

MEDIA RELEASE

07 September 2018

ENERGY NETWORKS SHOWCASING BETTER CONSUMER ENGAGEMENT

An opportunity to showcase how energy networks are putting consumers at the centre of their business launches today.

Energy Networks Australia, in partnership with Energy Consumers Australia, has opened applications for the 2018 Annual Energy Network Consumer Engagement Award.

Rosemary Sinclair, Chief Executive Officer of Energy Consumers Australia, said the award recognised network businesses that made significant effort to engage with consumers and improve outcomes for households and small businesses.

“The community expects network companies to put the needs of consumers at the heart of business decision-making – particularly to deliver more affordable power,” Ms Sinclair said.

“Energy businesses are exploring new ways they can drive more open conversations with consumers to reflect these consumer preferences in the work they do and the services and prices they offer.”

Energy Networks Australia CEO Andrew Dillon said outcomes from consumer engagement projects were helping define the role networks could play in providing essential services for consumers in the rapidly transforming energy sector.

“From an innovation perspective, technology is driving the energy sector at a rapid rate,” Mr Dillon said.

“Projects that use advancing technologies to improve service delivery and therefore outcomes for consumers have application right across the network sector.”

The Annual Industry Innovation Award 2018 is also being launched today.

“These awards are a chance to highlight solutions that help resolve some of our industry’s complex challenges - such as affordability, reliability and sustainability – and we can all learn a lot from sharing these insights.”

Further details of the 2018 Energy Network Consumer Engagement Award and Energy Network Innovation Award are available [here](#).

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Energy Networks Australia represents Australia’s electricity transmission and distribution networks and gas distribution networks. Our members provide energy to virtually every household and business in Australia.

Energy Consumers Australia is the national voice for residential and small business energy consumers. Established by the Council of Australian Governments (COAG) in 2015, our objective is to promote the long-term interests of consumers with respect to price, quality, reliability, safety and security of supply.