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CONSUMER ENGAGEMENT AWARDS SHORTLIST ANNOUNCED

Networks engaging with consumers across all parts of their businesses have been shortlisted for the 2023 Consumer Engagement Awards. Shortlisted organisations include Ausgrid, Endeavour Energy, Horizon Power and SA Power Networks.

Energy Networks Australia CEO Dom van den Berg said the submissions demonstrated the cultural change within businesses to adopt consumer engagement best practice.

“As Australia aims to reach its net zero ambitions, consumers must be placed at the centre of the transition. The applications highlight the incredible work networks are achieving in the consumer engagement space,” Ms van ben Berg said.

Energy Consumers Australia Interim CEO, Jacqueline Crawshaw said “It is heartening to see networks seeking to improve how they engage with consumers and incorporate consumer values into their priorities and future planning.

In the current context of high energy prices and record low levels of confidence in the energy sector, thoughtful consumer engagement as part of networks’ core business has never been more important.”

The 2023 Consumer Engagement Award shortlisted businesses are:

- » Ausgrid: Strong Governance Delivering Community Benefits
- » Endeavour Energy: Power together – Collaborating on Our Energy Future
- » Horizon Power: Esperance Energy Transition
- » SA Power Networks: People’s Panel

The judging panel also wished to commend Northern Territory network Power and Water Corporation for its submission, integrating People Panels into their engagement strategy for the 2024-2029 regulatory proposal to the AER.

The winner of the 2023 Consumer Engagement Awards will be announced at the Energy Networks Australia Annual Dinner in September.

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

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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.