



**ENERGY
CONSUMERS
AUSTRALIA**

Application

Energy Network Industry Consumer Engagement Award 2022

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.

The panel encourages applicants to consider the following resources in preparing applications.

ENA consulted with members and customer groups on an '**Energy Vision**' which describes how energy networks will work together and with customers to enable Australia's net-zero future. The vision sets out principles that will ensure the best possible outcomes for customers.

The AER '**Better Resets Handbook - Towards consumer-centric network proposals**', which sets out principles and expectations around genuine and meaningful consumer engagement.

The judging panel published insights on **best practice consumer engagement**.

Eligibility

The 2022 Consumer Engagement Award is open to regulated electricity and gas networks that hold full membership with Energy Networks Australia.

Key dates

Applications open - 10 June 2022

Applications close - 22 July 2022

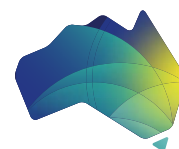
Shortlisted finalists notified

- 18 August 2022

Shortlisted finalists video conference Q&A with judging panel - from 19-25 August 2022 (if required)

Awards announcement

At ENA annual dinner on Wednesday 14 September 2022 in Melbourne



**Energy
Networks
Australia**

Winners will:

- » Receive an award presented at the ENA annual dinner on Wednesday 14 September 2022.
- » 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 2022 Consumer Engagement Award is open to regulated electricity and gas networks that hold full membership with Energy Networks Australia. This excludes affiliates of Energy Networks Australia and / or any external business partners or suppliers.
- » 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.
- » 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 have worked with consumers to achieve specific outcomes, not statements of intent.
- » Reflections on learnings from the work undertaken are highly desirable.
- » Primary activity must be demonstrated between 1 July 2021 and 30 June 2022 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 was the organisation's leadership 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 images and videos as part of your submission (note that not all items will be published in the report). Please provide a description for each item (eg Figure 1.....xxxx). Send images as separate files or through a file sharing service. Videos to be provided as links.
- » Award applications are due by close of business 22 July 2022.
- » Email your application to awards@energynetworks.com.au.
- » Any questions, please contact Alicia White on 0400 061 062.
- » 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 2021 and 30 June 2022.
- » 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 2021 to May 2022*

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, results and outcomes** **550 words max. 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?
- » Why did you undertake the project?
- » What did you set out to achieve by undertaking this project?
- » 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?

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. **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?

9. **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 2022

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