

# How should ElectraNet engage with consumers?

Consumer Advisory Panel

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## Our Consumer Engagement Principles

- 1.Clear, accurate and timely communication
- 2. Accessible and inclusive
- 3. Transparent
- 4.Measurable



## Stakeholder Mapping - Summary

Stakeholder Ecosystem

**Definition of Group** 

Stakeholders

Indirect Consumers

Direct
Customers &
Stakeholders

Stakeholders representing the interests of consumers

Consumers who are not physically connected to the ElectraNet network

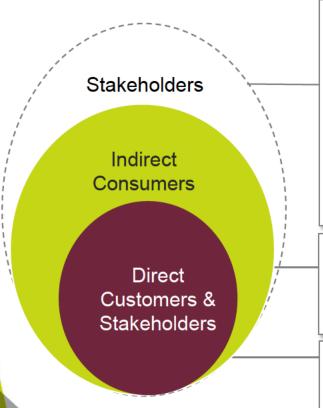
Directly connected customers to the ElectraNet network or key stakeholders directly influenced by ElectraNet



## Stakeholder Mapping - Summary

#### Stakeholder Ecosystem

#### **Examples of Groups**



- Business Advisory (examples)
  - Business SA
  - Primary Produces SA
- Consumer Advisory (examples)
  - Uniting Care Australia, SACOSS, COTA
  - Energy Consumers Coalition of SA
- Local and State Government
- Regulators
- AEMO
- 745,000 Residential consumers
- 99,000 Business consumers
- 8,500 Stakeholders with transmission towers on their assets
- 15 Regulated directly connected customers
- Approximately 20 sub transmission customers
- 14 Retailers in SA
- Business that made submissions on the SA Power Networks revenue and revised revenue proposal (Approximately 20)



## Regulatory Framework

The Australian Energy Market Commission (AEMC)

has responsibility for rule making and market development



The Australian Energy Regulator (AER)

has responsibility for economic regulation and the enforcement of the rules.

Australian Energy Market Operator (AEMO) has responsibility for market operation

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## Stakeholder Mapping – Proposed Approaches

				Research method	
Stakeholder group	Leverage SAPN Research	Initial consultation	Ongoing communication	Deep dive interviews	Consultation workshops
Advisory Groups	X	X	X	Χ	X
Government			X	X	X
Regulators		Х	Х		Observers
AEMO			Х		
Indirect Consumers	X		Х		
Direct Customers		X	X	Χ	X
Direct Stakeholders	X	X	Х	X	Х
Other		X	Х		

Groupings and approach is indicative



## Draft Consumer Engagement Plan

**Design Phase** Listen Phase **Interpret & Respond Phase Ongoing Engagement** Ongoing communications with key consumers and stakeholders Report on Program Success (Against Develop Consumer Engagement Appoint independent research Internal workshop to understand the established KPI's) Strategy partner Consumer and Stakeholder Insights and consider their application Review learnings from engagement Establish Consumer Advisory Panel program Revisit draft Regulatory Proposal to Design engagement interactions, understand any changes required (including Willingness to Pay approach) following Consumer and Stakeholder Plan approach to ongoing Identify Stakeholder and Consumer Insights engagement incorporating key groups for engagement learnings Share how ElectraNet has responded to Consumer and Conduct research and engagement with Stakeholder insights with Consumer Implement ongoing stakeholder Agree research themes consumers and stakeholders Advisory Panel engagement strategy (workshops, interviews) Publish how ElectraNet has responded to Consumer and Determine engagement methods Stakeholder Insights (High Level Share preliminary consumer and Overview) stakeholder insights with Consumer Consumer and Stakeholder Plan draft approach to stakeholder **Advisory Panel** engagement, including setting Key Engagement on how ElectraNet Performance Indicators (KPIs) responded to Consumer and Stakeholder insights Review and finalise draft stakeholder Publish independent Consumer and engagement plan with Consumer Finalise the Regulatory Proposal and Stakeholder Insights report Advisory Panel and other key Submit to the AER stakeholders Consumer and Stakeholder **Ongoing Consumer and** Consumer Engagement Plan **Regulatory Proposal** Stakeholder Engagement Engagement Insights



## Revenue Reset 2018-2023 Timetable

Regulatory Process	Timing
ElectraNet notifies AER of the need for a Framework & Approach stage	Oct 2015
AER consults on framework & approach	Nov / Dec 2015
Notice on need for Framework and Approach	Dec 2015
AER publishes a position paper	Jan 2016
AER publishes the Framework and Approach paper	Jan 2016
ElectraNet submits the Expenditure forecasting methodology to the AER	June 2016
AER issues the Reset RIN to ElectraNet	Aug 2016
ElectraNet submits Revenue Proposal and Reset RIN to AER	Jan 2017
AER publishes issues paper	March 2017
AER holds public forum	April 2017
Submissions close on Revenue Proposal and AER Issues Paper	May 2017
AER publishes Draft Decision	Sept 2017
AER holds Predetermination conference	Oct 2017
ElectraNet submits the Revised Revenue Proposal to AER	Dec 2017
Submissions close on ElectraNet's Revised Revenue Proposal	Jan 2018
Cross Submissions close	Feb 2018
AER publishes the final transmission determination	April 2018