

Customer Advocacy Group

Member Role Description

ESSENTIAL ENERGY

Essential Energy is responsible for the safe and efficient management and operation of the electricity distribution network consistent with the strategy, policies and standards as determined by Essential Energy's Board and Executive team.

As a network business Essential Energy is focused on:

- Achieving the objectives set out in the State Owned Corporations Act 1989, including:
 - Operating at least as efficiently as any comparable privately owned business
 - Maximising the value of the business to the State
 - Operating a safe, reliable and sustainable network; and
- Balancing commercial, social, environmental and customer expectations
- Implementing initiatives to achieve targeted savings; and
- Fully harnessing the skills and capabilities of its employees through a clear focus on leadership and cultural transformation, underpinned by Essential Energy's corporate values (safety excellence, respect for people, customer and community focus, continuous improvement and act with integrity).

BUSINESS PURPOSE

To be of service to its communities by efficiently distributing electricity to customers in a way that is safe, reliable and sustainable. This will be achieved by promoting the long term interests of customers, employees, its shareholder and communities by delivering the three key goals:

1. **Safety** – improve safety performance for employees, contractors and the community
2. **Reliability** – maintain the reliability, security and sustainability of the network
3. **Sustainability** – ensure the business is sustainable by making it efficient, affordable and competitive so that it can meet future challenges.

CUSTOMER COMMITMENT

Essential Energy will listen to and respect customers, safely deliver on promises and place customers at the centre of every decision. Essential Energy will:

Listen:

- to understand their needs
- to act on and address their feedback
- to provide service that is courteous, fair and professional

Respect:

- their safety and well-being
- their diversity and the communities in which they live
- their property and privacy

Deliver:

- on our promises
- information that is clear and timely
- our services efficiently and be easy to deal with.

CUSTOMER ADVOCACY GROUP PURPOSE

The role of the Customer Advocacy Group is to be a proactive forum for consultation and to provide insight and feedback to Essential Energy on behalf of Essential Energy's customer base, on any matters relating to the supply of electricity and associated services including:

- The effect on customers within its distribution district of any proposed changes in the way in which Essential Energy operates
- Any improvements in the way in which Essential Energy operates that it believes would benefit customers within its distribution district
- Such other matters that Essential Energy agrees should be the subject of such advice.

The Customer Advocacy Group will also:

- Provide information and advice on topical issues raised by Essential Energy
- Engage community agencies and service providers where appropriate to seek further information and feedback on topical issues
- Relay information to their constituents, organisations and/or communities, proactively gather feedback from their constituents to submit to Essential Energy
- Advise Essential Energy of issues or topics affecting the organisation and/or communities
- Promote the just, equitable and effective delivery of services across the Essential Energy footprint.

MEMBER RESPONSIBILITIES

- Abide by the Customer Advocacy Group Charter
- Regularly attend meetings and actively participate in discussions
- If unable to attend a meeting, arrange for a suitable and informed delegate to attend on your behalf and advise the Secretariat in advance and ensure the alternate representative is fully briefed for the meeting
- Provide agenda items and topics for discussion in advance of meetings
- Read, review, prepare comments and discuss any papers provided in advance of meetings to inform discussions
- Engage and then report the views of your organisation and/or communities to Essential Energy
- Provide feedback and outcomes from the meetings to your organisation and the wider community when appropriate
- Respect the views and ideas of other members

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- Respect any information or material that is identified as confidential. From time to time, Customer Advocacy Group Members may be given confidential material. These materials are provided in good faith and Members should ensure that confidentiality is strictly maintained.
- Respect the position you hold and not use this position in any way for personal gain
- Have an interest in electricity distribution related issues and customer service
- Attend forums and other events as organised or invited by Essential Energy as representatives of your organisation and/or communities and members of the Customer Advocacy Group
- Respect and uphold Essential Energy's values (safety excellence, respect for people, customer and community focus, continuous improvement and act with integrity)
- Provide an annual report on your community engagement activities to demonstrate active dialogue is being sought from groups and communities that you represent. The annual report:
 - Will be a singular report outlining each member's engagement activities which will include information on the groups that have been engaged, which member engaged them, the topics covered and the feedback gained with supporting details such as dates and method of engagement
 - Is based on the financial year calendar and is required by the close of business on 31 July each year
 - Will be delivered by email to the Secretariat for provision to the Chairperson and appropriate stakeholders
 - The report may be included in Essential Energy's Annual Report and other communication channels such as Essential Energy's website.

ETHICS, SAFETY, ENVIRONMENT AND QUALITY

Customer Advocacy Group members are expected to act in accordance with all relevant Company Policies and regulations including:

- Electricity Supply Act 1995 (section 89, 90 and 91)
- CECF0002 Governance
- CECF0002.01 Preventing Fraud and Corruption
- CEOP2036 Travel and Related Expenditure
- Essential Energy's Code of Conduct