



**ENERGY
CONSUMERS
AUSTRALIA**

Application

Energy Network Industry Consumer Engagement Award 2020

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 delivering the services consumers want.

Key dates

Applications open - 1 July 2020
Applications close - 18 August 2020

Shortlisted finalists notified
- approx. 3 September 2020
Shortlisted finalists video conference Q&A with judging panel - Thursday 10 September 2020 (if required)

Awards announcement
October 2020

Winners will:

- » Receive an award presented in October 2020.
- » Be recognised via the Energy Networks Australia website, and other publications, where appropriate.
- » Receive two full registrations to the next Energy Networks Australia Conference + Exhibition (not transferable).

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 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.
- » Primary activity must be demonstrated between 1 July 2019 and 30 June 2020 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:** 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 and transferability:** How were senior executives involved in the consumer engagement process?

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 photos or images as part of your submission (please note that not all photos will be published in the report). Please provide a description for each photo or image eg *Figure 1: CEO John Smith talks to xxxx*. Please send images as separate files.
- » Award applications are due by close of business 18 August 2020.
- » Email your application to awards@energynetworks.com.au.
- » Any questions, please contact Alicia White on (03) 9103 0402.
- » Information on past awards can be found at 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 2019 and 30 June 2020.
- » 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 criteria

1. Name of Project

2. Project partners (If any)

3. Project timeline eg *October 2019 to May 2020*

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?

6. Benefits to consumers **150 words max. No weighting**

- » What benefits did the consumers receive as a result of this consumer engagement initiative?
- » Why did you undertake the project?
- » What did you set out to achieve by undertaking this project?

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

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

- » 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?
- » How was this project an improvement on your organisation's previous approach?

8. Benefits, results and outcomes **400 words max. 50% weighting**

Please provide evidence of the outcomes of the consumer engagement project. You may also like to include:

- » 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?

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

- » What was the key learning for your organisation from this project?
- » How was the leadership team in your organisation involved in this project and how does it align with the organisations' culture more generally?
- » How will this project contribute to ongoing consumer engagement practice, culture change and decision making by senior leaders in your organisation?
- » How can this contribute to leading consumer engagement practice across the energy network sector?

10. Optional background information **500 words max. No weighting**

- » Additional background information may be provided for the judging panel that will **not** be published (up to a maximum of 500 words) and may not be read by the judges in order to shortlist applications.
- » Please indicate which question the additional information relates to. Additional weighting will not be given to this section however, text included may, at the judges' discretion, be considered and weighted according to the relevant question.

Nomination form

Energy Network Industry Consumer Engagement Award 2020

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