responding to the remit: <i>How can we deliver safe and sustainable electricity for all Tasmanians into the future?</i>
8.15PM	Reflections and next steps We will provide a chance for the participants to share any final words and then we will share next steps. We will then hear a final few reflections from TasNetworks.
8.30PM	CLOSE

YOUR ELECTRICITY EXPERIENCE

At the start of the session, the participants were asked to complete a short individual survey that shared information about them as an electricity consumer.

The survey is in appendix 2.



Participants described a generally reliable electricity service, but one increasingly shaped by affordability concerns, with most actively managing their energy use to control costs.

This group represents practical, cost-conscious electricity users who:

- ♦ Prioritise paying their bills and managing usage
- ♦ Experience generally reliable service
- ♦ Are not highly dissatisfied, but not strongly positive either
- ♦ See cost as the key tension in their electricity experience

The strongest and most consistent signal is sensitivity to cost:

- ♦ 91% report paying bills “always on time”, suggesting electricity is treated as a priority expense
- ♦ Many comments explicitly reference high costs, network fees, and affordability concerns
- ♦ Behavioural responses (turning things off, limiting use, using off-peak times) show active cost management

It tells us that the participants are engaged bill-payers who actively manage consumption to control costs, rather than disengaged or struggling to pay altogether.

Participants describe quite intentional energy behaviours such as turning off lights and appliances, limiting heating and cooling use and shifting usage to off-peak times

They are aware of how they use electricity and actively try to optimise it, likely driven by cost rather than environmental motivations (though both may play a role).

There is a moderate level of adoption of technology, but not widespread, 44% have solar panels, there is very low uptake of batteries and EVs and over half reported that they use no CER's.

This tells us that there is some early adoption, but overall this group is still largely traditional energy users, not heavily invested in new technologies.

Reliability at the commencement of the forum seems to be acceptable and not a major pain point. With most participants describing the system as generally working. Some comments acknowledge issues, but they are not dominant concerns. The positive feedback includes reliable service and quick response times to rectify an issue.

Overall, the participants sentiment towards TasNetworks is neutral-to-positive, with 44% neutral, 44% happy, 11% very happy and no sad responses. The customer support for TasNetworks' service is reasonably strong, but it is tempered by affordability concerns.

The survey response in full is in appendix 2.

WORKING WITH TASNETWORKS CHALLENGES – RELIABILITY

The participants heard more from TasNetworks on the different challenges they face and decisions they have to make. There was particular information on reliability; how customers experience outages and the restoration of the service.

Reliability

How the system performs during normal day-to-day operation.

It reflects how often customers experience unplanned outages and how long it takes to restore supply when faults occur.

An aerial photograph showing a long, straight road in a rural area. A white utility truck with a long boom is parked on the right side of the road, and a white van is parked in front of it. The road is flanked by green fields and trees. The sky is blue with some clouds.

Participants were presented information on the performance of the distribution network, the age and condition of existing assets, performance across the network and the trade offs that TasNetworks is considering and want to understand better for the customer.

The trade offs we need to make

- Do we keep investment where it is and accept a decline in reliability as assets age?
- Do we focus on targeting the worst performing feeders?
- Do we strengthen the higher-risk parts of the network?
- Do we invest where automation delivers the biggest gains?
- Do we invest heavily and increase reliability across the state?

A photograph of a utility truck with a long boom lifting a worker to work on a power line. The worker is wearing a red safety harness and is positioned near the top of the boom. The truck is parked on a grassy field. The sky is blue with white clouds.

Participants were then asked to consider three levels of investment and to identify the pros and cons of each investment. The investments to support future reliability of the network include:

- ♦ Keep the investment where it is and accept the decline in assets
- ♦ Focus on the worst performing and higher risk assets
- ♦ Invest heavily and increase reliability across Tasmania.

THE RESULTS

OPTION	DESCRIPTION	CATEGORY	ITEM
Option 1	Keep investment where it is and accept a decline in assets	Pros	Its reliable enough for me as is. The Price in investing now verses into the future. Lower bills. Lower electricity bills. Saves money.
		Cons	More outages. Accepting decline is letting your business die. Less stable electricity. Unreliable. Ageing distribution, needs updating eventually. More outages. Will cost money in the future. Investment we are going to have to do at some point.
Option 2	Focus on the worst performing and higher risk areas	Pros	Hopefully quicker repairs to remote areas. Improved network. Get results quicker. Minimize expense runouts. Fixing a few key problems.
		Cons	Better access for areas with issues. Price a long term investments how much costs will go up. Higher expenditures. Not too much of a price increase. Still get some unreliable distribution of electricity.
Option 3	Invest heavily and increase reliability across Tasmania	Pros	Good to create work for economy. Improved network. Long term cost savings. Create more jobs. Reliability. Less outages. Be more reliable. Everything will be fixed. Update network.
		Cons	How much it costs. Would significantly impact cost of living pressures that people are already struggling with. Much more expensive costs. Cost. Significant cost to bill payers.

WORKING WITH TASNETWORKS CHALLENGES – RESILIENCE

The next challenge to focus on was resilience; how the network prepares for and responds from events such as bushfire, major storms and floods.

Resilience

How the electricity network prepares for, withstands and recovers from major disruptive events that sit outside normal operating conditions.



Participants were presented information on what they can do to prepare the network for unplanned major events and how they might respond and recover the operations to restore electricity. The finished with sharing what they see as the trade-offs or decisions going forward.

The trade offs we need to make

- Do we keep costs lower and accept longer outages during major events?
- Do we prioritise areas with the highest risk?
- Do we focus on preventing outages and restoring power faster when they occur?
- Different choices lead to different outcomes - for reliability, resilience, and customer bills.



Participants were then asked to consider three levels of investment and to identify the pros and cons of each investment. The investments to support future reliability of the network include:

- ◆ Keep costs lower and accept longer outages during major events
- ◆ We take a balanced approach to reduce outages and improve response times, but not everywhere or all at once
- ◆ We invest more to strengthen the network and improve response, so outages happen less often and power is restored faster

THE RESULTS

OPTION	DESCRIPTION	CATEGORY	ITEM
Option 1	Keep costs lower and accept longer outages during major events	Pros	Maintain costs as they are so they don't get worse, or even better, get it cheaper. No extra cost.
		Cons	Deteriorating equipment. Medically fragile can't deal with long outages. Increased future costs for more maintenance. Major inconveniences. Long outages.
Option 2	We take a balanced approach to reduce outages and improve response times, but not everywhere or all at once	Pros	Outages will be shorter. Make areas of state more self-sufficient. System is better maintained. Less costly. Spreads the cost out over a longer period of time. Things are gradually improving.
		Cons	Some places will still have unreliable outages. More cost to the consumer.
Option 3	We invest more to strengthen the network and improve response, so outages happen less often and power is restored faster	Pros	Less crew call outs, less costs. Setup for ever increasing demand of power use. Reliable and modern network.
		Cons	The investment will come at the cost of the consumer. Lack of resources. Unaffordable costs to consumers.

ADVICE TO THE TASNETWORKS PEOPLE'S PANEL

The participants in the forum were provided information about the randomly selected customers that were participating in the people's panel and deliberating across 6 days together to answer to following question:



The participants were asked “ what do you want the TasNetworks People's Panel to consider as they go about answering their remit?”

This is what they said:

Batteries to power smaller population areas with community participation or ownership. Less reliance on large scale operations which if fail through natural disasters or accidents, or worse, becomes a massive problem for the state. Do not put all our eggs in one (or two cables) basket!

I would invite you to think long term and as a community. Cost of living is a challenge but how can we set ourselves lower costs for our future.

It is most difficult to offer a constructive input to the sustainability vs consumer cost without being privy to the TasNetworks technologically approved avenue options!

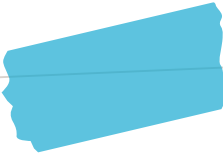
Maintenance is key.

More reliable network, is also less outages, is less crew call outs, is less risk for workers and less costs.

Rural communities.

Some of us are already struggling with rising costs of living, we can't handle more pressures.

Someone mentioned earlier, that 90% of the revenue goes to the government. Could some of that be used to upgrade systems so it doesn't come at a cost to consumers.



NEXT STEPS

This report will be shared with TasNetworks to directly use in the business to develop their strategies to support the regulatory reset proposals for 2029-2034. It will also be shared with the TasNetworks People's Panel in May who will hold a special session to read and understand the different perspectives from a range of TasNetworks customer voices.

The peoples panel will continue to deliberate and prepare their recommendations for TasNetworks in mid-June, with the report made available publicly soon after. TasNetworks will formally reply and share how the recommendations will influence the decisions for the regulatory reset and where they may not be accepted and why. You can keep connected and up to date at <https://talkwith.tasnetworks.com.au>.

APPENDICES



APPENDIX 1 – SURVEY QUESTIONS

1. Think about how you use electricity in your home. What are the most important things to you about the electricity supply in your household? (please tick the three most important things)
 - ◊ I want electricity to be there when I need it
 - ◊ I want my electricity to be reasonably priced
 - ◊ I want little or no outages of electricity
 - ◊ I want the electricity to be safe for my household and community
 - ◊ I want everyone to get a fair level of service, no matter where I live
 - ◊ I want my electricity to support renewables like solar power, electric vehicles and new technology
 - ◊ Other (please specify)
2. What (if any) impact does a power outage have on your household?
3. Are some outages harder to manage than others? (for example, long outages, repeated outages, or outages during extreme weather)
4. Thinking about your household's circumstances, what is the biggest challenge you face when it comes to electricity?
 - ◊ Power outages and interruptions
 - ◊ Cost of upgrading homes for new technology
 - ◊ Rising electricity bills and other costs
 - ◊ Little control or understanding over my bill and usage
 - ◊ Uneven services across different locations
 - ◊ Concern about major events such as bushfires and weather events
 - ◊ Other (please specify)
5. What is one change that would make the biggest difference to your household when it comes to electricity?
6. When planning future electricity services and prices, what should TasNetworks prioritise for customers experiencing vulnerability and reliance on electricity?

APPENDIX 2 – FORUM SURVEY AND RESPONSES

Q1 A bit about your energy use

In my household I have

9 out of 27 participants answered this question



My highest energy use is in

9 out of 27 participants answered this question



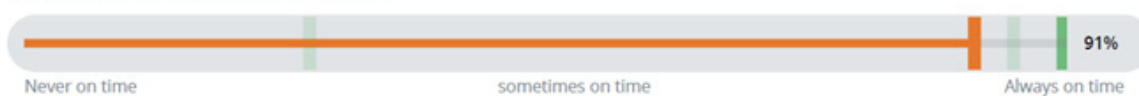
My highest time of the day I use energy is

9 out of 27 participants answered this question



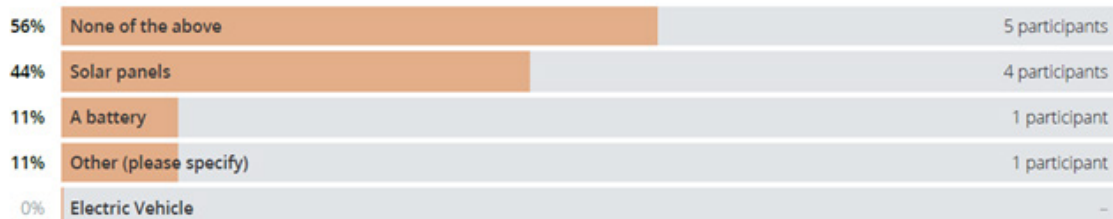
When it comes to paying my bill I pay

9 out of 27 participants answered this question



Q2 I have at my house (tick all that apply)

9 out of 27 participants answered this question



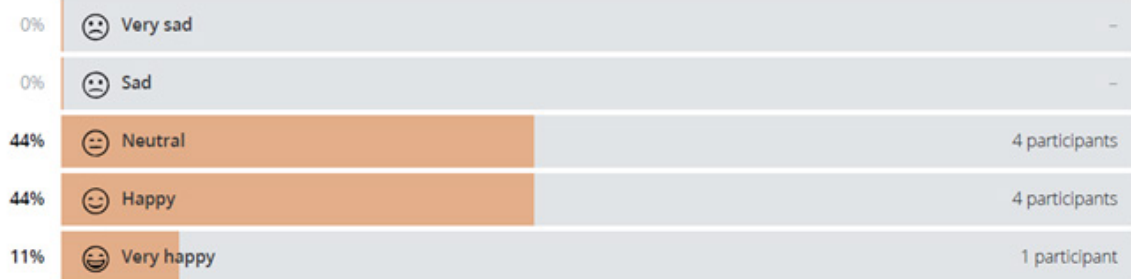
Q3 Please specify the other option

7 out of 27 participants answered this question

grid would love to share a community battery
None
?
na
x
Aurora App free hours
generator with interlock for outages.

Q5 How do you feel about TasNetworks and their services?

9 out of 27 participants answered this question



Q6 What made you pick that level of feeling?

9 out of 27 participants answered this question

- I don't have any real complaints except affordability
- I believe that they continue to do a great job
- ambivalent
- not sure
- High cost (network fees), power outages and brown outs. Whilst living next to power station. But.. We have power :-)) and clean power! I don't understand why we need the basslink. Does not add anything for tasmanians.
- Tasnetworks have been a consistent service but increasingly expensive
- Generally happy with Tas Networks
- reliable service, quick response and contact.
- It is necessary but they contribute to our high cost of bills.

Q4 What energy saving strategies do you use in your home or workplace?

9 out of 27 participants answered this question

- Turning off lights, and just not having heaters on in winter unless I need them.
- Turning off unused appliances instead of keeping them on stand by
- Conscious of my use
- try to turn off most lighta turn of un needed item at the power point
- Limit use of appliances
- turn lights off when not in use. Use fan on the heatpump in summer instead of cooling. Turn heatpump off when not home.
- Aurora App free hours
- LED lights with wifi control, Reverse cycle air conditioners throughout house.
- I try and use things like the vacuum cleaner, oven etc during 'off peak' times, like during the day.

PLEASE NOTE: This report has been prepared by MosaicLab on behalf of and for the exclusive use of TasNetworks. The sole purpose of this report is to provide TasNetworks with the findings from the Amplified Voices engagement throughout March – April 2026.

This report has been prepared in accordance with the scope of services set out by the TasNetworks. In preparing this report, MosaicLab has relied upon the information provided by the panellists present during the session. A customised ChatGPT tool has also been used to help MosaicLab theme and summarise participant feedback and comments.

The final report has been reviewed to ensure it is true and accurate to the responses captured in the surveys, forum and in-depth interviews. TasNetworks can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

MosaicLab is a consultancy specialising in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching. We acknowledge the Traditional Custodians of the lands on which we live, work and play and pay our respects to elders past and present.



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