

Talking Power Newsletter

We are talking to our customers to understand what their expectations and priorities are for the future of the electricity distribution network. This information will help us to develop a business plan that is in the long-term interests of consumers.

Uniting Care Wesley Bowden focus groups

Earlier this year some of our consumer group representatives suggested we should spend more time speaking directly to customers who are experiencing financial hardship to better understand their experiences accessing electricity.
With the support of Uniting Communities and Uniting Care Wesley Bowden, we have recently completed a series of focus groups with a number of 'vulnerable' customers. See a short video here.





Determining our reliability standards

The Essential Services Commission of South Australia (ESCoSA) is currently reviewing SA Power Networks' reliability standards for 2020-25. The review aims to establish reliability standards that are valued by our customers.
Through our engagement program, we have talked to our customers about what they want and expect from our services, and ESCoSA is using these insights to inform upcoming research. This research will assess the trade-off between the reliability service levels that customers expect, relative to the costs of providing those services, in order to establish appropriate reliability service standards for the next regulatory period. For more information, go here.

Conversations with diverse communities

During October and November we held translated focus groups with Bhutanese, Burmese, Chinese and Vietnamese community members to find out about their needs in relation to the electricity distribution network.
Participants were asked what they thought our highest priorities should be for the future. Overall, these were identified as:

- Reliability of the network and maintaining network prices
- Restoring power as quickly as possible when there in an outage
- Customer information when outages occur

'The price is going up and up… we feel frustrated, we want to know why,' was a comment from a Chinese participant.
Clear and timely communication about issues that affect consumers was also identified as important, with one Burmese community member commenting, *'We can do nothing if we don't know what to expect. We can manage if we know what's happening.'*
See an infographic of the focus group outcomes or a full copy of the report. Thank you to the Multicultural Communities Council of SA and the Australian Refugees Association for their support in establishing these focus groups.

Thank you and Merry Christmas!

The Talking Power team would like to thank everyone who has attended a workshop, commented on a forum discussion topic, dropped a pin on a map, completed a poll, or read the Talking Power Newsletter this year! Your feedback is important and helps us shape the future direction of the electricity network.



We hope you enjoy a happy and safe festive season with your families. See you in 2018!
Regards - the Talking Power team.