



Powerlink Queensland

Customer Panel Terms of Reference

November 2021

Purpose

To engage with Powerlink customers on key areas of strategy and operations that are of importance to them and generate input to drive improved business decision-making.

Objectives

- To foster two-way engagement with Powerlink customers, industry and consumer advocates on relevant strategic and operational issues.
- To enable customer focus in Powerlink decision-making.
- To provide panel members with a better understanding of Powerlink, its operations, and the challenges and opportunities the organisation faces.
- To allow panel members to provide input/feedback in a face-to-face setting.

Level of influence

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

Membership

Membership will be sourced from directly-connected customers, Energy Queensland, consumer advocates, government and industry association representatives. Representation of regionally based customers will be sought. It is proposed the panel has up to 18 members, including:

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 Public Works representative

Powerlink membership:

- General Manager Communications, Customer & Engagement (Chair)
- General Manager Network Regulation
- General Manager Energy Markets
- Customer Strategist

Other guest presenters and subject matter experts can attend panel meetings as needed, but will not be formal panel members. Observers will also be able to attend, as appropriate and with agreement from Powerlink.

If a member cannot make a meeting, they will be responsible for organising an appropriate proxy to attend the meeting, preferably in person.

Tenure

Members will be appointed for a period of two years. After the two-year period, Powerlink and the panel member will liaise with a view to either reappoint or relinquish the position based on feedback from both parties.

Roles & responsibilities

Panel members have important responsibilities including:

- Attend meetings (preferably in person)
- Review all information supplied prior to panel meetings
- Be an active participant in discussions
- Articulate their views and concerns in an open and constructive manner
- Maintain an open mind regarding others' views and feedback
- Act in a respectful manner at all times
- Disseminate relevant information presented at panel meetings within their own organisations, where relevant.

Confidentiality

Powerlink may share confidential information to panel members if appropriate to provide necessary context for a topic of discussion. If so, Powerlink will clearly identify which information is confidential and not for public dissemination. All panel members will abide by Powerlink's confidentiality requirements.

Conflicts of interest

All panel members are expected to disclose any actual, potential or perceived conflicts of interest that may arise during their tenure. Conflicts of interest will be recorded in the minutes of meetings and the appropriate remediation for any conflicts will be determined by the Customer Panel on a case-by-case basis.

Yearly review and evaluation

A session will be held at the final panel meeting each year to undertake an evaluation of panel performance for the previous 12 months. The session will review:

- Member composition, attendance and participation
- Shared value proposition – examining what value both panel members and Powerlink are gaining from meetings
- Improvement opportunities for the future.

Frequency and duration

It is proposed the panel meets three times a year. Out of session meetings will be held as required. Email contact will also be made as needed to provide relevant information to the group and seek out of session input on occasions. Each panel meeting will have an allocated time not exceeding four hours.

Customer Panel members can also call meetings as required without Powerlink representatives present.

Location

It is proposed the panel meet at Powerlink's Virginia office or via video conferencing as required.

Sitting fees

Powerlink recognises the need to provide remuneration to panel members in the form of sitting fees. Powerlink will offer a sitting fee of \$1,500 (including GST) per panel meeting. This fee is designed to cover three (3) hours of meeting preparation and up to four (4) hours of meeting attendance.

Each individual member will be given the option on whether to receive sitting fees. These fees may be waived by members if they so wish.

Travel costs

Powerlink recognises that not all panel members will be based in Brisbane and actively encourages in-person participation from members based in regional areas. Panel members (or an approved proxy) who have to travel by plane to attend meetings will have the cost of their flights, accommodation and transfer costs reimbursed by Powerlink with the following conditions:

- Flight costs will be reimbursed for panel members only
- Panel members will travel economy class
- Accommodation costs are reasonable (Powerlink can recommend suitable nearby accommodation options).

Meeting facilitation and documentation

Panel meetings will be chaired by the General Manager Communications, Customer & Engagement. The Chair's responsibility is to ensure that all members of the panel have the opportunity to provide their views, be involved and also act in an appropriate manner.

An agenda and relevant briefing material will be developed and circulated to all members one week prior to the next meeting. Panel members are encouraged to provide input on agendas or make a presentation if appropriate.


Minutes of the meeting will be taken, recording topics discussed, actions required and any requests made. Draft minutes will be distributed to all panel members for verification. Members will then have the opportunity to provide their comments on the minutes. The final minutes will also be made available on the Powerlink website and internally to interested employees.

Appendix – 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.

					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	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.
PROMISE TO THE PUBLIC	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.