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# Consumer Engagement Awards finalists announced for 2021

Energy Networks Australia (ENA) and Energy Consumers Australia have announced the shortlisted finalists for the 2021 Consumer Engagement Awards.

The shortlisted submissions are from Australian Gas Networks, Ergon Energy, Horizon Power and Powerlink.

ENA Chief Executive Officer Andrew Dillon said while the submissions were very diverse this year, it was clear networks placed a strong focus on consumer engagement.

“It was refreshing to see networks approaching consumers and truly engaging with them to form best practice standards for network businesses,” he said.

Energy Consumers Australia CEO, Lynne Gallagher said the dedication from networks to prioritise customers in their businesses was encouraging.

“Networks are engaging with a range of consumers including farmers, the vulnerable and those in remote or isolated communities and working with them to find solutions to their energy needs,” she said.

“When we see innovation and ingenuity in how network businesses engage Australian householders and small businesses, not just consumers but the whole energy system benefits.”

Mr Dillon and Ms Gallagher thanked the judging panel for their time and their commitment to highlighting the hard work of the nominees.

A report will be produced featuring all the submissions and a winner will be announced in October 2021.

## 2021 CONSUMER ENGAGEMENT AWARD SHORTLIST

### **Australian Gas Networks (SA) - Codesigning Services for Vulnerable Customers**

Following extensive customer and stakeholder engagement, AGN will be introducing new services for vulnerable customers such as free gas appliance safety checks, funding for more efficient appliances, and tailored services via a priority register.

Driven by customer and stakeholder needs, the program foundations were developed using co-design methodology with experts from the social and community service sector.

### **Ergon Energy (QLD) - Consumer developed Load Control Tariffs**

Driven by the need to solve an affordability constraint that potentially could lead to rationed irrigated water amounts applied to crops and constrained crop yields, participants successfully trialled an existing economy tariff and customised it for irrigators.

This innovative engagement developed a mutual advocacy and laid the foundations for the successful regulatory approval of mutually beneficial, sustainable and affordable business dynamically controlled Load Control Tariffs.

### **Horizon Power (WA) - Exmouth integrated resource plan**

Horizon Power introduced a new process called Integrated Resource Planning (IRP) to ensure future energy systems reflect the values of its community.

IRP is a public process where Horizon Power works with communities and stakeholders to explore energy options to shape their future energy system. It puts engagement with communities at the forefront of delivering major power infrastructure and customer products to ensure solutions are truly aligned with the unique characteristics of our communities.

### **Powerlink (QLD) - 2023-27 revenue determination process engagement**

Commencing engagement in May 2019 Horizon set an industry-leading objective of delivering a Revenue Proposal that is capable of acceptance by customers, the AER and Powerlink. To achieve this goal, Powerlink co-designed the approach which allowed customers to influence Powerlink's engagement strategy and Revenue Proposal to a degree not seen previously.

For a web based version of this media release, [click here](#)

**ENDS**

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*Energy Networks Australia is the national industry body representing Australia's electricity transmission and distribution and gas distribution networks. Our members provide more than 16 million electricity and gas connections to almost every home and business across Australia.*