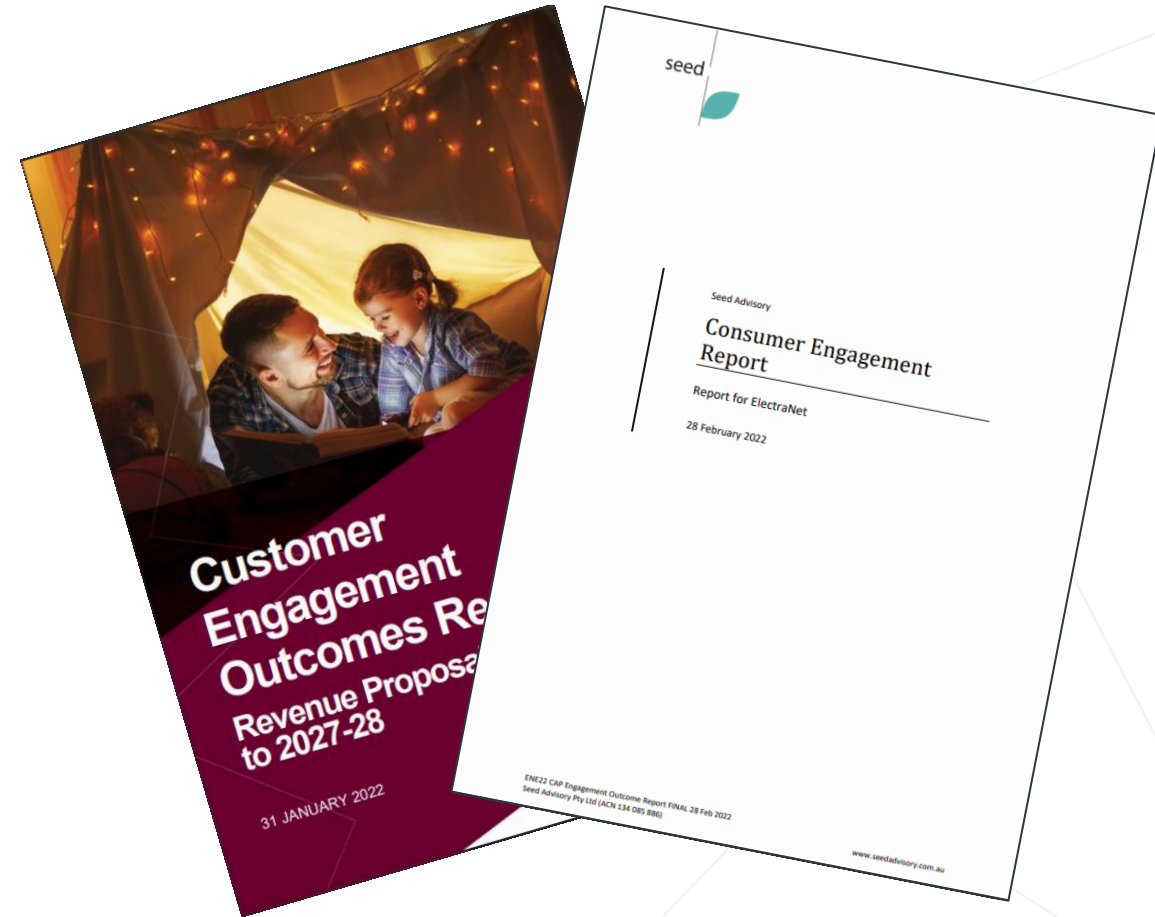


ElectraNet Engagement Improvement Opportunities

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- A range of improvement opportunities were identified by ElectraNet and Seed Advisory in its Feb 2022 report
- ElectraNet has responded by working with its Consumer Advisory Panel and Independent Facilitator to:
 - Review and re-establish the Panel under new Terms of Reference
 - Reappoint a broader range of Members to the Panel
 - Clarify the role and purpose of the Panel to focus on representation of consumer interests and improving the value of electricity transmission services in SA
 - Clarify the governance framework, working arrangements, membership and responsibilities of the respective parties
- The range of broader changes being implemented are outlined as follows



ElectraNet Engagement Improvement Opportunities

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Improvement Opportunity	How we are responding
<p>Independent facilitator and engagement culture</p> <ul style="list-style-type: none">Reinstate an independent facilitator to support the CAP and contribute to the broader engagement culture of ElectraNet and the CAP by identifying its support needs and enabling their implementation.	<p>We have appointed an Independent Facilitator to work with a reappointed and expanded CAP, and support its ongoing development.</p> <p>The Independent Facilitator is also engaging with ElectraNet's Executive and supporting the ongoing development of ElectraNet's engagement culture.</p>
<p>Ongoing engagement of the CAP in the annual planning process</p> <ul style="list-style-type: none">Involve the CAP in twice-yearly considerations of the development of network and asset plans, including the Transmission Annual Planning Report (TAPR).	<p>To involve the CAP in ongoing business planning and development ElectraNet has established a new Asset Management Strategic Planning Framework that documents the timetable and approach for involving the CAP in this annual cycle.</p> <p>Engagement on this with the CAP is scheduled to recommence in the first quarterly meeting of CAP in 2023 (following the Revised Revenue Proposal).</p>
<p>Develop measurable success criteria</p> <ul style="list-style-type: none">Satisfaction that engagement is effective is important and measures should separately assess process versus outcome based measures, noting aspects of engagement are subjective.	<p>A CAP survey instrument is being developed to gauge the ongoing effectiveness of CAP meetings. The new Terms of Reference of the CAP also include a commitment to the development of Key Success Indicators.</p>
<p>Induction and Training Support</p> <ul style="list-style-type: none">Provide training for Members with minimal/ no experience in understanding network proposals or network business operations to get the most from their unique experiences and expertise.	<p>ElectraNet has held an initial round of induction sessions for both new and reappointed CAP Members, and will continue to work with members on providing ongoing training and support.</p>

ElectraNet Engagement Improvement Opportunities

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Improvement Opportunity	How we are responding
Face to face meetings <ul style="list-style-type: none">Meetings should be held in person as much as possible for greater collaboration opportunities.	Induction training sessions and CAP meetings are being held in person wherever possible, with provision for remote attendance for interstate attendees and those unable to attend in person. Opportunities for additional informal interaction are also being provided.
Meeting Preparation <ul style="list-style-type: none">Meeting presentations and supporting information to be provided to participants well in advance of meetings.	ElectraNet is endeavouring to provide meeting agendas and material with more notice, within the time constraints of the revenue determination timetable. This remains a work in progress.
Early Engagement on Revenue Proposal <ul style="list-style-type: none">Greater involvement of the CAP (or a CAP Working Group) earlier during the development of the Preliminary Revenue Proposal.	This is largely being met by engaging with the CAP in the annual business planning cycle and will continue in the lead up to the next Revenue Proposal. This also enables greater information sharing and ongoing involvement in network direction and strategy.
Regional Engagement <ul style="list-style-type: none">Include face-to-face engagement in regional SA, particularly once COVID limitations have receded.	We look forward to working with the CAP, particularly Members based in the regions, to explore opportunities for more direct engagement with regional South Australians.
Coordination with SA Power Networks <ul style="list-style-type: none">Consider stronger engagement with SAPN and potentially a series of joint workshops and developing/utilising a single set of demand forecasts and other relevant analysis.	ElectraNet continues to engage closely with SA Power Networks at a working level through the joint planning process and at an Executive level through joint Steering Committees which meet on a regular basis. A joint meeting of representatives of the consumer panels of ElectraNet and SA Power Networks is also being planned for 2023.