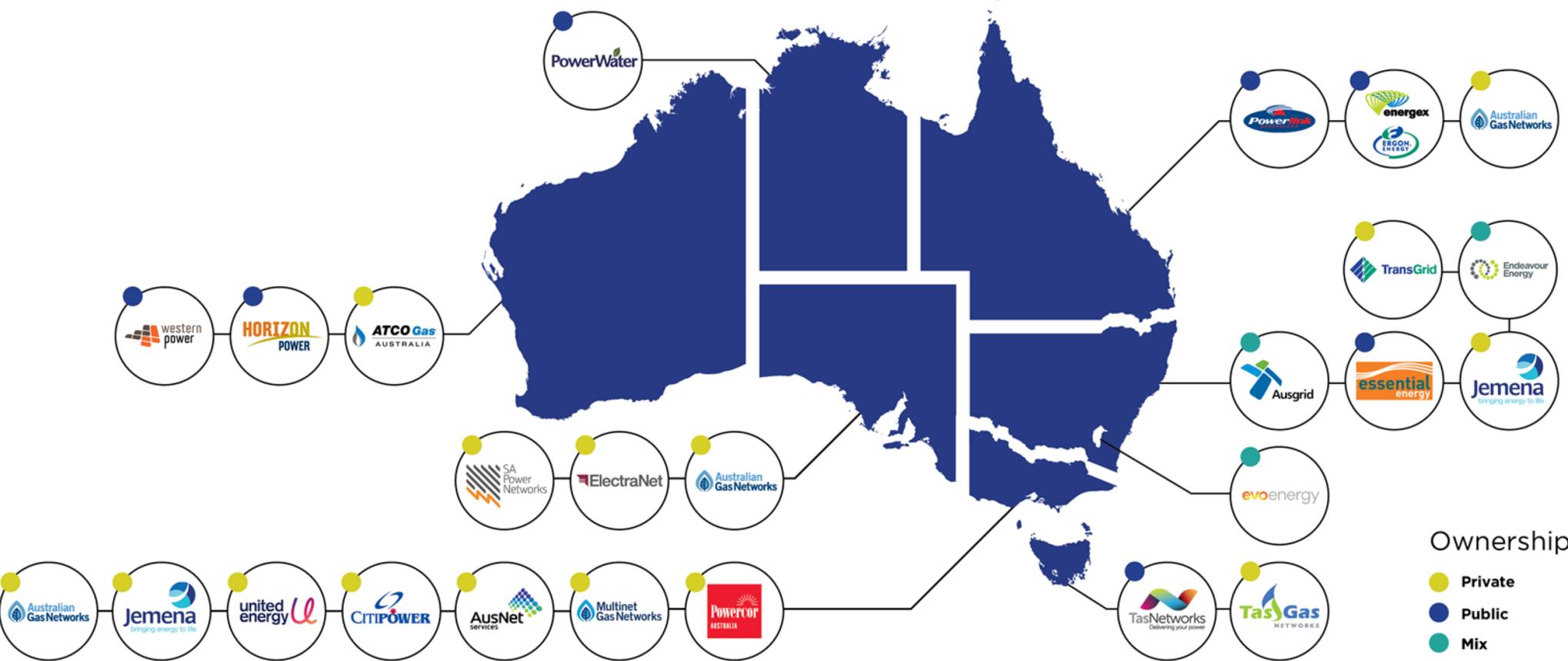


The customer-centred transformation

Innovation X-Change

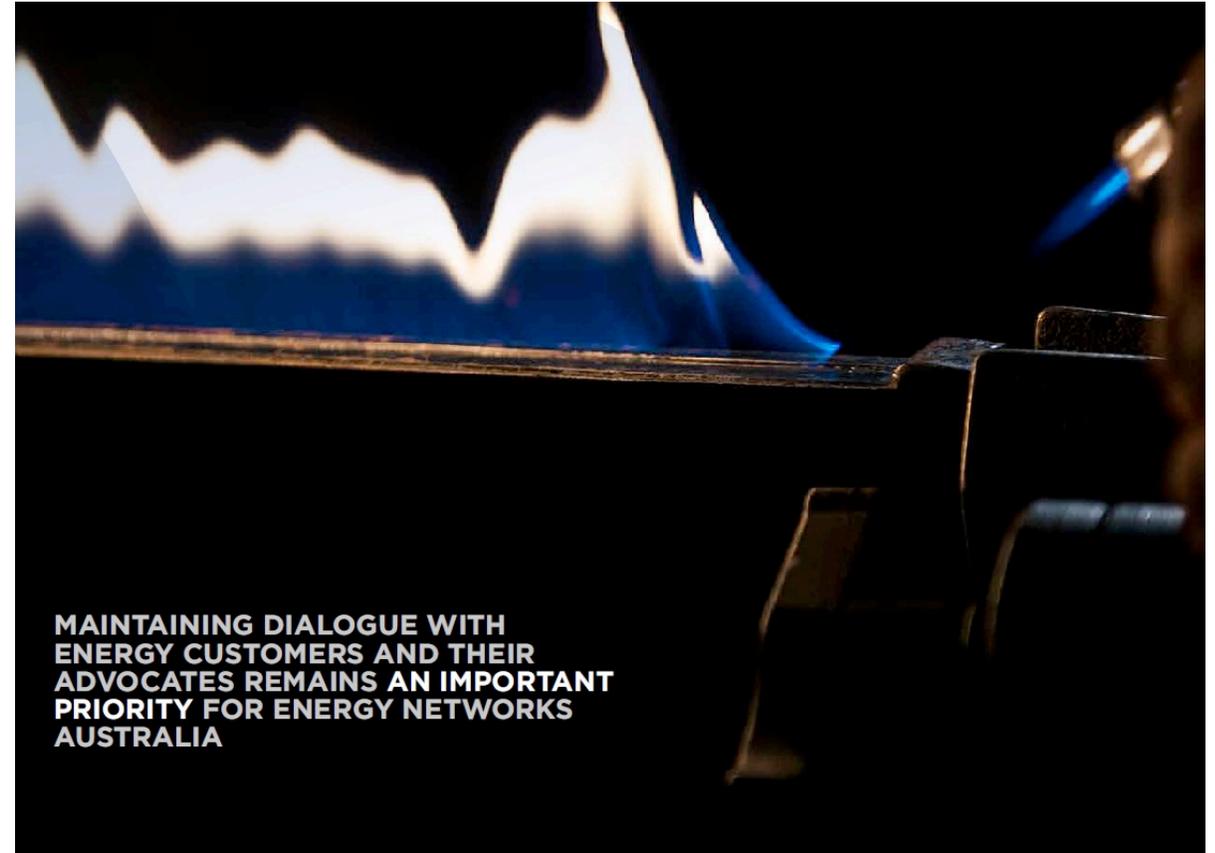
8 April 2019

Energy Networks Australia members



Consumer Engagement in Networks

- » In 2014, Energy Networks Australia CEOs made consumer engagement a priority
- » A Consumer Engagement Working Group was formed and the Customer Engagement Handbook developed
- » Consumer engagement became a strong focus for ENA
- » Communications and Consumer Engagement Working Group



ENA / ECA Consumer Engagement Award

- » **Objective:** To recognise outstanding consumer engagement by Australian energy networks
- » The application must be signed by a member CEO.
- » Collaborative or partnership projects were allowed
- » A diverse expert judging panel established, chaired by Rosemary Sinclair, CEO ECA

The Judging Panel said:

- » “We are encouraged to see businesses, who are at varying stages of maturity with respect to undertaking consumer engagement, incorporating consumer preferences into the business.”



MEDIA RELEASE

28 November 2018

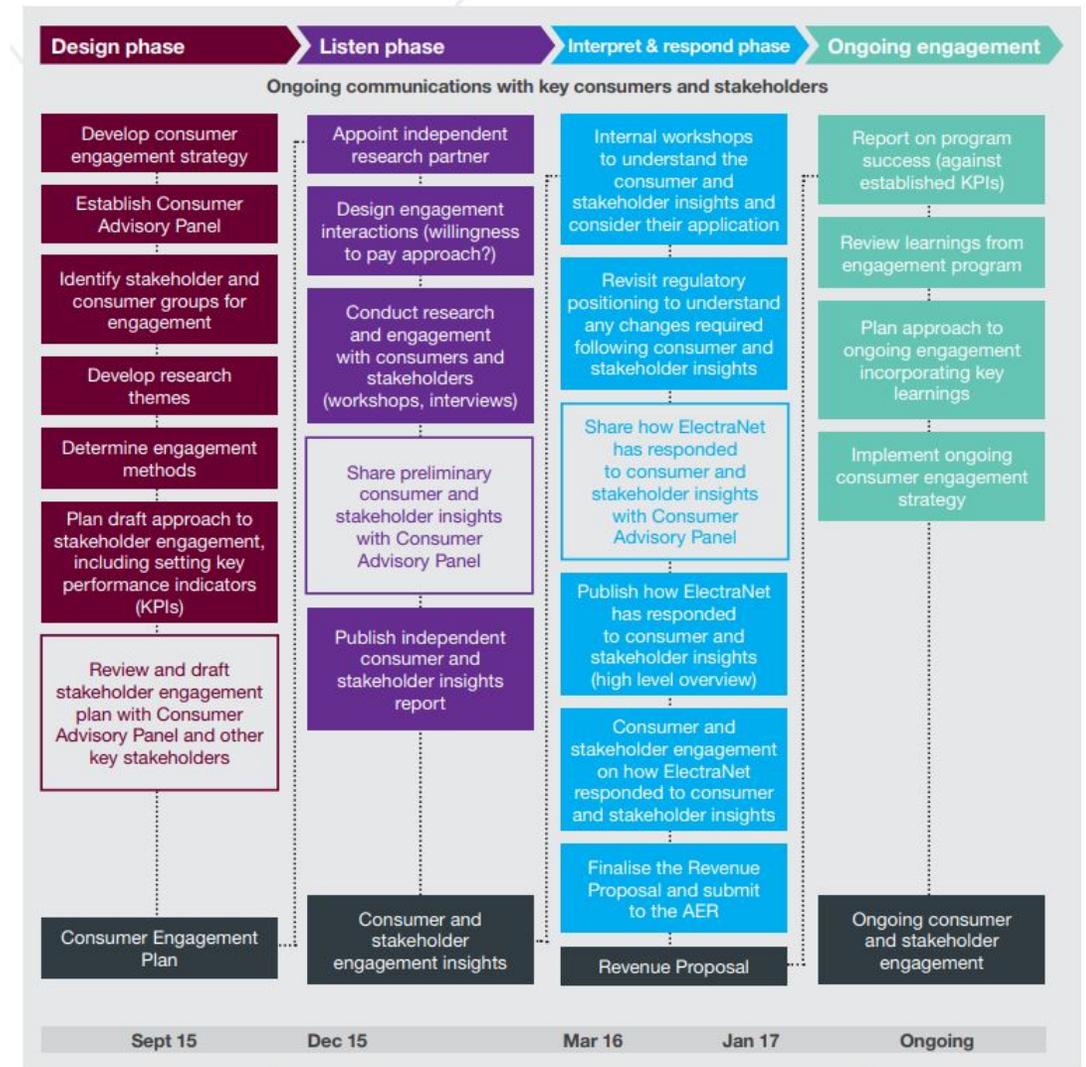
INNOVATION AND ENGAGEMENT KEY TO ENERGY FUTURE

Energy network businesses leading the way in improving customer outcomes were recognised last night at the Energy Networks Australia 2018 Annual Awards.



2017 Consumer Engagement Award Joint Winner 1

- » **ElectraNet - Revenue Proposal**
- » An extensive program of early engagement that demonstrated ElectraNet's commitment to provide meaningful opportunities to improve the value of SA electricity transmission services
- » Core approach was Consumer Advisory Panel, bringing together 12 peak organisations representing wide range of customer interests in SA
- » AER's Consumer Challenge Panel concluded that ElectraNet's consumer engagement set the benchmark for other transmission network service providers



2017 Consumer Engagement Award Joint Winner 2

- » **Mondo Power (Engagement Innovator Award)**
- » Harnessed community engagement and collaboration to empower the Yackandandah community to reach 100 per cent renewable energy by 2022
- » Project based on community partnership and / or ownership of energy supply and or governance systems
- » Project partners included AusNet Services and Totally Renewable Yackandandah



Community members pack into a renewable energy workshop. IMAGE: TRY.

2018 Consumer Engagement Award

Essential Energy, Customer Engagement Regulatory Proposal

- » More than 3000 customer interactions
- » The reach, depth, duration and feedback loops of the deliberative engagement approach was critical
- » The benefits of the engagement program went far beyond the regulatory proposal itself, with cultural, process, marketing and service feedback
- » AER Chair praised the consumer engagement approach as leading to direct benefits for consumers



Future focus for network engagement

- » As distributed generation grows, better engagement is a must
- » Network businesses moving along the consumer engagement maturity model
- » Network solutions must reflect consumer wants and values
- » Businesses and consumers working together to design and test pilot programs and new solutions
- » Businesses listening, hearing and doing - implementing the agreed outcomes
- » How does consumer engagement influence cultural change?
- » Whole of industry issue - The Energy Charter