

Evoenergy Energy Consumer Reference Council Terms of Reference

1. The Energy Consumer Reference Council

The Energy Consumer Reference Council (ECRC) is Evoenergy's peak stakeholder engagement body. It provides a forum and mechanism to obtain feedback that can be incorporated into Evoenergy customer service delivery and business planning. It considers pricing, service offerings and external matters relevant to Evoenergy operations.

The ECRC is a key component of Evoenergy's ongoing commitment to engaging with its community. Other aspects of Evoenergy's engagement program may include focus groups, community briefings and consultation, surveys and provision of information online. Evoenergy's engagement strategy can be read online at www.evoenergy.com.au

These Terms of Reference set out the purpose and conditions for operation of the ECRC.

2. ECRC Objectives

The ECRC will seek meaningful feedback from consumer representatives on key sector issues. It will:

- Provide information and support to foster deeper understanding of the issues and challenges raised in meetings.
- Arrange facilitation of discussions on these issues with member communities.
- Obtain feedback from Evoenergy on the outcomes of the engagement subject areas.

This information will be provided in accordance with Evoenergy's Engagement Strategy principles -

- Adaptive
- Curious
- Brave
- Honest
- Committed

The ECRC will seek to reasonably balance competing interests and ensure that member engagement and input plays an important role in Evoenergy's operations and service delivery. ECRC meeting discussions and decisions do not in any way bind individual members or represent an endorsement by individual members.

With respect to Evoenergy electricity and gas networks, the ECRC will:

- Assist the development of strengthened relationships between Evoenergy and its stakeholders and consumers by fostering an open approach and dialogue.
- Provide an ongoing channel for members to raise significant consumer issues with respect to Evoenergy operations.
- Educate, inform and involve members on gas and electricity network service and price determination.
- Keep members informed of emerging factors that may influence the gas and electricity market.
- Provide robust feedback, advice and guidance to Evoenergy.

The ECRC is an information and engagement forum. It does not have a formal decision-making or management role within Evoenergy.

3. Operations

It is anticipated that meetings will be held every two months.

The ECRC will be chaired by an external representative who is recognised as independent of the day to day operations of the organisation.

ECRC member roles and responsibilities were developed and endorsed by the ECRC and these undergo regular review. Attachment A outlines ECRC roles and responsibilities.

4. Governance and membership

Membership of the ECRC will be up to a maximum of 12 and will be broadly representative of Evoenergy stakeholder groups. Members are expected to nominate a representative and an alternate to attend meetings. The chairperson is the only individual member of the ECRC and members are listed on the Evoenergy website.

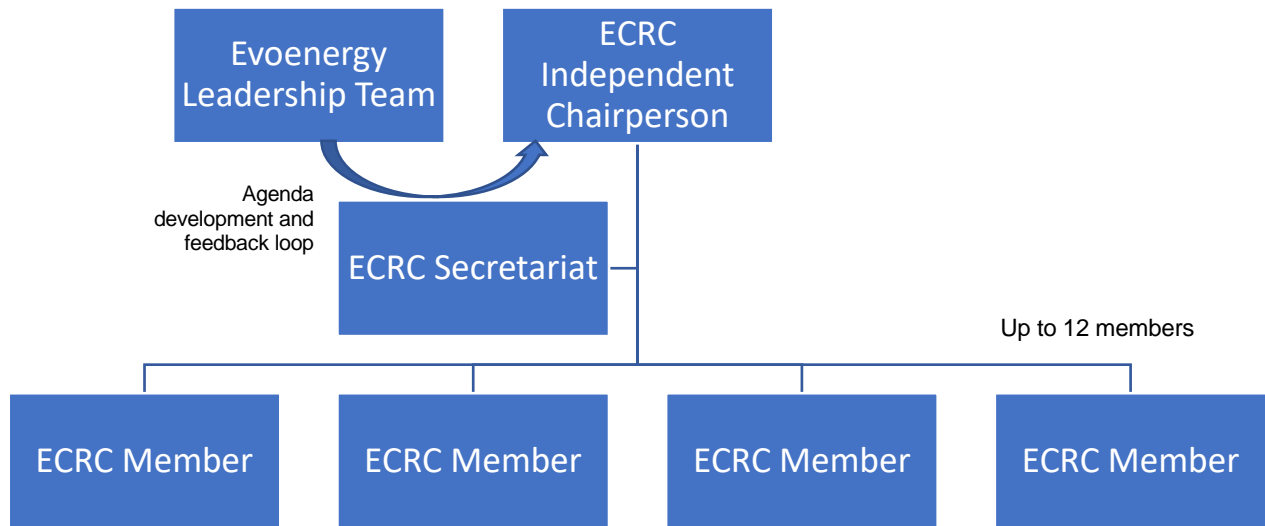
Organisations can be considered for membership through –

- Nomination by the ECRC chairperson
- Nomination by Evoenergy
- Expression of interest

Final decisions regarding membership rest with the Evoenergy leadership team.

Members are entitled to receive sitting fees for meetings attended.

Figure 1. Energy Consumer Reference Council Governance Structure



In line with ECRC objectives, agenda items will be developed that reflect Evoenergy strategic objectives, regulatory review programs and stakeholder interests and priorities.

ATTACHMENT A. Energy Consumer Reference Council Roles and Responsibilities

1. Member Responsibilities

Members participate in the ECRC primarily through representative attendance at meetings. It is the responsibility of ECRC members and their representatives to:

- Regularly attend meetings and actively participate in discussions.
- Nominate alternate representatives to optimise meeting attendance and member contribution.
- Review and consider ECRC meeting topics and pre-reading in advance of meetings.
- Engage with their communities about ECRC agenda topics and seek to understand and represent these views.
- Respect the views of other ECRC members.
- Respect any information or material that is advised to be confidential, and never share such information.
- Suggest agenda items in advance of meetings through the chairperson.
- Abide by the ECRC Terms of Reference and member responsibilities outlined in this document.
- Respect the position they hold with regard to access to information, and not use this position in any way for personal gain.

The following responsibilities also apply to the ECRC chairperson:

- Remain informed on current ECRC topics and industry issues.
- Work with Evoenergy to guide the forward program and agendas of the ECRC.
- Manage meetings in a cooperative way that respects the contribution of all ECRC members.

Membership of the ECRC will be for an initial term of three years after which time membership will be reviewed by Evoenergy in consultation with the chairperson. Evoenergy and the ECRC chairperson have the right to terminate membership of the ECRC if a member does not act in accordance with responsibilities outlined in this document.

2. Evoenergy Responsibilities

It is the responsibility of Evoenergy to:

- Foster and maintain organisational support for ECRC activities and outcomes, including communication of ECRC feedback to appropriate representatives, and providing feedback to the ECRC on how their input has influenced Evoenergy decisions and activities.
- Provide support that enables effective administration of ECRC meetings.

- Provide appropriate induction and development for ECRC members.

3. Meeting administration and support

The annual ECRC meeting schedule is established in January of each year and in consultation with the chairperson. Meetings may be held at an Evoenergy site, virtually or a combination of both.

Five members in attendance will constitute a quorum for the purposes of the ECRC.

The ECRC secretariat is responsible for:

- Distribution of an agenda and other meeting papers a week in advance of each meeting.
- Distribution of a meeting communique for member feedback within the week following each meeting.
- Distribution of draft ECRC meeting minutes within the fortnight following each meeting.
- Responding to out-of-session member feedback or questions in a timely manner.