

# Media Release

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## Consumer engagement and innovation award recipients announced

Three initiatives to improve outcomes for energy consumers received Consumer Engagement and Innovation Awards at Energy Network Australia's 2017 Annual Dinner last night in Canberra.

**The recipient of the Energy Consumers Australia, Consumer Engagement Award, ElectraNet** engaged early, with Board-level backing to improve the value of electricity transmission services for South Australian customers. ElectraNet's principled, robust and early engagement approach helped it navigate the impacts of the September 2016 system black event.

Mondo Power, together with their partners, harnessed community engagement and collaboration to empower the Victorian Yackandandah community to reach 100 per cent renewable energy by 2022. It received the Engagement Innovator Award in partnership with AusNet Services and Totally Renewable Yackandandah.

Energy Consumer's Australia CEO Rosemary Sinclair said that network businesses needed to enter into a new dialogue with consumers to deliver the services they need in a transforming energy market.

"These engagement awards recognise the networks that are finding new ways to connect with consumers and adapt their business strategies to deliver better outcomes' said Ms Sinclair.

"The award shines a light on consumer engagement practice that is setting a new standard across the industry."

Energy Networks Australia CEO Andrew Dillon said innovation of the energy sector is globally transformational and Australian governments and businesses all have a part to play in fostering an environment that encourages modernisation.

"We are living in the most momentous period of innovation the energy sector has ever seen. Technological innovation in every aspect of how we think about energy – from renewables, to storage, to system design – is an imperative."

**The Salisbury trial** is an Adelaide-based project in which 100 customers received battery storage systems, resulting in reduced customer bills, backup power, and deferment of a \$2.9M network upgrade. It received the Industry Innovation Award, presented by the Chief Scientist, Dr Alan Finkel.

"The Salisbury trial is embracing new approaches to old challenges, creative problem solving and delivering solutions that are significant leaps forward," said Mr Dillon.

SA Power Networks' Mark Vincent received 2017's Industry Contribution Award. Mr Dillon said, "this award recognises Mark's significant thought leadership, his strong customer advocacy and his transformation efforts for the benefit of our customers."