



SA Power Networks Customer Engagement



Information Pack for our Community Advisory Board (CAB) – November 2021

SA Power Networks engage with a diverse range of customers and stakeholders across the State. We are committed to improving the way we engage and ensuring customer views shape our service delivery and decision-making.

The opportunity

A Customer Consultative Panel was established in 2005 to ensure customer views were considered in our decision-making. The Panel was recently renamed to the Community Advisory CAB (CAB) to reflect the evolving importance and future role of the CAB as well as the role the Panel has played in shaping our engagement over the last few years.

The purpose of our Community Advisory Board (CAB) is to provide a forum where SA Power Networks can engage with our various customer groups, customer representatives and external stakeholders, to ensure customer views are considered in our decision-making. The CAB provides an opportunity to build and evolve effective, collaborative and two-way relationships between SA Power Networks and its customers.

The CAB has a central role to support a number of sub-groups and working parties which allow more focussed conversations on topics of interest and of importance. The CAB also plays a crucial role in supporting SA Power Networks plan via its regulatory proposal process and our organisation's goal to accelerate the transformation of our state's energy system to one in which energy is affordable, reliable and zero carbon.

While a significant number of our current Panel members will be continuing for a second term, we are seeking expressions of interest for several vacancies from individuals or groups who are willing to share their time, skills experience to work collaboratively with SA Power Networks.

Who is SA Power Networks?

SA Power Networks is the sole distribution network service provider in South Australia. We supply electricity to approximately 900,000 homes and businesses across the state.

We manage a significant electricity distribution network serving customers across the State. The electricity distribution network covers an area of some 178,000 square kilometres; with a total route length of 88,000 kilometres, 80% of which is made up of overhead powerlines wires.

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 approximately 30% of the average residential customer's electricity bill and are recognised at the national level as the most efficient distributor on an individual distribution network service provider basis, based on 'multilateral total factor productivity' (Australian Energy Regulator, 2020 Annual Benchmarking Report).

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 CAB 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
- Ensure alignment with customer priorities in a rapidly changing environment.
- Help shape the direction of the energy sector in South Australia and provide input into our Regulatory Reset Proposal for 2025-30

Our expectation

Your role as a member of our CAB would require:

- Your expertise, knowledge and lived experiences
- 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
- A willingness to base decision-making and feedback around 'best for community' outcomes, while representing the views of the stakeholders you represent
- Identifying areas for additional customer engagement activities or co-design with customers
- Identifying priority topics for discussion by the CAB
- Your attendance and participation in scheduled meetings
- Your commitment to serve for a minimum term of 2 or 3 year term, with an option to renew for a further term subject to review

The CAB will meet as follows:

- Four (quarterly) half-day meetings (F2F) in metropolitan Adelaide – schedule to be developed
- Two online meetings (via Teams – 1.5 - 2.0 hours in duration)
- Four optional meetings (via Teams) for special interest purposes (1 - 1.5 hours in duration)

The IAP2 spectrum for engagement will be used as a guide and different levels of engagement with the CAB, 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 CAB and consultative groups is one way we seek customer input into our decision-making. In addition to our Community Advisory CAB, we have a number of specialist Reference Groups and Working Groups for particular topics or areas of interest (vulnerable customers, vegetation management, connections, public lighting).

The CAB also has several sub-groups which have been established to target specific issues or topics of interest, including regional and remote customers and asset condition and risk.

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

Remuneration

SA Power Networks acknowledges and is grateful for the time investment from members participating on the CAB.

SA Power Networks is pleased to offer members remuneration up to \$3,500 per member per annum. This is based on attendance at quarterly F2F meetings (@\$500 per meeting), attendance at two online meetings (@\$250 per meeting) and participation in four optional meetings (@\$250 per meeting). This fee also covers work outside of meetings, such as pre-meeting preparation/ reading.

The Chair will be offered remuneration up to \$20,000 per annum. The Chair will serve as a spokesperson for the CAB and build consensus amongst different points of view. A collaborative mindset will be a crucial skill to ensure success in the role. The Chair plays a vital role in being the face of the CAB externally, however, will be supported internally from key SA Power Networks staff.

A Deputy Chair position will be offered remuneration of \$7,500 per annum. The Deputy will step in for the Chair when the Chair is unavailable and provide other strategic support and attendance as required.

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

If significant work outside of meetings is required, for example, reset or targeted engagement, additional remuneration may be provided to members.

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 (the current gaps in our membership are highlighted but all expressions of interest will be considered):

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

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

Interested in being involved?

To arrange an informal discussion about SA Power Networks and the CAB, please contact **Alex Lewis, Customer Consultation Lead** on **0428 695 173** or **alex.lewis@sapowernetworks.com.au**

To apply, please submit a covering letter and your resume to **alex.lewis@sapowernetworks.com.au** before 6 December 2021.

Your covering letter should include a brief outline of why you are interested in being on our CAB, 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 go to **www.sapowernetworks.com.au**