
ENERGY CHARTER 2022-23 ACCOUNTABILITY PROCESS UPDATE



2022-23 Background

In 2022 Jacana Energy became a Full Signatory member of The Energy Charter and presented its first Disclosure Report (Disclosure) in 2023.

As part of their commitment to the Energy Charter, full signatory members agree to have their disclosures supported by engagement with customer/community councils or stakeholder forums. This engagement is then highlighted and reported in specific Feedback Summaries following the Disclosure.

Jacana Energy is actively working to form a representative body to seek feedback from customer and community organisations on their energy experiences. Jacana Energy is establishing, for the first time, an Energy Customer and Community Forum (ECCF), with the first meeting set to occur during the third quarter of this financial year.

Jacana Energy is looking forward to engaging with the ECCF during its second disclosure process in 2024.

Purpose of the ECCF

The ECCF is established as an advisory body to provide advice and guidance to Jacana Energy on issues relevant to the provision of electricity to residential and small business customers in the Northern Territory (NT).

The primary aims of the ECCF are:

- a. To provide guidance to Jacana Energy regarding the needs, views and expectations of Jacana Energy's customers and the broader community.
- b. To facilitate engagement on relevant energy topics with Jacana Energy customers, communities and respective community organisations and networks.
- c. To review and comment on Jacana Energy's initiatives to improve the customer experience, including providing feedback on the annual Energy Charter Disclosure.
- d. To improve understanding of different customer needs for electricity services and how they can be addressed.
- e. To provide feedback on relevant strategic initiatives being undertaken by Jacana Energy.

Jacana Energy commits to keeping the ECCF informed on topics relevant to its purpose, listen to and acknowledge concerns and aspirations from ECCF members and to provide feedback on how ECCF input has influenced decisions and initiatives.

The Energy Charter Annual Disclosure Reporting

Each year, Jacana Energy will self-assess and measure its performance of the previous financial year against the five principles of the Energy Charter using the following classification of maturity levels: Elementary, Emerging, Evolved, Empowered and Exceeding.

For the year 2022-23 Jacana Energy's self-assessment was:

- Principle 1: Evolved
- Principle 2: Emerging
- Principle 3: Evolved
- Principle 4: Evolved
- Principle 5: Emerging

From 2024, the activities of the ECCF will be reported in the Jacana Energy Disclosure to summarise feedback on Jacana Energy's progress against the 5 principles.

2023-24 Disclosure Report and role of the ECCF

The engagement with the ECCF in the initial phases of 2023-24 Disclosure process will shape Jacana Energy's self-assessment and ensure it is in line with community sentiment.

This engagement phase would generally occur between July and September annually and will provide advice to Jacana Energy regarding how it can improve against the five principles.

Following Jacana Energy publishing the Disclosure in September, the ECCF will meet again in October / November to discuss and provide feedback on the published Disclosure.

Jacana Energy will use the information gathered during these engagement sessions with the ECCF to create a Feedback Report of the Disclosure and the performance of the process, which will be submitted to the Energy Charter for publishing in December 2024.



GPO BOX 2601,
DARWIN NT 0801
ABN 65 889 840 667