

## ENA/CSIRO Consumer Engagement Handbook

Stakeholder Workshop –Wednesday 2nd September

Time	Session
9:00am – 9:30 am	<b>Registration and coffee/tea.</b>
9:30am–10.10am	<b>1. Welcome and introduction to the day</b> <ul style="list-style-type: none"> <li>• Explanation of the background to the handbook</li> <li>• Overview of the goals and processes for the hand book and this workshop</li> </ul>
10.10am-10.30 am	<b>Perspectives on engagement practice</b> Rosemary Sinclair Energy Consumers Australia
10.30am–11.00am	<i>Morning tea</i>
11.00am–12.30pm	<b>2. Where are we now?</b> <ul style="list-style-type: none"> <li>• How have network businesses performed in their engagement with stakeholders to date?</li> <li>• What have network businesses done well/badly in their engagement?</li> <li>• What <u>types</u> of engagement are most/least valuable for stakeholders?</li> <li>• What <u>issues</u> are more/less important to engage on?</li> </ul>
12.15pm-12.30pm	<b>Case Study</b> Craig Memery Energy Consumer Advocate - Alternative Technology Association
12.30pm–1.15pm	<i>Lunch</i>
1.15pm-1.30pm	<b>Case Study</b> Jai McDermott GM Corporate Affairs - United Energy and Multinet Gas
1.30pm–3.00pm	<b>3. Where should we be in the future?</b> <ul style="list-style-type: none"> <li>• What would make this engagement handbook useful/valuable for you?</li> <li>• What content should be covered in the handbook?</li> <li>• How can network businesses better co-ordinate the processes of engagement with you, with end users, and with the AER?</li> <li>• What outcomes should network business measure to track the success of their engagement?</li> </ul>
3.00pm–3.30pm	Afternoon tea
3.30pm-4.00pm	<b>4. Any unfinished business, wrapping up.</b>
4.00pm	Close