



Stakeholder Perception Survey

Summary of findings

Powerlink Queensland proactively looks for opportunities to engage with customers and stakeholders and seek their input.

Overview

Since 2012, Powerlink has conducted regular Stakeholder Perception Surveys generating quantitative and qualitative information on stakeholder perceptions to track performance and inform decision making processes.

This information also guides our engagement planning and provides insights into what matters most to our stakeholders. The latest survey involved more than 95 interviews across 11 stakeholder categories including landholders, environment and community groups, government, utilities, contractors and suppliers, industry associations, unions, consumer advocacy groups, customers and regulators.

This fact sheet provides an overview of the feedback received and how Powerlink is responding to improve our customer focus and further strengthen our relationships with stakeholders.

Three most mentioned issues



Consultation & collaboration

Comments about improvements to, or the importance of, the flow of communication between Powerlink and stakeholders.



Pricing

Concerns about the price of electricity, and the role that Powerlink can play in keeping downward pressure on costs.



Reliability of the network

Ensuring the continuous supply of electricity to customers, now and in the future.

Future energy industry

We asked customers and stakeholders what was most important to them about Powerlink's role in the energy industry of the future. Four standout themes emerged:



Reliability



Adaptability



Supporting renewables



Powerlink pricing



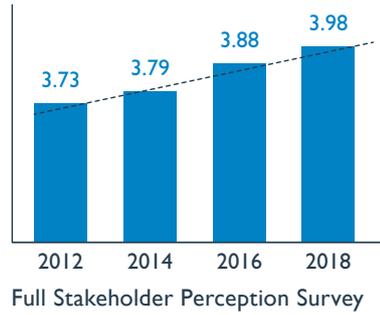
SAFE FOR LIFE
Everyone. Everywhere. Everyday.

Key findings

Social Licence to Operate (SLO)

An internationally recognised standard that measures the level of acceptance or approval granted to Powerlink by its stakeholders.

SLO is ranked from 1 to 5, with 5 being full trust. 3.98 falls into the high approval band.



Customer service

We asked respondents how Powerlink could improve its customer service. The three most mentioned improvements related to communication:



Improve response times



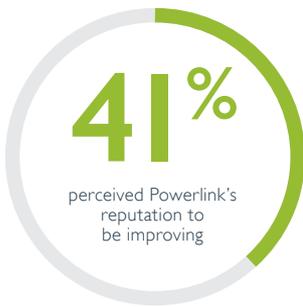
Higher quality communication



Clarify connection agreement process

This reinforces the importance of improved communication for customers and stakeholders. The key message across all groups was that greater consultation and collaboration is central to addressing most other concerns raised as part of the survey.

Reputation



Perceptions of performance



Electricity pricing



Focus areas for improvement

Focus area	Feedback received	How Powerlink will use the feedback
Consultation and collaboration	<ul style="list-style-type: none"> > Communication and transparency needs to be improved > Future plans need to be shared > Opportunity for greater consultation and collaboration 	<ul style="list-style-type: none"> > Develop a six monthly stakeholder update highlighting key performance outcomes and initiatives > Develop an information sheet on Powerlink's contribution to regions for engagement with Local Government > Investigate landholder surveys as part of broader stakeholder work > Hold a 'lessons learned' meeting with directly connected customers once they are connected to the network and proactively seek feedback > Hold a co-design workshop to assist in developing the engagement program for the revenue determination
Pricing and value for money	<ul style="list-style-type: none"> > Unsure of Powerlink's value for money and financial performance > Powerlink could work harder to improve its understanding of, and response to, customer and stakeholder concerns 	<ul style="list-style-type: none"> > Develop an engagement plan to raise awareness of key performance highlights > Identify opportunities to build awareness of transmission services via targeted engagement and discussion at Powerlink's Customer Panel meetings > Use existing communications platforms to educate stakeholders on value for money / efficiency initiatives > Develop simple and effective communication tools to better explain the complex topic of pricing and how it is determined
Network reliability and the energy sector transition	<ul style="list-style-type: none"> > Prefer Powerlink takes a leadership role, leveraging its considerable internal technical knowledge and cross-sectoral relationship > Stronger role in public policy debates around future energy infrastructure, as well as establish itself as a key advisor to governments and regulators 	<ul style="list-style-type: none"> > Develop Powerlink's Energy Charter Disclosure Statement to provide insights into business decision making and customer-focused improvement initiatives > Identify opportunities for Powerlink to present to stakeholders and contribute to the conversation on the energy industry transition

☎ Call FREECALL 1800 635 369 (during business hours)

✉ ppenquiries@powerlink.com.au | 🖱 www.powerlink.com.au



SAFE FOR LIFE
Everyone. Everywhere. Everyday.