



# Customer accountability and feedback summary

Supplementary Report to the Energy Charter Disclosure Statement 2023/24



## Introduction

Powerlink is dedicated to strong customer governance and accountability, aligning with the Energy Charter principle of **placing customers and communities at the centre of our business and the energy system.**

### Principle in Action 1.4

**Have robust and transparent processes to determine customer and community needs, be accountable on how feedback has been considered and incorporated into decision making and share the outcomes and impacts.**

This year, we further refined our engagement and feedback methods to align with our advancing maturity and evolving needs, with a strong focus on the Customer Panel's essential role. The Customer Panel serves as a platform for senior leaders, Board members, regulatory observers, and other stakeholders across and beyond the business to engage directly with customer representatives, ensuring their insights actively influence our decisions.

### Role of the customer panel

To support the effective implementation of our devolved accountability model, we have collaboratively defined the accountability role of the Customer Panel. The Customer Panel ensures that Powerlink remains accountable in the following areas:

- **Alignment with customer priorities:** Our focus reflects what matters most to our customers.
- **Credibility of maturity assessments:** Our customer maturity assessments are robust, credible, and accurately represent our progress.
- **Responsiveness to customer input:** We actively respond to customer feedback through both collaborative and consultative engagement, with clear evidence of how this input is embedded in our plans, processes, and practices.
- **Transparency in disclosure:** Our disclosure processes are clear, purpose-driven, and accessible.

## Customer Panel review & evaluation

**Panel meetings:** Regular, structured meetings covered a wide range of topics, which we disclose publicly on our website: [Powerlink Customer Panel | Powerlink](#).

**Annual in-depth discussions:** One-on-one meetings with panel members allowed for personalised discussions on several key topics.

- The role and shared value of the panel and Joint Accountability Forum, including topics, questions or session ideas members would like to see addressed in the coming year.
- Reflections on the previous year's panel evaluation feedback.
- Agenda planning processes and possible meeting enhancements.
- Information requirements to support active participation.

### Annual Customer Panel Evaluation Survey

As per the [Customer Panel Terms of Reference](#), we undertake an annual evaluation survey to understand how we can continue to improve our Customer Panel. 13 people responded out of 18 external customer representatives invited to complete the survey (72% response rate). There were no negative responses, and only 1 neutral response given, indicating no significant modifications required, with improvement opportunities being adjustments to how we work.

Question	Average score
Powerlink effectively manages the engagement of panel members, supporting active participation and respect for different viewpoints.	4.6/5
To what extent do you agree that the information provided is clear, concise, and of high quality?	4.54/5
How satisfied are you with our overall management and coordination of the customer panel?	4.77/5
How would you rate the overall quality of our latest Disclosure Statement?	4.23/5
To what extent do you feel that your feedback and contributions as a panel member are valued, influence Powerlink's decision-making and improves outcomes?	4.46/5
Overall, how effective is the customer panel in achieving its objectives and providing value to both Powerlink and its members?	4.46/5

## Feedback on our disclosure statement from members

Only feedback we were not able to address in the current year has been reported here to be considered in next year's Disclosure Statement:

1. Consider further how to integrate 'community' more comprehensively within the disclosure statement structure.

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2. Consider re-introducing "complaints closed to customer satisfaction" metric.

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3. Improve how priorities are linked to principles to avoid confusion for new readers.

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4. Include more details about plans for the following year to support meeting targets.

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5. Some questions were raised about why some measures include targets and/or commentary while others do not, reflecting there may be a need to review the role of the scorecard and maturity assessment in more detail.

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6. Some feedback highlighted the limitations of the self-assessed maturity model, such as the absence of target maturity.

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## Joint Accountability Forum

Powerlink Queensland hosted the 2024 Accountability Forum in collaboration with CS Energy and Energy Queensland on 11 November 2024.

This forum brought together customer panel members and organisational leaders for an in-depth discussion on our shared commitment to customer focus, energy affordability, sustainability, and supporting vulnerable customers.

Paul Simshauser, Chief Executive, Powerlink Queensland, Darren Busine, CEO, CS Energy, Michael Dart, Chief Customer Officer, Energy Queensland, and Sabiene Heindl, CEO, The Energy Charter, shared their expertise at this year's forum.

### **Key moments included:**

- Leadership updates: Leaders from Powerlink, Energy Queensland, and CS Energy provided updates on our progress with the Energy Charter principles and future goals.
- Panel discussion: An open, engaging discussion addressed questions around affordable, transparency in social performance, policy, collaboration, maintaining social licence in this next phase of the transition.
- Networking opportunities: Attendees connected with leaders during a networking lunch to reflect on the year's developments and to explore aspects of Queensland's energy future.

### **Questions submitted to the panel**

The questions from Customer Panel members at the forum focused on several themes:

1. Energy policy and strategic direction
2. Community engagement and social licence considerations around shared benefit
3. Environmental and regional impact and benefits transparency
4. Economic factors and pricing
5. Balancing technological integration and workforce development
6. How leaders maintain authentic connections to customer needs
7. Collaboration opportunities across the three organisations

### **Accountability forum survey results and feedback**

#### **How satisfied were you with the following aspects of the event?**

- Organisation and logistics: 7.5/10
- Opportunities to engage: 7.2/10
- Panel discussion: 7.5/10
- Opportunities to socialise: 8.2/10
- Average score: 7.6/10

#### **Do you agree the forum facilitated meaningful dialogue about our progress on delivering better energy outcomes for customers and communities? 7/10**

#### **What did you like most about the forum?**

- Participants valued the panel discussion for its depth and variety of insights, specifically noting the impactful involvement of CEOs and Energy Charter representatives, which underscored leadership commitment across the energy supply chain.
- The presence of CEOs from major energy organisations was highlighted as a unique opportunity for participants to gain diverse perspectives on industry priorities and strategies, as well as to engage with peers from across the sector.
- There was appreciation for the forum's role in facilitating networking and collaboration with other customer and community representatives, creating a shared platform for open dialogue.

#### **What could be improved for future events?**

- Feedback suggests a preference for shorter, more focused presentations that highlight CEOs' achievements and lessons learned, instead of updates or content covered in Disclosure Statements.
- There was a suggestion to offer healthier catering options to provide more balanced choices.
- The potential for a neutral location and facilitator was raised, along with an interest in having more diverse perspectives present in the room and on the panel, for example, from organisations not on customer councils / panels.

- There was a suggestion that a wider variety and number of questions could be addressed by shortening presentations in the first half to allow more time for interaction.

**What topics would you like to see covered at future forums?**

- Interest in topics like community consultation and engagement was strong, with a particular focus on hearing directly from stakeholders on challenges and successes on the ground.
- There was some interest in hearing more about lessons learned from the leadership team, including insights into what industry issues are currently most pressing.
- Comparative insights, such as a state-by-state performance overview, was also suggested to understand how Queensland’s progress aligns with other signatories and States.
- It was noted that it would be valuable to ask members this question again closer to the next forum date.



*From left to right: Michael Dart, Paul Simshauser, Sabiene Heindl, Darren Busine.*



*Energy Charter, Energy Queensland, CS Energy and Powerlink staff and customer representatives engaging in the 2024 Joint Accountability Forum.*





# Contact us

Registered office	33 Harold St Virginia Queensland 4014 ABN 82 078 849 233
Postal address	PO Box 1193 Virginia Queensland 4014
Telephone	+61 7 3860 2111 (during business hours)
Email	<a href="mailto:pqenquiries@powerlink.com.au">pqenquiries@powerlink.com.au</a>
Website	<a href="http://powerlink.com.au">powerlink.com.au</a>

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