

INFORMATION SHEET CONSUMER ENGAGEMENT

JUNE 2018

ElectraNet is committed to genuine engagement with electricity consumers.

We work with consumers to provide meaningful opportunities for input to improve the value of electricity transmission services in South Australia.

We strive to understand and learn from the views and priorities of electricity consumers and other stakeholders. This feedback is reflected in our business plans, major projects and regulatory proposals, to help us deliver on the long-term needs of consumers.

At a time of significant change and challenge for the energy sector this is now more important than ever.

Building on our engagement efforts to date, we take a principles-based approach to genuine and effective engagement with consumers and other stakeholders.

Our Engagement Principles

Clear, Accurate and Timely

- Ensure communication is clear
- Provide timely information and set realistic timeframes for feedback
- Conduct engagement in a cost effective manner.

Accessible and Inclusive

- Provide engagement options for consumers
- Seek representative participation
- Respect the values, opinions and experiences of stakeholders
- Adopt flexible and fit for purpose engagement models and strategies.

Transparent

- Conduct engagement processes with integrity
- Adopt clear methods and timeframes for consumer and stakeholder participation
- Define what is negotiable and the role of consumers and stakeholders throughout the engagement process.

Measurable

- Seek feedback on engagement activities and share results
- Explain how input was considered
- Provide evidence of participation
- Regularly review engagement processes.

Consumer Engagement Program

Our engagement program is informed by the key insights obtained from consumers with the themes of affordability, reliability and choice.

It involves a range of activities and methods to provide genuine and meaningful opportunities for customers and wider stakeholders to help shape our plans for South Australia's energy future.

These include:

- Consumer Advisory Panel
- Public forums
- Stakeholder meetings and briefings
- Targeted surveys and interviews
- Written feedback on consultation material
- Landholder liaison.



Consumer Advisory Panel

The Panel brings together a range of representative organisations to represent the views of consumers and stakeholders and provide feedback on our engagement efforts.

The Panel is independently facilitated, and meeting proceedings are published online.

Membership includes:

- Business SA
- Conservation Council of SA
- Consumers Association of SA
- Council on the Ageing SA
- Energy and Water Ombudsman SA
- Energy Consumers Coalition of SA
- Energy Users Association of Australia
- Primary Producers SA
- SA Chamber of Mines and Energy
- South Australian Council of Social Service
- Uniting Communities.

Priority issues for engagement

The following engagement priorities have been identified in consultation with the Consumer Advisory Panel.

Major projects

- Eyre Peninsula electricity supply options
- SA Energy Transformation (including interconnector options)
- Energy storage pilot (Dalrymple battery)
- System strength gap (synchronous condenser investigations).

Policy reforms

Consumer Advisory Panel meetings also provide an opportunity to discuss national policy reforms and wider developments that impact the energy industry including:

- Rate of Return Guideline review (Australian Energy Regulator)
- National Energy Guarantee
- Energy Security Board work program
- Integrated System Plan (Australian Energy Market Operator).

Meetings also provide an opportunity for members to raise any other matters of interest to consumers.

Contact Us

If you have a question or would like to discuss any aspects of our Consumer Engagement Program, please contact ElectraNet.

📞 Phone **1800 243 853**

🖱️ Visit us online **electranet.com.au**

