

# 2024 Consumer Engagement Award

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 net zero. Integral to the success of this transition is that the Australian community have trust and confidence that networks are incorporating the best interests 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 **2023 Consumer Engagement Award Insights report**.
- **AER Better Resets Handbook**: Principals and expectations for meaningful consumer engagement.



## Eligibility

The 2024 Consumer Engagement Award is open to regulated electricity and gas networks that hold full membership with Energy Networks Australia (ENA).

## Key Dates

**Applications Open:**  
28 May 2024

**Applications Close:**  
9 July 2024

**Shortlisted Finalists Notified:**  
Mid-August 2024

**Finalists' Virtual Q&A with Judging Panel:**  
Scheduled between 20-23 August 2024 (if required)

**Awards Announcement:**  
19 September 2024 at the Energy Networks Dinner & Awards in Melbourne.

## Winners will

- **Receive** an award at the Energy Networks Dinner and Awards on 19 September 2024.
- **Be recognised** on the ENA website and other suitable publications.
- **Receive two complimentary registrations** to the 2026 Energy Networks Conference + Exhibition (non-transferable).

# Submission requirements

For the Energy Networks Industry Consumer Engagement Award 2024



## Guidelines

All entries must adhere to the following guidelines:

- **Eligibility:** The 2024 Consumer Engagement Award is exclusively available to fully financial members of ENA for the relevant calendar year. Regulated electricity and gas networks are eligible; however, associates, affiliates, and external business partners or suppliers are not eligible.
- **Nominations:** Any member company of ENA can nominate itself or another member. Projects can be collaborative efforts between network businesses and their partners.
- **Submission Limit:** Entrants may submit up to two entries in this category.

## Consumer Engagement Award Criteria

- **Strategy Details:** Applicants must provide comprehensive details of their consumer engagement strategy, its purpose, and the methods used.
- **Impact and Achievements:** It is crucial to show the consumer engagement process's effect on improving outcomes for customers and business practices.
- **Evidence of Effectiveness:** The panel requires concrete evidence showing how organisation's have successfully worked with consumers to achieve specific results, rather than mere statements of intent.
  - **Project Timeline:** The project must show a tangible outcome between 1 July 2023 and 30 June 2024, although it may have started earlier or continue beyond this period.
  - **Judging Criteria:** Entries must address the key judging criteria. The weighting for each question is provided.
  - **Word Limit:** Entries must adhere to the word limit for each question; any excess words will be removed.
  - **Project Originality:** Entries must not be projects that have previously been nominated unless they demonstrate substantial differences or significant enhancements compared to 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 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?

# Submission requirements

For the Energy Networks Industry Consumer Engagement Award 2024



## How to make your submission

- **Submit your application:** In Word format, including the signed nomination form on the last page of this document.
- **Include Multimedia:**
  1. You may submit up to five images and videos.
    1. For each image and video, provide a description (e.g., Figure 1. write a brief description).
    2. Send images as separate files or through online file sharing and provide links for videos.
- **Submission Deadline:** Email your completed application to [awards@energynetworks.com.au](mailto:awards@energynetworks.com.au) by close of business on 9 July 2024.
- **Additional Resources:** For information on past awards, visit our [website](#).

## Terms and Conditions

All entries are subject to the following terms and conditions:

- 1. Ownership:** All submissions will become and remain the property of Energy Consumers Australia and ENA.
- 2. Consent for Use:** By submitting an entry, entrants' consent to the reproduction of the information and imagery contained in their entries in future publications by Energy Networks.
- 3. Eligibility:** To qualify for this award, the nominating organisation must have been a member of ENA from 1 July 2023 to 30 June 2024.
- 4. CEO Signature:** Entries must be signed by the CEO of an ENA member organisation.
- 5. Agreement to Terms:** By entering, participants agree to be bound by these terms and conditions.
- 6. Privacy Policy:** ENA is committed to ensuring that individuals whose details we hold understand our privacy practices, and that all information obtained is managed in line with our Privacy Policy. ENA's Privacy Policy is available on our [website](#).

# Submission requirements

For the Energy Networks Industry Consumer Engagement Award 2024



## Application Format

### 1. Name of Project

### 2. Project Partners (if any)

### 3. Project Timeline e.g., October 2023 to May 2024

### 4. Location e.g., 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

For the Energy Networks Industry Consumer Engagement Award 2024



## Nominating member organisation

Who are you nominating? (You can select one or more, if relevant):

Our organisation

Another ENA full member

Award application contacts [You may include 1, or 2 contacts]

**Contact 1:** (Full name)

Job title:

Mobile:

Email:

**Contact 2:** (Full name)

Job title:

Mobile:

Email:

## Submission checklist

Please tick each box to confirm the following before submitting your nomination:

**Signed Nomination Form Attached**

(Completed and attached the signed nomination form).

**Submission Document**

(Nomination submitted in Word format).

**Multimedia** (Optional)

YES

NO

Submitted multimedia (maximum of five items), each with a brief description.

**Please note:** Once signed by the CEO, this form will be secured and no further changes can be made

Chief Executive Officer name:

Date:

Chief Executive Officer signature:

X