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New report sheds light on consumer engagement

A new report produced by Energy Networks Australia (ENA) and Energy Consumers Australia demonstrates how energy networks are engaging with customers to better understand their needs.

The [Consumer Engagement Report](#) highlights submissions from energy networks to the 2021 Energy Networks Consumer Engagement Award.

ENA Chief Executive Officer Andrew Dillon said the report demonstrated the high level of consumer engagement network businesses were undertaking.

“Energy businesses across Australia are maturing their consumer engagement, which is pleasing to see,” he said.

“The diversity and scale of entries highlights the ever-growing focus networks are placing on engagement with their customers and communities.”

Energy Consumers Australia Chair Lynne Gallagher said consumer engagement by energy network businesses had progressed and evolved enormously in recent years.

“Since the beginning of the awards in 2017, the standard of consumer engagement has grown exponentially as network businesses consciously incorporate consumer values, expectations and needs into their daily practices,” Ms Gallagher said.

“By sharing this Consumer Engagement report, which features our Judging Panel’s feedback and insights, we hope to spread awareness of what makes good consumer engagement and inspire all network businesses to implement these examples of best-practice processes and hopefully see even more innovative applications next year and into the future.”

Run jointly by ENA and Energy Consumers Australia, the annual award recognises an Australian energy network that demonstrates best practice in consumer engagement.

The winner, Powerlink Queensland received the award for its consumer engagement approach during its 2023-27 revenue determination process.

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Energy Networks Australia is the national industry body representing Australia’s electricity transmission and distribution and gas distribution networks. Our members provide more than 16 million electricity and gas connections to almost every home and business across Australia.

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Energy Consumers Australia is the independent, national voice for residential and small business energy consumers. We enable residential and small business energy consumers to have their voices heard by the sector by working with other consumer groups to gather evidence-based research with a national perspective, distil it to key viewpoints, and feed it back to the market to influence outcomes.