

ENA/CSIRO ELECTRICITY NETWORK TRANSFORMATION ROADMAP

Engagement Handbook Workshop – September 2nd 2015

PARTICIPANT INFORMATION SHEET

Background

This workshop forms part of a larger research project. CSIRO and the Energy Networks Association have partnered to develop the Electricity Network Transformation Roadmap (www.ena.asn.au/electricity-network-transformation-roadmap). This project is designed to identify the preferred transition which the electricity network industry must make in the next decade, to be ready to support better customer outcomes under a diverse range of long-term energy scenarios.

Part of the project involves a number of workshops designed to gather information and advice from stakeholders with links to the energy transmission industry, including customer advocacy groups, industry and consumer associations, energy regulators, and representatives from state and federal government.

What is involved?

This specific workshop provides a forum for discussion of issues relating to the creation of a **customer engagement handbook** being written for use by energy network businesses. Shared notes, comments, votes, and ideas generated in discussion will be collected for use in the larger project. Individual written feedback may also be collected; such feedback will be anonymous and not linked to any specific individual.

- Material from the workshop will be condensed into a workshop synthesis for circulation, seeking written feedback from Australian stakeholders (including workshop participants and others who were invited but unable to attend);
- Written responses to the synthesis document will inform development of the final version of the handbook, which will be publicly released when completed.

Participation, risks and withdrawal

Participation in this workshop is completely voluntary and you are free to withdraw at any time without prejudice or penalty. The research team do not foresee any personal risks to participants involved in this workshop. However, you are free to omit answering any discussion question and withdraw your participation at any time. No payment is offered for taking part in the workshop; on a needs basis, some participants may be offered financial assistance from the project budget to assist with travel costs associated with attending the workshop.

Confidentiality

All information collected will be treated confidentially. Notes and other data emerging from the workshop will be seen by members of the NTR Project team only and will be stored in a secure area. Your information will only be used for project purposes. We will not include any personal information in reports or discussion papers, and will seek to ensure that comments or findings are presented in a way that is not individually identifiable.

How can I find out more about the study?

Further details of the NTR project and information relating to the outcomes of this workshop can be obtained from the researchers involved (see details below) and participants can request a summary of the results.

Ethical clearance and Contacts

This process has been cleared in accordance with the ethical review processes of CSIRO, within the guidelines of the National Statement on Ethical Conduct in Human Research. If you have any questions concerning your participation in the study feel free to contact the researchers involved. Alternatively any concerns or complaints about the study can be raised with CSIRO's Social Science Human Research Ethics Committee by emailing csshrec@csiro.au or by contacting the Manager of Social Responsibility and Ethics on (07) 3833 5693.

Thank you for your help with this important work.

Yours sincerely,

<p>John Phillipotts</p> <p>Grids & Energy Efficiency Systems CSIRO Energy Email: John.Phillpotts@csiro.au Phone: 0415 054 0148</p>	<p>John Gardner</p> <p>Adaptive Social and Economic Systems CSIRO Land and Water Email: John.Gardner@csiro.au Phone: 0488 743 597</p>
---	---