

Consumer Advisory Panel

Terms of Reference

February 2025



Acknowledgement of Country

ElectraNet acknowledges the Traditional Owners of the lands on which it operates and respects their spiritual relationship with their country.

ElectraNet pays its respects to their Elders past, present and emerging and extends this to all other Aboriginal and Torres Strait Islander peoples in Australia.

Our Commitment

ElectraNet is committed to genuine, transparent, and effective engagement with customer representatives and wider stakeholders in the interests of informed decision making and improved outcomes for our customers.

This document sets out the terms of reference for the Consumer Advisory Panel and the framework within which it will operate to deliver on this commitment.

Revision Record

Date	Version	Description	Author	Checked by	Approved by
24 Jun 22	2.0	Reviewed with the CAP	Chris Hanna	Group Executive	Rainer Korte
12 Feb 25	3.0	Terms of Reference Review	Chris Hanna		

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1. Purpose

ElectraNet's Consumer Advisory Panel (CAP) was established in 2015.

The CAP is part of ElectraNet's commitment to consumer engagement and the vehicle through which ElectraNet engages and collaborates with consumer representatives on the safety, affordability, and reliability of electricity transmission services in South Australia and the sustainability of ElectraNet's operations.

The overarching purpose of this engagement is to provide meaningful opportunities for input to improve the value of electricity transmission services in South Australia.

More specifically the role of the CAP is to:

- Provide considered advice, feedback and solutions to ElectraNet on significant current or future operational, industry and strategic issues that are of relevance to electricity consumers
- Provide considered advice, feedback, and solutions to ElectraNet on electricity consumer needs, concerns, issues, and services across areas including the energy transformation, network planning and operations, regulated revenue proposals, and transition to future energy markets
- Promote the delivery of lowest long-run cost services to consumers and their communities, having regard to the need to balance risk
- Provide two-way engagement between ElectraNet and consumers
- Assist in the development of a strengthened relationship between consumers and ElectraNet, through fostering open and honest dialogue.

2. Role + Governance

The CAP brings together representatives of different organisations and/or individuals who can contribute meaningfully to ElectraNet's planning and decision making.

The CAP meets on a quarterly basis or otherwise as required. Should face to face meetings not be possible, the meetings occur online.

The CAP operates as follows:

- The CAP comprises representatives from a broad range of consumer groups
- CAP members play an active role in reviewing, analysing, discussing, and strengthening ElectraNet's position on a range of consumer related matters
- The CAP reports to the Chief Executive of ElectraNet (or their representative)
- Recognising that ElectraNet decision making remains with the Board and Management, ElectraNet will seek advice from the CAP in formulating plans and solutions and incorporate this advice and recommendations into ElectraNet's decisions
- The CAP will prepare an annual report on consumer issues to ElectraNet's Board
- CAP members are not required to reach consensus on issues or make binding group decisions or submissions
- A key contribution of the CAP is input to the annual planning process
- The CAP will develop a proposed work program including scope to receive external independent expertise to strengthen its decision-making capabilities. These will be considered for approval by ElectraNet
- The CAP may choose to make submissions to relevant regulatory and policy processes. In such cases it will inform ElectraNet of its intention and provide copies of submissions to ElectraNet.

Agenda papers will generally be published on ElectraNet's website, aside from material that is commercially sensitive in nature. Members will be expected to maintain confidentiality and not disclose or share any sensitive material without prior consent.

These terms of reference will be reviewed every two years, or otherwise as required.

3. Membership

The CAP consists of 8 to 10 members selected based on their skills and knowledge, and their ability to represent the consumer groups and sectors with whom they work.

CAP members are drawn from a broad range of sectors. This breadth assists ElectraNet to make informed decisions based on a diversity of views, testing of assumptions and solution focused conversations.

Members will be drawn from the following sectors:

- Business/ industry and investment
- Disadvantaged consumers
- Small and large business
- Renewable energy generation
- Environment and sustainability
- Local/ regional infrastructure
- Innovation/ research and thought leaders

ElectraNet representatives will attend CAP meetings, including relevant Group Executives.

4. Term

The term of appointment to the CAP is two years and members are eligible for reappointment.

5. Responsibilities

5.1 Role of CAP members

- CAP members play an active role in reviewing, analysing, discussing, and strengthening ElectraNet's position on a range of consumer related matters
- CAP members are expected to contribute to advice and ideas through a range of mechanisms including attendance at meetings, meeting preparation, review of documents, contributions to written advice/ reports – a key role of the CAP contribution will be input to the key aspects of ElectraNet's annual business planning process
- CAP members are expected to consult with and represent their constituencies and/or communities of interest and provide consumer feedback on relevant issues
- CAP members are encouraged to meet informally outside of meetings to advance issues.

5.2 Role of Independent Facilitator

- An Independent Facilitator will work with the CAP to lead and guide all CAP meetings. The Independent Facilitator's role extends from running meetings to actively contributing to the engagement culture of ElectraNet and the CAP
- The Independent Facilitator will apply the AER's engagement guidelines, Better Resets Handbook and IAP2 practices
- More specifically, the role of the Independent Facilitator is to:
 - Advance the engagement culture and functionality of ElectraNet and the CAP through promoting the understanding of needs, identification of solutions and implementation of practices and outcomes
 - Facilitate meetings that create spaces for all views on the CAP to be heard
 - Apply IAP2 principles and practices to ensure that meetings are open, transparent, genuine, and clear
 - Support the CAP to increase its effectiveness and to reach valuable outcomes
 - Work with ElectraNet to develop agendas, manage the meeting process and time, and review meeting notes
- the Independent Facilitator will conduct pre and post meeting debriefs with all CAP members, and relevant ElectraNet Group Executives as required
- The Independent Facilitator will give ElectraNet ongoing feedback as to the CAP's performance as a collaborative body.

5.3 Role of ElectraNet

- ElectraNet will engage with and consider the content discussed and submitted by the CAP
- ElectraNet will work actively with the CAP in relevant decision making, including by providing an indicative annual budget to implement its work program and seek independent advice.
- Where feasible, principles of co-design will be incorporated into matters discussed – this includes a commitment to engage early, openly, and often
- ElectraNet’s representatives at CAP meetings will act as a conduit into ElectraNet’s business and the broader Executive team
- Ultimately, decisions relating to consumer issues will be guided by the CAP and remain vested with ElectraNet
- Should ElectraNet not adopt the CAP’s advice on an issue it will communicate this to the CAP along with reasons why
- ElectraNet will:
 - provide Executive Officer/ Secretariat support
 - prepare and provide meeting notes to CAP members
 - prepare and provide agendas, pre-reading and or any other relevant material
 - provide an Independent Facilitator to conduct and oversee meetings.

6. Remuneration

ElectraNet recognises the efforts that the CAP members make and is willing to offer remuneration of up to \$3,000 per annum where required to cover Members’ time and expenses.

Remuneration will be offered to CAP members participating in a minimum of four meetings per annum. This:

- is based on participation in four quarterly meetings, and additional meetings as necessary
- covers work outside of meetings such as pre-meeting reading and or preparation, and on occasion, contributing to the review of and or preparation of documentation
- is not intended to cover the effort involved in a revenue proposal working group or similar process.

CAP Members will be remunerated for working group or similar as outlined in the terms of reference for each group.

