Engagement Principles

Purpose of the Roadmap

The Electricity Network Transformation Roadmap project will help guide the transformation of Australia's electricity networks over the 2017-27 decade toward a customer-oriented future.

It is a basic expectation that modern electricity systems are efficient, reliable and safe. Increasingly, electricity systems must also enable new value to customers, innovative market actors and society as a whole. To guide the transformation ahead, a 'Balanced Scorecard' of long-term customer outcomes has been developed to provide a basis for evaluating the many possible Roadmap inclusions (Figure 1).

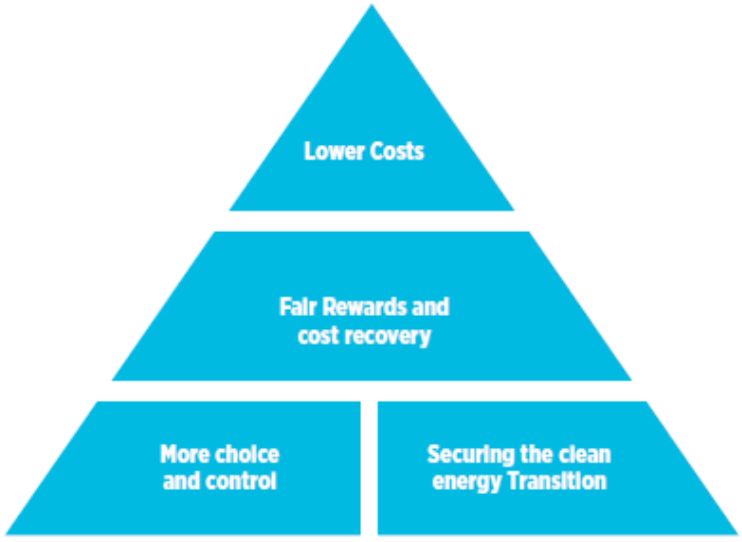

Figure 1: NTR 'Balanced Scorecard' of customer outcomes

In the pursuit of this balanced set of outcomes the Roadmap project aims to facilitate consensus-based inputs to the fullest extent possible. This will be enabled by ensuring meaningful engagement and co-design opportunities with stakeholders throughout the development of the Roadmap. The above scorecard will provide an important means for evaluating the many legitimate transformation options with the support of objective quantitative modelling.

General Principles

In giving effect to the above aims, stakeholders will be provided with opportunities to reflect upon, contribute to and provide feedback on the different Work Packages that will inform the Roadmap formulation. At each point of the engagement process, ENA and CSIRO undertake to:

- Provide reasonable notice of stakeholder events and advise how content for consideration will be made available and the feedback opportunities provided;
- Design time-efficient workshops, webinars, telecons and feedback processes that respect the time of all stakeholders;
- Provide a reasonable timeframe within which stakeholder feedback may be provided and guidance on when the feedback will be addressed;
- Provide information on subsequent opportunities for stakeholder feedback, which may include out-of-session discussions as mutually agreed by the parties; and,
- Provide participants with a summary of the stakeholder feedback received, how it has been acted upon and/or where (and why) it may not have been acted upon.

It is essential that all participants recognise that a diversity of legitimate perspectives will typically need to be balanced on all of the Roadmap topic areas to meaningfully inform electricity network transformation. As a process involving a wide range of stakeholders, all participants are expected to engage respectfully, proportionately and in good faith.

Guidelines for Seeking Consensus

While placing a high priority on the principle of co-design and the pursuit of consensus, the ENA and CSIRO also recognise that not all stakeholders will agree with all decisions made or content developed. Given the finite Roadmap development schedule, in such cases the ENA and CSIRO will:

- Seek to respectfully discuss and understand the differing points of view; and,
- Attempt to make transparent the basis of any unresolved differences that could not be fully addressed within the Roadmap development period.

Where consensus is not fully reached, the above approach is designed to:

- Provide a mechanism enabling stakeholders to comprehend the specific basis of any point of difference and/or content decisions made by ENA and CSIRO acting as project custodians; and,
- Help stakeholders both build on the points of agreement and further negotiate the points of difference subsequent to the Roadmap process.

How the Roadmap will be used

The ENA and CSIRO will develop the Roadmap based on the weight of quantitative modelling outputs, research conclusions and stakeholder inputs relevant to the Balanced Scorecard above.

The Roadmap project will provide an evidence-based set of navigational insights and proposed actions for guiding Australia's electricity transformation. All participating stakeholders and each individual network business, however, will be free to make their own decisions with regard to the information provided in the Roadmap outputs.