



Powerlink Queensland

Stakeholder accountability and feedback summary

Supplementary Report to the Energy
Charter Disclosure Statement 2021/22

12 December 2022

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.

Signatories will continue to focus on accountability – publishing annual signatory disclosure reports demonstrating how they performed against the Energy Charter principles. However, the accountability framework will leverage 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 foundational accountability structures with the Customer Panel which will be strengthened and advanced in 2023, including:
 - An Energy Charter scorecard
 - Feedback mechanisms
 - Direct engagement with our Chief Executive

Co-design of an 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.

This scorecard is being trialled and will continue to be refined over time, including looking at intersections with the maturity model.

Feedback mechanisms

Draft stage feedback and accountability mechanisms included invitations for feedback on the maturity self-assessment prior to publication of the disclosure. The Customer Panel was also engaged on the disclosure following publication within a formal customer panel meeting.

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

Direct engagement with our Chief Executive

Powerlink and CS Energy hosted a joint accountability panel. This half day event provided the Customer Panel a direct forum to discuss, question and feedback on our disclosure statements, 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 full session.



CS Energy and Powerlink customer stakeholders engaging with Andrew Bills CEO, CS Energy and Paul Simshauser CE, Powerlink

Disclosure accountability forum themes

The following themes were covered in the accountability panel disclosure presentation:

- Driving benefits from REZ
- Delivering the Supergrid
- Working our network harder
- Line refits
- Reconciliation and First Nations
- Community engagement and social licence to operate
- 2023-27 Revenue Determination
- Energy affordability & vulnerable households
- Customer experience & service delivery
- Customer value & customer centricity

The recording of the disclosure discussions will be made available on the Powerlink website.

Feedback summary

Draft stage feedback on the maturity model ratings

- Members of the Powerlink Customer Panel supported the ratings on the Maturity Model.

Post-publication feedback from Customer Panel meeting on the Panel Scorecard:

- Raised the need to ensure it is clear which measures are within and outside of Powerlink's direct control.

Priority issues and feedback raised at the joint accountability panel

Positive feedback was received in response to the disclosure, presentation and accountability forum.

In response to our presentation on our disclosure three priority issues were raised:

- Coordination to achieve the transformation successfully
 - Comments about the importance of having coordination and unity in the approach to the transformation.
 - How do you get industry – all of us together from contractors, to developers, to EPC contractors, on the same journey?
- Perceptions of undergrounding transmission infrastructure
 - A significant perception emerging in other jurisdictions is that if you underground the infrastructure everything will be fine. This may not be an accurate perception
 - How are you going to use the lead-time Powerlink has to develop the approach on how to address this issue?
- Social licence as a 'buyable' commodity and the criticality of procedural fairness
 - Following the NSW government strategic payments announcement there has been sentiment from some landholders that social licence is trying to be 'bought'. This relates to procedural fairness.
 - How are you going to use the lead-time Powerlink has to develop the approach on how to address this issue?