

2024-2025



# Customer Panel

## Terms of Reference



## Purpose

To engage with Powerlink customer representatives on key strategic and operational areas of importance, generating input to drive improved business decision-making.

## Objectives

- Foster two-way engagement with Powerlink customers, industry, and consumer advocates on relevant strategic and operational issues.
- Ensure customer focus in Powerlink decision-making in line with the Energy Charter's Principles (Appendix I).
- Provide panel members with a deeper understanding of Powerlink, its operations, challenges, and opportunities.
- Facilitate face-to-face input and feedback from panel members.

## Level of influence

Members will be engaged at the appropriate level of the IAP2 Spectrum (see Appendix II) depending on the issue being discussed. Powerlink will advise panel members of the level of engagement for key discussions.

## Membership

Membership will include directly connected customers, Energy Queensland, consumer advocates, and government and industry association representatives. Representation of regionally based customers will also be sought.

## Membership composition

Powerlink aims to have **up to 18** members, not including Powerlink representatives, covering a diverse range of customer groups, including, with indicative numbers:

### Customer membership

- 1 x Energy Queensland representative
- 3 x directly connected customer representatives
- 2 x regionally based representatives
- 3 x consumer advocates
- 4 x industry associations
- 1 x Department of Energy and Climate representative

### Powerlink membership

- General Manager Communications, Customer & Engagement (Chair)
- Customer Engagement Specialist (Convenor)
- Executive General Manager – Major Projects
- General Manager Energy Markets - Energy Futures
- General Manager Network Regulation - Energy Futures
- General Manager Business Development

- General Manager Network Portfolio
- Customer Strategist

Guest presenters and subject matter experts may attend panel meetings as needed but will not be formal panel members. Observers may attend with agreement from Powerlink, and Powerlink Board Members have a standing invitation to attend as observers.

## Proxies and delegates

**Proxies:** An individual who attends on behalf of a panel member when the member is unavailable. Proxies should be consistent, fixed nominations for the duration of the member's tenure where possible.

**Delegates:** Individuals permitted to perform actions on behalf of a member, developing capabilities for potential future responsibilities. Delegates can be nominated by emailing the Convenor and must meet selection criteria. Powerlink reserves the right to provide input on delegate selection. See Appendix III.

## Tenure

Members are appointed for a two-year term. After this period, Powerlink and the panel member will review the appointment, with the possibility of reappointment or relinquishment based on mutual feedback.

## Roles and responsibilities

Panel members are expected to:

- Attend meetings in full (preferably in person).
- Review all pre-meeting information.
- Actively participate in discussions and articulate views constructively.
- Maintain an open mind towards others' feedback.
- Always act respectfully.
- Share relevant information from panel meetings within their organisations, where appropriate.
- Complete an annual panel evaluation survey.
- Request travel support and other requirements in a timely manner.

## Confidentiality

While panel members are strongly encouraged to share relevant information within their organisations, any confidential information provided by Powerlink will be clearly identified and must not be disseminated publicly.

## Conflicts of interest

Panel members must disclose any actual, potential, or perceived conflicts of interest. These will be recorded in the meeting summary, and appropriate remediation will be determined by the Powerlink on a case-by-case basis.

## Yearly review and evaluation

An evaluation survey will be conducted at the end of each calendar year to assess panel performance. The survey will review:

- Member composition, attendance, and participation.
- The shared value proposition for both panel members and Powerlink.
- Opportunities for improvement.
- Track impact of changes year to year.

A summary of findings will be circulated no later than the beginning of the next calendar year, along with recommended actions for improvement.

## Frequency and duration

The Customer Panel will meet three times a year (in Q1, Q2, and Q3). A fourth engagement in the last quarter of the year will be the Joint Accountability Forum with CS Energy and Energy Queensland, rotating hosts annually.

Additional meetings, such as with sub-committees of the panel, may be arranged as needed, with each meeting not exceeding four hours.

## Location

Meetings are held at Powerlink's Virginia office. Panel members are expected to attend in person, recognising that virtual attendance may be required at times.

## Sitting fees

A sitting fee of \$1,557 (including GST) per meeting is offered to panel members, covering meeting times and reasonable preparation time. As a guide, meetings will not exceed four hours, with an expected three hours of preparation and travel per meeting required.

This remuneration fee is adjusted on 1 July each year based on the movement in the *Brisbane All Groups CPI* for the March quarter in that year compared to the March quarter in the previous year.<sup>1</sup>

Increase notices will be sent in July each year via email to members.

Members may opt to waive these fees.

## Travel costs

Powerlink will reimburse travel costs for members who need to travel by plane to attend meetings.

However, these conditions apply:

- Economy class flights only.
- Reasonable accommodation costs (Powerlink can provide recommendations).
- Flight costs and accommodation will be reimbursed for members only.

---

<sup>1</sup> [Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/consumer-price-index)

Members can organise travel themselves for reimbursement or request Powerlink to arrange travel at least one month in advance of meeting dates. If seeking reimbursement, receipts will need to be submitted as evidence.

## **Meeting facilitation and documentation**

Meetings will be chaired by the General Manager Communications, Customer & Engagement, who will ensure inclusive participation from all members.

Agendas and relevant briefing materials will be circulated at least one week before each meeting. Panel members are encouraged to provide input on agendas or make presentations as appropriate.

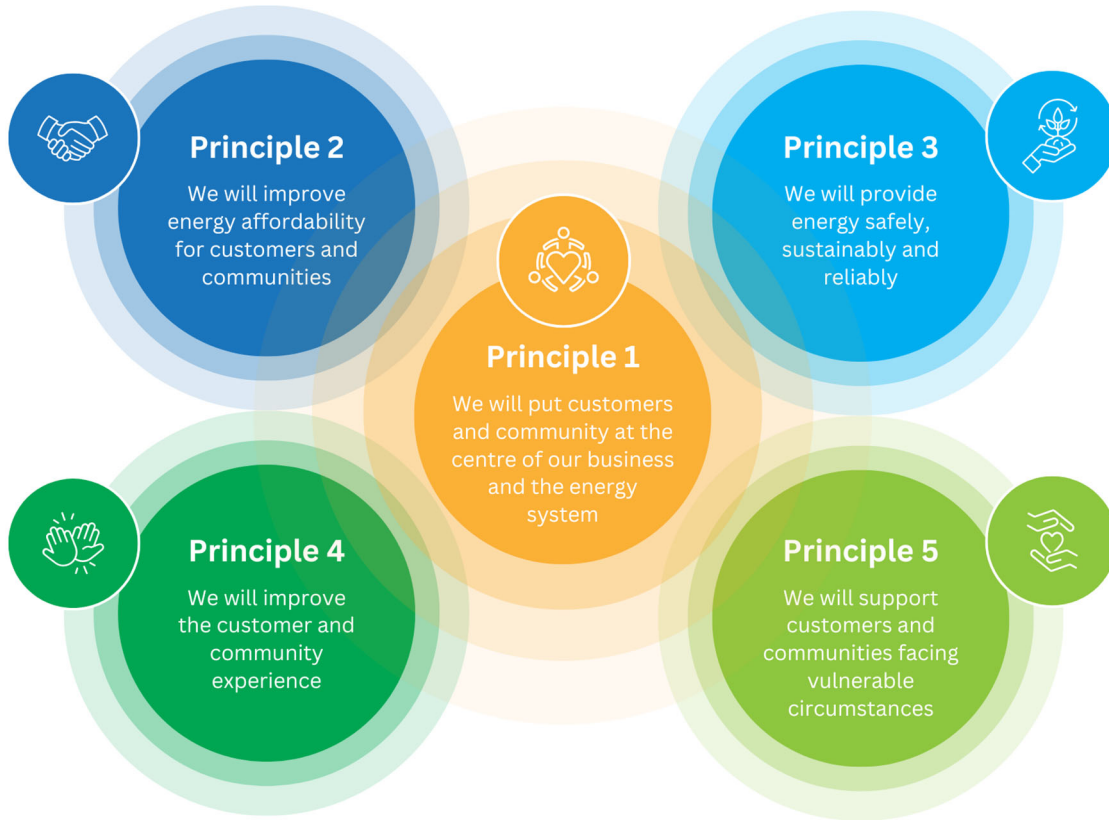
A summary of the meeting, including topics discussed, actions required, and any requests made, will be distributed to all panel members for verification before being made publicly available on the Powerlink website along with presentation slides.

### **Additional Resources:**

Recordings of meetings and other resources may be made available to panel members via a SharePoint site. The contents of this site are confidential and must not be accessed or shared with non-members without prior approval from the Chair or Convenor.

## Appendices

### Appendix I – Energy Charter Principles




## Appendix II - IAP2 Spectrum

### IAP2 Spectrum of Public Participation



IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION 					
	<b>INFORM</b>	<b>CONSULT</b>	<b>INVOLVE</b>	<b>COLLABORATE</b>	<b>EMPOWER</b>
<b>PUBLIC PARTICIPATION GOAL</b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
<b>PROMISE TO THE PUBLIC</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

© IAP2 International Federation 2018. All rights reserved. 20181112\_v1

## Appendix III

### Recruitment Process

1. **Identification and Nomination of New Members or Delegates**
  - Potential candidates for the customer panel will be identified through:
    - Recommendations from existing panel members.
    - Internal identification by Powerlink.
    - Informal expressions of interest received by Powerlink
2. **Invitation to Apply**
  - Selected individuals will be invited to apply for membership by submitting their details and relevant information via email to the Convenor within the timeframe specified.
3. **Review and Selection Process**
  - Applications will be reviewed by the Powerlink members of the Customer Panel.
  - Selection will be based on predefined criteria to ensure a diverse and representative panel.
  - In some cases, candidates may be contacted for further discussions or to clarify their application details.
4. **Notification of Appointment**
  - Successful applicants will receive confirmation via email outlining their role, responsibilities, and tenure.
  - Unsuccessful candidates will be notified privately and encouraged to stay engaged with Powerlink's activities.

### Selection Criteria

1. **Representative of our customer types:** We seek individuals who can represent a broad range of perspectives spanning our different customer types, including Queensland households and businesses, large energy users and energy proponents. We also seek representation from regional customers, DNSP, consumer advocates, industry associations, and government representatives. Diversity in experience of individual panel members, spanning location, experience and role is valued to ensure the panel reflects the varied interests of all customers.
2. **Relevant Experience:** Candidates should have experience or expertise in the energy sector or a related field. A strong understanding of strategic and operational issues relevant to Powerlink's activities are an advantage.
3. **Commitment to Customer Engagement:** Members should be dedicated to fostering customer-centric decision-making and aligning with the principles of the Energy Charter. A demonstrated commitment to engaging with and advocating for customer needs and working constructively with Powerlink to advance the long-term interests of all Queenslanders is essential.



4. **Communication and Influence:** We are looking for individuals who can effectively communicate their perspectives, actively participate in discussions, and constructively represent the interests of their respective groups.
5. **Impartiality and Integrity:** Candidates should demonstrate a commitment to managing both perceived and actual conflicts of interest transparently. While conflicts may arise, members are expected to disclose any potential conflicts and work collaboratively to ensure they do not compromise their role on the panel. Maintaining integrity and impartiality in representing their constituencies is essential.
6. **Endorsement and Feedback from Existing Members:** Nominations from existing or previous panel members are encouraged and considered valuable. Feedback from current or previous members who know the candidate will be considered.

## Application Details

**Instructions:** Answers can be brief and direct. Any applications will be handled confidentially.

### 1. Nominee Information

- Name:
- Organisation:
- Role/Title:
- Preferred Contact Information (Mobile, Email):

### 2. Experience and Expertise

- Briefly describe your experience in the energy sector or related fields:
- Outline your involvement in customer engagement or advocacy efforts:

### 3. Alignment with Customer Engagement Principles

- How would you contribute to promoting customer-centric decision-making at Powerlink?

### 4. Communication Skills and Influence

- Describe how you plan to represent and communicate the interests of your group on the panel:

### 5. Conflict of Interest

- Are there any potential conflicts of interest that could affect your role on the customer panel? Please specify:

### 6. Additional Information

- Any other relevant information supporting your nomination (optional):

# Contact us

Registered office	33 Harold St Virginia Queensland 4014 ABN 82 078 849 233
Postal address	PO Box 1193 Virginia Queensland 4014
Telephone	+61 7 3860 2111 (during business hours)
Email	<a href="mailto:pqenquiries@powerlink.com.au">pqenquiries@powerlink.com.au</a>
Website	<a href="http://powerlink.com.au">powerlink.com.au</a>

Social

