



**ENERGY
CONSUMERS
AUSTRALIA**

Application

Energy Network Consumer Engagement Award 2018

This award is in recognition of an Australian energy network business that has demonstrated outstanding leadership in consumer engagement.

Key dates

- » Applications open: Friday 7 September 2018
- » Applications close: Friday 12 October 2018
- » Shortlisted finalists notified: Thursday 1 November 2018
- » Shortlisted finalists teleconference Q&A with judging panel: Thursday 8 November 2018
- » Awards ceremony: Annual Dinner, Tuesday 27 November 2018

Winners will:

- » Receive an award presented at the Energy Networks Australia annual dinner on Tuesday 27 November 2018;
- » Be recognised via the Energy Networks Australia website, and other publications, where appropriate;
- » Be offered four free tickets to your choice of seminars run by Energy Networks Australia in 2019 including:
 - Network Transformation Seminar (Mar '19)
 - Gas Seminar (Jun '19)
 - Regulation Seminar (Jul '19).

Guidelines

All entries must adhere to the following guidelines:

- » 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 consumer engagement had on business decision making and outcomes.
- » The panel is looking for evidence of how organisations are working with consumers to achieve specific outcomes, not statements of intent.
- » Reflections on learnings from the work undertaken are highly desirable.
- » Any Energy Networks Australia member company may nominate itself or another member and projects may also be collaborative activities between network businesses and their partners.
- » Primary activity must be demonstrated between 1 July 2017 and 30 June 2018 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.

- » Winners from previous years are not permitted to enter the same project unless they can clearly demonstrate how the project is substantially different from, or includes a significant enhancement of, the previous year's entry.
- » A copy of the submission must be sent via email in PDF format and applicants are encouraged to include photos in their submission.
- » Award submissions are due by close of business **Friday 12 October 2018**.

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:** How did the company ensure the consumer engagement activities were fit for purpose?
- » **Inclusiveness:** How did the consumer engagement process reflect the will to engage, both with broader customer base and with affected and interested groups?
- » **Responsiveness and Transparency:** Examples of how the consumer engagement process responded to stakeholder views, impacted decisions within the business and address how feedback had been used?
- » **Measurability:** How did you document and assess the consumer engagement process and degree of satisfaction with the consumer engagement process – internally and externally?
- » **Leadership:** How were senior executives involved in the consumer engagement process?

How to make your submission:

Email your submission to Amanda Kennedy akennedy@energynetworks.com.au by close of business 12 October 2018.

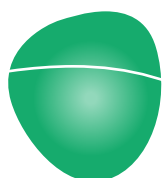
Terms and Conditions

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 publication of the information contained in the entry
- » To be eligible for this award, your organisation must have been an Energy Networks Australia member between 1 July 2017 and 30 June 2018
- » Entries must be signed by an Energy Networks Australia member CEO
- » By submitting an entry, entrants agree to be bound by these terms and conditions.

For further information please email

Amanda Kennedy akennedy@energynetworks.com.au.



Nomination details

Nominating organisation name

Project partners (if any)

Project name

Project timing

Contact name (person/s we should contact if we have further questions or if you place as a finalist)

Job title

Address

Phone number

Email

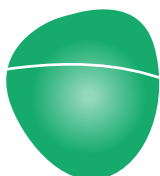
Chief Executive Officer name

Company Chief Executive Officer signature

Judging criteria

1. Summary of project (300 words, nil weighting)

Please provide a short description of the consumer engagement initiative and key milestones of the project.



2. The engagement approach (500 words, 20% weighting)

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

- » Why and how the consumer engagement strategy was developed including project goals and objectives?
- » How you identified key customers and other important stakeholders and their roles? This might include stakeholders from within your organisation or external.
- » What innovative strategies or methodologies did you use to engage consumers?
- » How did your approach apply the principles of accessibility, inclusiveness, transparency and measurability?

3. Consumer engagement benefits, results and outcomes? (500 words, 50% weighting)

Please provide evidence of the outcomes of the consumer engagement project.

You may also like to include:

- » What benefits did the consumers receive as a result of this consumer engagement initiative?
- » What difference did this project make to consumers?
- » What were the learnings from the consumer engagement initiative, including application for other network organisations?
- » What changes have been made in your organisations following this project?

4. Leadership and transferability (500 words, 30% weighting)

- » How were senior executives involved in the consumer engagement approach?
- » How has this project contributed to cultural change within your organisation?
- » How can this contribute to leading consumer engagement practice across the energy network sector?

Reproducing your application

Please advise if we DO NOT have permission to reprint or promote any part of your application, including advising of any proper credit attribution that may be necessary.

