



Powerlink Queensland

# Stakeholder accountability and feedback summary

Supplementary Report to the Energy  
Charter Disclosure Statement 2022/23

29 November 2023

## Our Energy Charter commitment

The Energy Charter is a national CEO-led collaboration that supports the energy sector towards a customer-centric future. By committing to the Charter, Powerlink joins other organisations across the energy supply chain in committing to progress the culture and solutions needed to deliver more affordable, reliable and sustainable energy systems in line with our community's expectations.

## Moving to a new accountability model

In 2022, as part of the three-year Strategic Review of the Energy Charter, the CEO Council agreed to decentralise the accountability mechanisms for the Energy Charter process in 2022.

This increases emphasis on an ongoing engagement with customers in relation to accountability and maturity and more substantially leverages existing business stakeholder consultation structures.

Powerlink actioned this new model by:

- Engaging its Customer Panel as the primary point of accountability assessment for our disclosure statement
- Developing accountability structures with the Customer Panel which will continue to be advanced, including:
  - An Energy Charter scorecard
  - Defined accountability role
  - Feedback mechanisms and devolved disclosure cycle
  - Direct engagement with our Chief Executive and Board

## Energy Charter scorecard

In 2022, the Customer Panel and Powerlink co-designed an Energy Charter scorecard, published in our disclosure statement.

This set of specific, measurable, actionable, realistic and timely measures seeks to provide a direct line of sight between outcomes of key importance to the Customer Panel and the five Energy Charter principles.

Importantly it includes measures that span both quantitative and qualitative in nature.

In 2023 we reported on all scorecard reporting and feedback commitments, including delivering our first in-person report-backs with time for questions and feedback on:

- An annual briefing outlining actions to help meet our regulated operating expenditure target for the 2023-27 regulatory period.
- An annual briefing detailing key outcomes from the Uniting Energy Program.

## Defined accountability role

To help effectively implement the devolved accountability model, a definition of the accountability role being played by Customer panel members was discussed and jointly defined.

The customer panel will help ensure Powerlink is accountable for how:

- Our focus aligns with customer priorities
- Our maturity assessment is credible
- We are demonstrating addressing your customer input, including both collaboration and consultation engagement inputs and demonstration of how it's practically embedded in plans, processes & practices

- Our process for disclosure is clear & fit-for-purpose

### Feedback mechanisms and devolved disclosure cycle

The Customer Panel was engaged on aspects of the disclosure in each Customer Panel meeting, for example in our March meeting the proposed cycle of activities was discussed, in the June meeting the maturity assessment was discussed and in the September meeting annual briefings on the scorecard were presented and discussed. There were also opportunities for 1-1 input into priority setting and email based invitations for feedback on discussed topics plus the draft disclosure statement.

In addition a dedicated accountability forum was designed and run with Chief Executive involvement. This is detailed below.

### Direct engagement with our Chief Executive and Board

Our Chief Executive participates in relevant Customer Panel sessions. In addition, with a dedicated focus on our accountability our Chief Executive engages customer panel members in a dedicated forum, which ran for the second year in 2023.

In 2023, Powerlink, CS Energy and Energy Queensland hosted a joint accountability panel. This half day event provided the Customer Panel a direct forum to discuss, question and provide feedback on our disclosure statements particularly to our Chief Executive, following presentations detailing disclosure achievements, challenges and maturity uplift focus areas in the next year. This included attendance by our Chief Executive Paul Simshauser who both presented and engaged in Q&A through the session.

In addition, in 2023 a number of Powerlink Board members joined Customer Panel meetings as Observers.



*Energy Queensland, CS Energy and Powerlink customer stakeholders engaging in the 2023 joint accountability and future focus forum*

## Feedback key notes

We received a variety of specific and general feedback throughout the year and across panel meetings, 1-1s, email and the joint accountability panel from Customer Panel members.

We highlight the following:

- We received positive feedback on the relevance and importance of the final selected disclosure priorities. A reflection from panel member/s on what the ideal size and scope of a priority in the disclosure could be to enable clear measurement and reporting was shared. We will continue to try to provide clear information on our progress with the priorities set and to get better at scoping these for report-back.
- The five chosen priorities were derived with input and feedback from the customer panel, particularly through 1-1 meetings between Powerlink's Customer Strategist and Customer Panel members. In 2024 we will continue to develop our approach to integrating / calibrating customer communicated priorities within business planning and processes. Customer Panel members have expressed a view that customer maturity as being based on long-term culture and organisational change. As such, integration and embedding of customer priorities, scorecard measures etc. that form part of the disclosure, into Powerlink's business practices and processes are important. Our ability to evidence this will also help customer panel members better input their views into our Maturity self-assessment.
- Positive feedback was received in response to the disclosure, presentation and accountability forum. Customer panel members continue to constructively challenge our rationale for setting measures and targets that are not wholly in our control e.g. Bulk Electricity Price Trend. Customer panel members also want us to continue to shape suitably granular measures.
- We had heard from our Customer Panel members that they value being able to both 'look back' at what has happened as well as to be involved in, and contribute to "looking forward" at future priorities. The 2023 forum took that into account in its structure with the significant strengthening of time spent talking about future outlooks.
- In 2022 customer panel members highlighted the importance of coordination to achieve the transformation successfully, as such we were delighted to have Energy Queensland join as the third organisation within our Joint Accountability forum, and we ensure questions on how we need to collaborate were canvassed with our Senior Exec and Chief Executives in attendance.
- We will continue to shape our approach to the devolved accountability model to work to balance its complexity (ie. to work to keep it fit-for-purpose) with the interest in it regularly featuring in our panel meetings in ways that empower the panel to play their accountability role (in accordance with the devolved concept).