

## Energy Network Industry Consumer Engagement Award 2023

This award is to recognise an Australian energy network business that demonstrates outstanding leadership in consumer engagement.

Energy network businesses are making significant changes as Australia rapidly transitions to the future grid. Integral to the success of this transition is for the Australian community to have trust and confidence that networks are incorporating the values of their customers into all aspects of their business and are delivering services that undoubtedly benefits consumers.

The panel encourages applicants to consider the following resources in preparing applications.

The panel encourages applicants to consider the 2022 **Judging Panel Insights on Best Practice Consumer Engagement** when preparing applications.

Additionally, applicants may also want to consider:

- The **2022 Consumer Engagement Award Webinar**, which presented the 2022 shortlisted nominations.
- The AER **Better Resets Handbook – Towards consumer-centric network proposals**, which includes principles and expectations for meaningful consumer engagement; and
- ENA's **Energy Vision**, which describes how energy networks will work together and with customers to enable Australia's net-zero future.

### Eligibility

The **2023 Consumer Engagement Award is open to regulated electricity and gas networks that hold full membership with Energy Networks Australia.**

### Key dates

**Applications open** – 28 June 2023

**Applications close** – 21 July 2023

**Shortlisted finalists notified**  
– 21 August 2023

**Shortlisted finalists video conference Q&A with judging panel** – from 22-25 August 2023 (if required)

### Awards announcement

At ENA annual dinner on Thursday 14 September 2023 in Melbourne

## Winners will:

- » Receive an award presented at the ENA Annual Dinner on Thursday 14 September 2023.
- » Be recognised via the Energy Networks Australia website, and other publications, where appropriate.
- » Receive two full registrations to the 2024 Energy Networks Australia Conference + Exhibition (not transferable).

## Guidelines

### All entries must adhere to the following guidelines:

- » The 2023 Consumer Engagement Award is open to regulated electricity and gas networks that hold full membership with Energy Networks Australia. This excludes affiliates of Energy Networks Australia and / or any external business partners or suppliers.
- » Any ENA member company may nominate itself, another member or group of members and projects may also be collaborative activities involving multiple network businesses or between network businesses and their partners.
- » The application is to provide details of the consumer engagement strategy and its purpose, methods used and what the consumer engagement achieved. Most importantly, this should include the influence customer engagement process had on improved outcomes for customers and business practices.
- » The panel is looking for evidence of how organisations have worked with consumers to achieve specific outcomes, not statements of intent.
- » Reflections on learnings from the work undertaken are highly desirable.
- » Primary activity must be demonstrated between July 1 2022 and 30 June 2023 but it is recognised it may have commenced prior to this date and may be enduring.
- » Entrants may submit only two entries for this category.
- » Entrants may not submit projects that have previously been nominated for this award unless the entrant can demonstrate how the project is substantially different from, or includes a significant enhancement of, the previous year's entry.

## Context

- » 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 judging panel will consider how the consumer engagement achieved the following:

- » **Accessibility:** Did the network ensure the consumer engagement process was fit-for-purpose?
- » **Inclusiveness:** Was the network proactive in seeking out and empowering the diversity of consumer perspectives?
- » **Responsiveness and Transparency:** Did the network facilitate and respond to constructive consumer feedback, such that consumers influenced the project's evolution?
- » **Measurability:** Did the network measure the effectiveness of the engagement? Did the consumer engagement lead to better consumer outcomes?
- » **Leadership and transferability:** Was network leadership actively involved in the consumer engagement process? Will project learnings enable consumer engagement as business-as-usual in the network and industry?

## How to make your submission:

- » Please submit your application in Word format in one document with a copy of the signed nomination form.
- » Please include up to five images and videos as part of your submission (note that not all items will be published in the report). Please provide a description for each item (eg Figure 1.....xxxx). Send images as separate files or through a file sharing service. Videos to be provided as links.
- » Award applications are due by close of business 21 July 2023.
- » Email your application to [awards@energynetworks.com.au](mailto:awards@energynetworks.com.au).
- » Any questions, please contact Hugo Twopeny on 0474 340 999.
- » Information on past awards can be found at [www.energynetworks.com.au](http://www.energynetworks.com.au)

## Terms and Conditions

### All entries are subject to the following terms and conditions:

- » All submissions become and remain the property of Energy Consumers Australia and Energy Networks Australia.
- » By submitting an entry, you consent to the information and imagery contained in the entry reproduced in future Energy Networks Publications.
- » To be eligible for this award, the nominating organisation must have been an Energy Networks Australia member between 1 July 2022 and 30 June 2023.
- » Entries must be signed by the CEO of an Energy Networks Australia member organisation.

By submitting an entry, entrants agree to be bound by these terms and conditions.

# Application format

1. **Name of Project**

2. **Project partners** (If any)

3. **Project timeline** eg *October 2022 to May 2023*

4. **Location** eg *Tamworth, NSW*

5. **Description** **100 words max. No weighting**

Please provide a short description of the consumer engagement initiative, which may include why and how the consumer engagement strategy was developed, and what you set out to achieve by undertaking this project.

6. **Approach** **300 words max. 25% weighting**

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

- » Which consumers did you engage with, and why?
- » What innovative strategies or methodologies did you use to engage consumers?
- » How you engaged with and empowered consumers in the process.
- » How you ensured your consumer engagement activities were fit-for-purpose.
- » How did your approach apply the principles of accessibility, inclusiveness, transparency and measurability?
- » Noting if this project was an evolution of your organisation's previous consumer engagement strategy.

7. **Benefits, results and outcomes** **550 words max. 50% weighting**

Please provide evidence of the outcomes of the consumer engagement project. This may include:

- » How you facilitated and addressed constructive consumer feedback.
- » How you measured the effectiveness of the engagement process.
- » How the engagement process influenced your project outcomes.
- » How did the outcomes result in benefits for consumers.

8. **Leadership and transferability** **300 words max. 25% weighting**

Please elaborate on the key learnings for your organisation from this project. This may include:

- » How the leadership team in your organisation was involved in this project.
- » How this project contributes to an ongoing high standard of consumer engagement across the energy network sector.
- » How the project improved outcomes for customers for your business and across the energy network sector.
- » How did this project lead to cultural change within your organisation and across the energy network sector.

# Nomination form

## Energy Network Industry Consumer Engagement Award 2023

Nominating member organisation

Award application contact/s (You may include one or two contacts)

Full name

Job title

Work phone and mobile

Email

Full name

Job title

Work phone and mobile

Email

Chief Executive Officer name

Chief Executive Officer signature

Date