

# CONSUMER ADVISORY PANEL

## CHARTER

The role of the Consumer Advisory Panel is to provide consumer input to improve the value of electricity transmission services provided by ElectraNet, including by:

- Considering significant current or future operational, industry and strategic issues that are of relevance to electricity consumers
- Providing advice to ElectraNet on electricity consumer needs, issues and services across areas referred to the Panel, including advice on decision making related to ElectraNet's planning and regulated revenue proposals
- Promoting the delivery of lowest long-run cost services to consumers
- Providing ElectraNet with considered and structured feedback on issues presented
- Providing two-way engagement between ElectraNet and Panel members
- Providing opportunities for Panel members to raise significant consumer issues on behalf of their representative organisations
- Assisting in the development of a strengthened relationship between ElectraNet and consumers, and their key sector representatives, by fostering an open and honest approach and dialogue regarding ElectraNet's services
- Measuring the success and impact of the Panel's activities to meet the expectations of its members and their representative organisations

The Consumer Advisory Panel will operate as follows:

- The Panel comprises representatives from a broad range of consumer groups, including those representing general consumers, the disadvantaged, business interests, primary production, local government, the environment and the elderly
- Panel members are expected to consult with and represent their constituencies and facilitate consumer feedback on relevant issues
- The Panel is advisory in nature and decision-making remains with ElectraNet following consideration of input or advice from the Panel
- Members are not required to reach consensus on issues or make binding group decisions or submissions
- Agenda material will generally be published, while matters identified as being Commercial in Confidence must not be disclosed by Panel members
- The Panel will generally meet quarterly and otherwise as required
- Appointments to the Panel are for a period of two years (or April 2018 in this instance, to coincide with the revenue determination process)
- The Panel will be chaired by an independent facilitator