



**ENERGY  
CONSUMERS  
AUSTRALIA**

# Application

## Energy Network Consumer Engagement Award, 2017

**In recognition of an Australian energy network business that has demonstrated outstanding leadership in consumer engagement.**

### Key dates

- » Applications open: 9 October 2017
- » Applications close: 3 November 2017
- » Award finalists announced: 22 November 2017
- » Awards ceremony: Annual Dinner 29 November 2017


### The winner will:

- » Receive an award presented at the Energy Networks Australia annual dinner on Wednesday 29 November 2017;
- » Be recognised via the Energy Networks Australia website, and other publications, where appropriate;
- » Be offered a concurrent session speaking place at Energy Networks 2018; and
- » Receive two complimentary registrations for Energy Networks 2018.

### Guidelines

All entries must adhere to the following guidelines:

- » Must clearly demonstrate outstanding consumer engagement, with positive impacts in the business, by an Australian energy network business
- » In seeking nominations it is recognised that consumer engagement may occur around a diverse set of issues or challenges including pricing, reliability, planning and environmental performance issues but it must be supported by an organisational focus on customers that is championed and resourced by network businesses' senior decision makers.
- » The application should outline the consumer engagement strategy and its purpose, methods used and what the consumer engagement achieved, including, most importantly, the influence consumer engagement had on business decision making and outcomes.
- » The judging panel will consider how the consumer engagement achieved the following:
  - Accessibility: How did the company ensure the consumer engagement activities were fit for purpose?
  - Inclusiveness: How did the consumer engagement process reflect the will to engage, both with broader customer base and with affected and interested groups?
  - Responsiveness and Transparency: Examples of how the consumer engagement process responded to stakeholder views, impacted decisions within the business and address how feedback had been used?
  - Measurability: How did you document and assess the consumer engagement process and degree of satisfaction with the consumer engagement process – internally and externally
  - Leadership: How were senior executives involved in the consumer engagement process?

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- » The award will be open for applications from energy network companies and must be signed by an Energy Networks Australia CEO.
  - » Any Energy Networks Australia member company may nominate itself or another member.
  - » Key activity must be demonstrated between 1 July 2016 and 30 June 2017 but it is recognised that the consumer engagement strategy may have commenced prior to this date and may be enduring.
  - » A copy of the submission must be submitted via email in pdf format.
  - » Entrants may submit only two entries for this category;
  - » **Award submissions should be sent to:**  
Sabiene Heindl [Sabiene.Heindl@energyconsumersaustralia.com.au](mailto:Sabiene.Heindl@energyconsumersaustralia.com.au)  
by close of business Friday 3 November 2017.

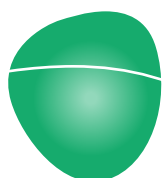
### Terms and Conditions

All entries are subject to the following terms and conditions:

- » All entries will be treated as confidential
- » Entries will remain the property of Energy Networks Australia and Energy Consumers Australia
- » To be eligible for this award, your organisation must be a current Energy Networks Australia member between 1 July 2016 and 30 June 2017
- » By submitting an entry, entrants agree to be bound by these terms and conditions.

### For further information please email

Sabiene Heindl [Sabiene.Heindl@energyconsumersaustralia.com.au](mailto:Sabiene.Heindl@energyconsumersaustralia.com.au) or  
Emma Watts [ewatts@energynetworks.com.au](mailto:ewatts@energynetworks.com.au)



# Nomination

## Submitter's contact details

Nominating company

Contact name (person/s we should contact if we have further questions or if you place as a finalist)

Job title

Address

Phone number

Email

Key activity period

Project partners (if any)

Company Chief Executive Officer signature



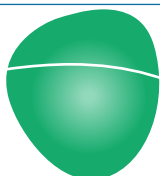
## Overview

Please provide an introduction to your organisation (including relevant background, location, employees, and mission.)

### 1. Summary (300 words, 15%)

Please provide a short description of the consumer engagement initiative which may include.

- » The background of the consumer engagement activity?
- » How the consumer engagement strategy was developed?
- » What were the goals and objectives of the consumer engagement activity?



## 2. The engagement approach (500 words, 35%)

Please provide a description of the engagement approach which may include:

- » How you identified key customers and stakeholders and their roles? This might include stakeholders from within your organisation or external.
- » What innovative strategies or methodologies did you use?
- » How did your approach apply the principals of accessibility, inclusiveness, transparency and measurability

### 3. Consumer engagement benefits, results and outcomes? (500 words, 35%)

Please provide a description of the engagement benefits, results and outcomes which may include;

- » How did the consumer engagement consider and include customer and community views in your organisations decision making?
- » What did your organisation learn from the consumer engagement initiative, including what you specifically learned and acted upon from customer feedback?
- » What worked best and why in terms of the consumer engagement?
- » How might the consumer engagement influence decisions within the business in the longer term?

#### 4. Leadership and transferability (300 words, 15%)

Please provide a description of the leadership and transferability of the consumer engagement approach, which may include;

- » How has the engagement approach been embedded into business decision making and culture of your business?
- » How were senior executives involved in the consumer engagement approach?
- » How will this contribute to ongoing consumer engagement practice and application in your business?
- » How can this contribute to leading consumer engagement practice across the across the energy network sector?

### Optional additional content

You may provide additional supporting information for your nomination. This may include digital content including video files, any quotes or testimonials from customers or other stakeholders about the activity. In your response, please state whether we have permission to reprint or promote the content. (with proper credit attribution).