

# SA Power Networks Customer Engagement

Customer Consultative Panel Information Pack - September 2019





**SA Power Networks engage with a diverse range of stakeholders across the State, and we are committed to improving the way we engage and consider their needs in our decision-making. By working together, we can better deliver services our customers expect and value, while helping to build trust.**

## **The Opportunity**

A Customer Consultative Panel (CCP) was established in 2005 to ensure customer views were considered in our decision-making.

The purpose of the Panel is to enable the views of a diverse range of customers to be represented, discussed and heard and ensure views are considered in and used to guide SA Power Networks decision-making in an ongoing way. The Panel provides a forum for two-way and transparent communication, with the aim of building and evolving effective relationships between SA Power Networks and its customers.

We are seeking expressions of interest from individuals or groups who are willing to share their time, skills, expertise and experience to work collaboratively with SA Power Networks to shape our service delivery.

## **Who is SA Power Networks?**

SA Power Networks is the sole distribution network service provider in South Australia. We supply electricity to approximately 860,000 homes and businesses across the state.

Our network extends more than 89,000km along difficult and remote terrain and includes more than 400 substations, 77,000 transformers, 647,000 Stobie poles, 174,000km of overhead conductors and 18,000km of underground cables.

Approximately 70% of our customers reside in major metropolitan areas, however the extensive area serviced by our distribution system means 70% of the network infrastructure (in route length) delivers energy to the remaining 30% of customers.

SA Power Networks is regulated at both the State and Federal level and is required to abide by the local regulatory environment and the National Electricity Law (NEL) and National Electricity Rules (NER) in managing the distribution network. We contribute to around a quarter of the average residential customer's electricity bill and are recognised at the national level as the most efficient distributor on a state-by-state basis, based on 'total factor productivity' (Australian Energy Regulator, 2017).

We are committed to working with our customers to build trust, understand the services our customers value and meet customer expectations.

## **What's in it for you?**

By getting involved in our CCP you will have the opportunity to:

- provide input into our decision-making by representing the interests of customers;
- advocate for the needs and priorities of all customers;
- drive co-design with customers of services, products and processes; and
- ensure alignment with customer priorities in a rapidly changing environment.

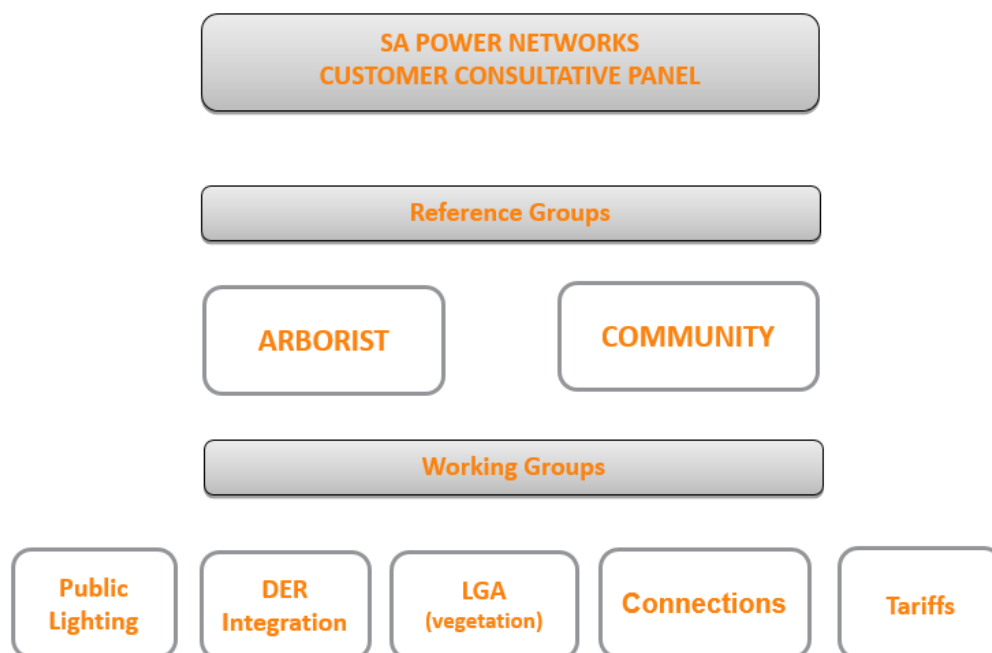
## Our expectations

Your role as a member of our CCP would require:

- your expertise and knowledge;
- a desire to work collaboratively with SA Power Networks;
- representing the interests of the groups and organisations you represent and ensure information from meetings is fed back to these groups and organisations;
- identifying areas for additional customer engagement activities or co-design with customers;
- identifying priority topics for discussion by the Panel;
- your attendance at quarterly 3-hour meetings, plus other meetings, stakeholder events or other activities that may arise (to be determined by CCP and SA Power Networks); and
- your commitment to serve for a minimum term of 2 years (option to renew for a further 2-year term subject to review).

The IAP2 spectrum for engagement will be used as a guide and different levels of engagement with the Panel, from inform to collaborate, will be undertaken as appropriate.

SA Power Networks engages with customers in a number of ways and our engagement with our Panel and consultative groups is one way we seek customer input into our decision-making. In addition to our CCP we have a number of specialist Reference Groups and Working Groups for particular topics or areas of interest.



SA Power Networks will provide a range of resources to the Panel to support you in undertaking this role, including secretariat support; access to SA Power Networks staff and relevant data; a full induction program; and resources to enable the commissioning of specialist analysis or research as required.

Panel Members should also be available to attend and participate in Community Information Sessions with the broader community in metropolitan Adelaide, rural and regional locations on occasion (a program of engagement to be developed in consultation with the CCP for 2020 and 2021).

## Skills and Experience

It is expected that customers will have a basic understanding or interest in the electricity industry and a willingness to commit time to working with SA Power Networks. We are looking for people who want to engage in discussion with SA Power Networks and its stakeholders and represent the broader interests of customers.

We are seeking expertise and skills from the following customers, sectors or groups:

- Business – large, medium and small business customers
- Residential – metropolitan, rural and regional customers
- Local Government and economic development
- Renewable sector and emerging energy technologies
- Community and not for profit sector
- Customer advocacy groups and multicultural communities
- Environmental – vegetation management, special interest groups
- Future planning / development / infrastructure
- Research / thought leaders
- Government/ Policy
- Information Technology

And expertise and knowledge on one or more of the following areas would be highly desirable:

- Innovation and the future of energy
- Social inclusion
- Basic understanding or interest of the energy distribution and regulatory environment in which SA Power Networks operates

## Remuneration

SA Power Networks acknowledges and is grateful for the time investment from members participating on the CCP. There is an expectation that members will commit their time to working with SA Power Networks and being prepared to make a difference and add value to the discussion.

SA Power Networks is pleased to offer members a sitting fee of up to \$2,500 per member per annum. This is based on \$1,500 for work outside of meetings plus \$1,000 for attendance and participation at four meetings @ sitting fee of \$250 per meeting to be paid retrospectively.

In addition, members travelling from interstate will receive reimbursement of their flight costs or for any intrastate travel and accommodation associated with CCP activities.

## Interested in being involved?

To arrange an informal discussion about SA Power Networks and the Panel, please contact **Alexandra Lewis, Customer Consultation Lead** on **0428 695 173** or **[alex.lewis@sapowernetworks.com.au](mailto:alex.lewis@sapowernetworks.com.au)**

To apply, please submit a covering letter and your resume to Alexandra Lewis by 1 November 2019.

Your covering letter should include a brief outline of why you are interested in being on our CCP, what area(s) of expertise you feel you could bring and how you will seek advice and report information back to groups you represent.

For further information on SA Power Networks please visit **[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)**