

# Leading the charge: Consumer Engagement ECA 2019

Mark Henley

Manager, Advocacy

21<sup>st</sup> February 2019



# Consumer Engagement: What's Working?

- Deliberative Forums
- Deep Dives
- Customer Forum
- People's Panel
- NewReg
- Customer Consultative Panel
- New technologies - Hydrogen
- Power Sydney's Future
- ... and more



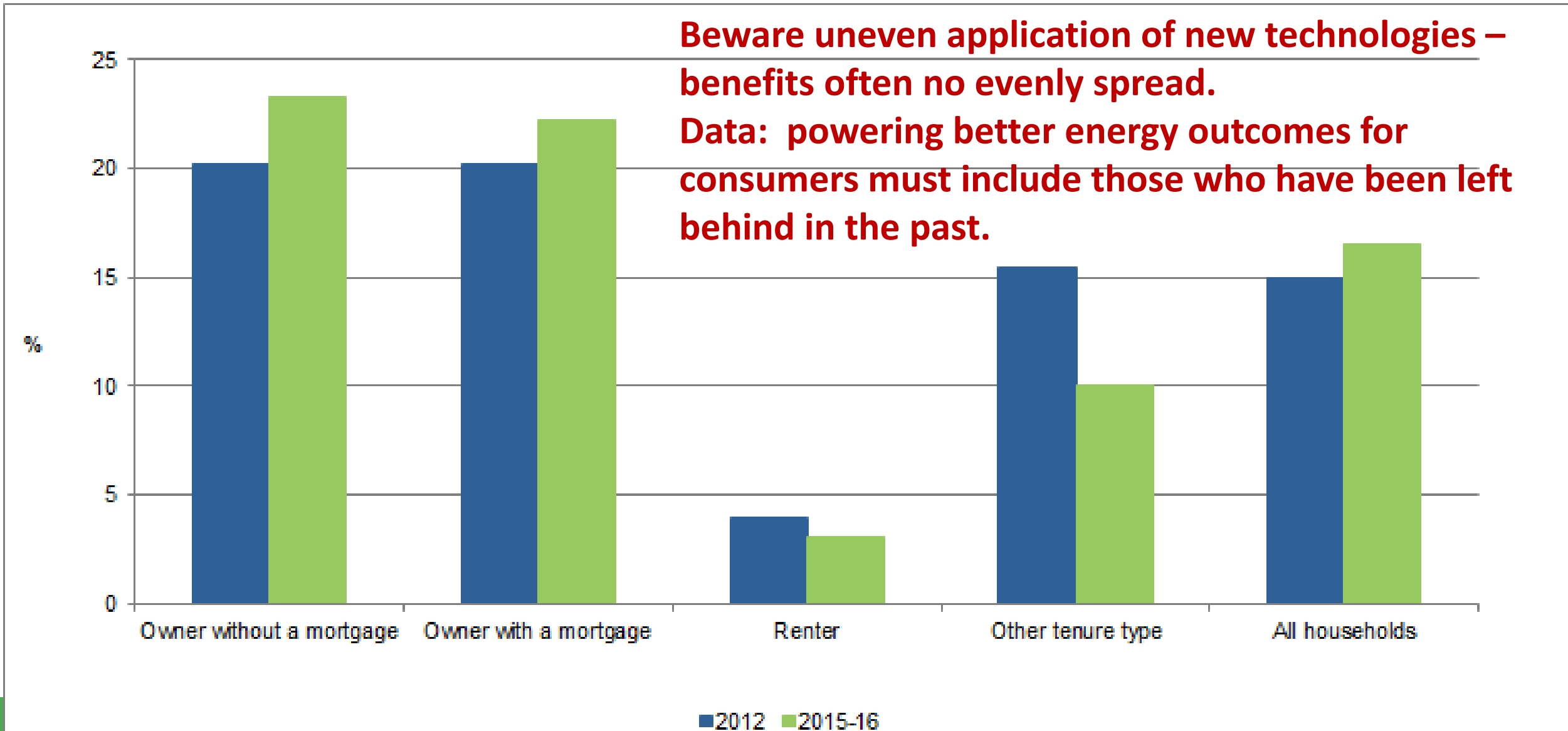
# Where to from here?

## Going Off-Grid and Going Off-Grid



# How does data deliver better outcomes for consumers?

PROPORTION OF HOUSEHOLDS WITH SOLAR PANELS, by tenure type, 2012 to 2015-16



# Tests for Consumer Benefit

“Fairness for the Future – Sustainable License to Operate” - Sustainability First, UK

Pillar 1: Public purpose, philosophy and public service values

Company statements

Pillar 2: Making best use of different types of capital

Decision making framework; competition, cooperation, capital

Pillar 3: Roles and responsibilities

Compacts for fairness

Pillar 4: Strategy and narratives

Honest, consistent, comparable reporting

[www.sustainabilityfirst.org.uk](http://www.sustainabilityfirst.org.uk)



Characteristic	Description
<b>Transparent</b>	Engagement processes (inputs and decisions) must be transparent not only to those participating in the process but the broader stakeholder base.
<b>Embedded</b>	It must be embedded within business as usual practices and form part of a businesses ongoing activity.
<b>Representative</b>	Participants in engagement processes must be seen to be able to represent the interests of relevant consumer groups or consumers at large.
<b>Accountable</b>	Network businesses must be accountable for how they use or do not use any insights and input from consumer engagement processes.
<b>Tailored</b>	Engagement processes must be fit for purpose for each business and tailored to meet specific business needs and circumstances.
<b>Independent</b>	Consumers and consumer representatives who are participants in engagement processes must be independent from the network business.
<b>Evidence based</b>	Where possible information and decisions must be evidence based and objective.
<b>Well resourced</b>	Consumer engagement must be appropriately resourced, noting that resourcing must be proportional to the value being discussed and the key issues or materiality of the issues.
<b>Two-way</b>	Engagement processes must be centred on honest and transparent two-way dialogue.
<b>Makes an impact</b>	Consumer input must be seen to make an impact and influence business decision making.
<b>Continuous improvement</b>	Consumer engagement processes must be able to adapt and evolve as required. This also included ensuring business culture and behaviours change in response to changing circumstances. Consumer engagement must be a dynamic and ongoing process that seeks the best outcomes for consumers in any