

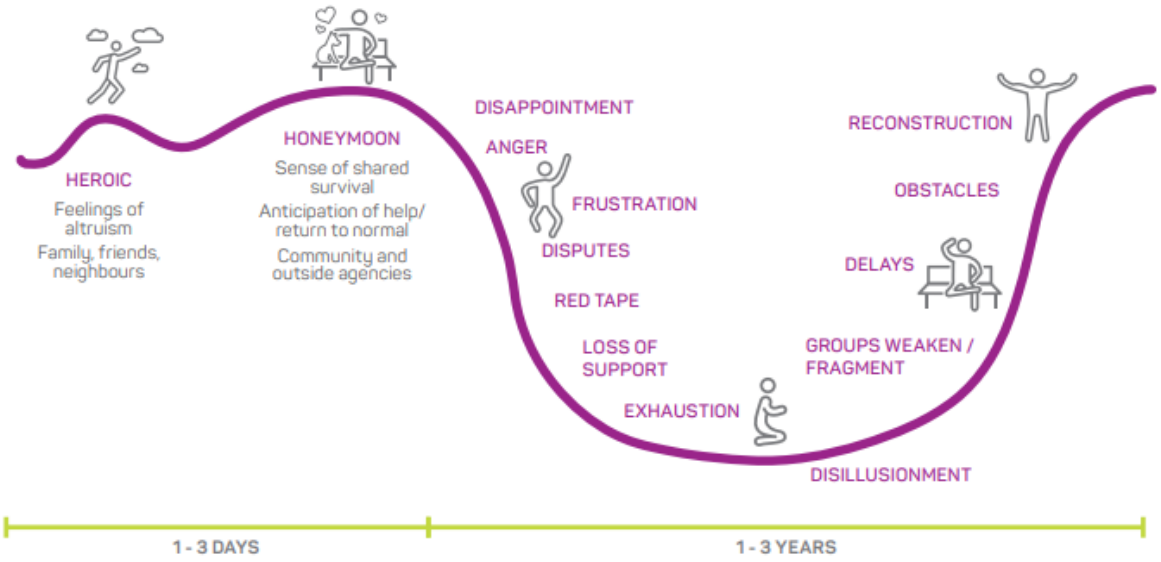

# Bushfire Recovery - sharing our experiences

Recovery... "*the restoring or improving of livelihoods and health, as well as economic, physical, social, cultural and environmental assets, systems and activities, of a disaster-affected community or society, aligning with the principles of sustainable development and 'build back better', to avoid or reduce future disaster risk.*" - United Nations International Strategy for Disaster Reduction, 2017

With much of the focus on community recovery following the bushfires around Australia, it is timely to remember that recovery can actually take much longer than many of us anticipate. Our expectations in relation to time frames can often be reinforced by the media or politicians making ambitious promises about the speed at which recovery will progress.

Recently the engagement team at SA Power Networks had the opportunity to hear from other engagement professionals across Australia who shared their experiences and responses to natural disasters including the recent bushfires. Thanks to Bang the Table for hosting this webinar and bringing such a diverse range of people together to share their learnings.

One of the wonderful insights was from Anne Leadbetter - a resident of Kinglake Victoria and a survivor of the 2009 Black Saturday Bushfires. Anne has been working with communities across Australia and across the world to help them recover from natural disasters and recently shared her insights with the Bega Valley Shire Council, particularly around the stages of recovery that are illustrated below as well as discussed in the interview.




*Australian Disaster Resilience Handbook Collection, Community Recovery, 2018 (Source: Adapted Cohen and Ahearn 1980 and Dewolfe 2000)*

SA Power Networks is still assisting in the recovery and rebuilding efforts on Kangaroo Island and in the Adelaide Hills in a number of ways.  While we have done much to restore power to customers in the areas impacted by the fires, over 1300 kilometres of line assets are located inside the two fire zones and our work in these areas will continue as people continue to repair and start to rebuild their homes.  We are working with other utilities and agencies to try to make this process as smooth as possible for our customers.  We are also talking to the Regulator about the longer-term consequences of the fires - including the potential for further bushfire risk mitigation work on our network, and implications for our bushfire-related insurance.

Like many other people and organisations who have been moved by the significant impact of the fires, our workforce rallied together to raise money for affected South Australians. Donations from our people were dollar matched by SA Power Networks, raising more than $75,000 which has been donated to the State Emergency Relief Fund - to be distributed to South Australians impacted by the fires. Our Employee Foundation has also donated $10,000 to the Breakthrough Foundation to fund training of Mental Health First Aid Officers located in communities impacted by the fires, so they can identify the often delayed trauma, stress or anxiety associated with such events. Nature Foundation SA also received a donation of $10,000 to fund its Wildlife Restoration Fund, working with local farmers, Parks and Wildlife personnel and local councils in replanting habitats for native animals who lost their homes and food sources in the fires.

The people of SA Power Networks will continue to support South Australia’s impacted communities in any way we can.

# Empowering South Australia




At SA Power Networks we have been doing a lot of thinking about our evolving role as an essential service provider in South Australia, and about the future challenges and opportunities in enabling South Australia's energy transition.

We found some answers by talking to our people. We talked about what we do, how we do it and importantly, why we do it. Effectively we asked what makes them proud to work for SA Power Networks.

The answer was almost universal. As an essential service provider, we take pride in the fact we are helping grow the social and economic wellbeing of our State. We do this by working to support our State's energy transition and through our community involvement via our sponsorships and our Employee Foundation, which is directly helping those in need.

We make a difference and that's led us to believe we have a simple but powerful purpose – *Empowering South Australia*. That passion is reflected in this empowering video made by and for our people. We hope you like it.

# Introducing Mark Henley - Customer advocate on our Customer Consultative Panel



Mark is a vulnerable customer advocate on our recently-refreshed Customer Consultative Panel, which meets quarterly to ensure customer views are integrated in decision-making in our business. Mark has 45 years of experience actively working with community groups in South Australia across a diversity of cultures, interests and incomes.

Mark is currently employed at Uniting Communities, a major community service provider in South Australia and is well respected in the community and not-for-profit sector. Mark has a passion for social inclusion, a good understanding of the energy regulatory environment and a keen interest in energy innovation.

Have a question for Mark? Feel free to send your thoughts/questions to: CCP Feedback.

# Energy System Resilience Workshop

On Monday 6 April, we will be attending an Energy System Resilience Workshop in Sydney, hosted by Total Environment Centre, Energy Networks Australia and the Australian National University. The interactive workshop will focus on climate change resilience in the electricity system - a particularly timely topic given the recent bushfires around the nation. A potential range of responses will be explored including:

- de-energising power lines at risk
- stand alone and islandable power systems
- undergrounding power lines
- stand alone and islandable microgrids.

You can read more about the workshop here.

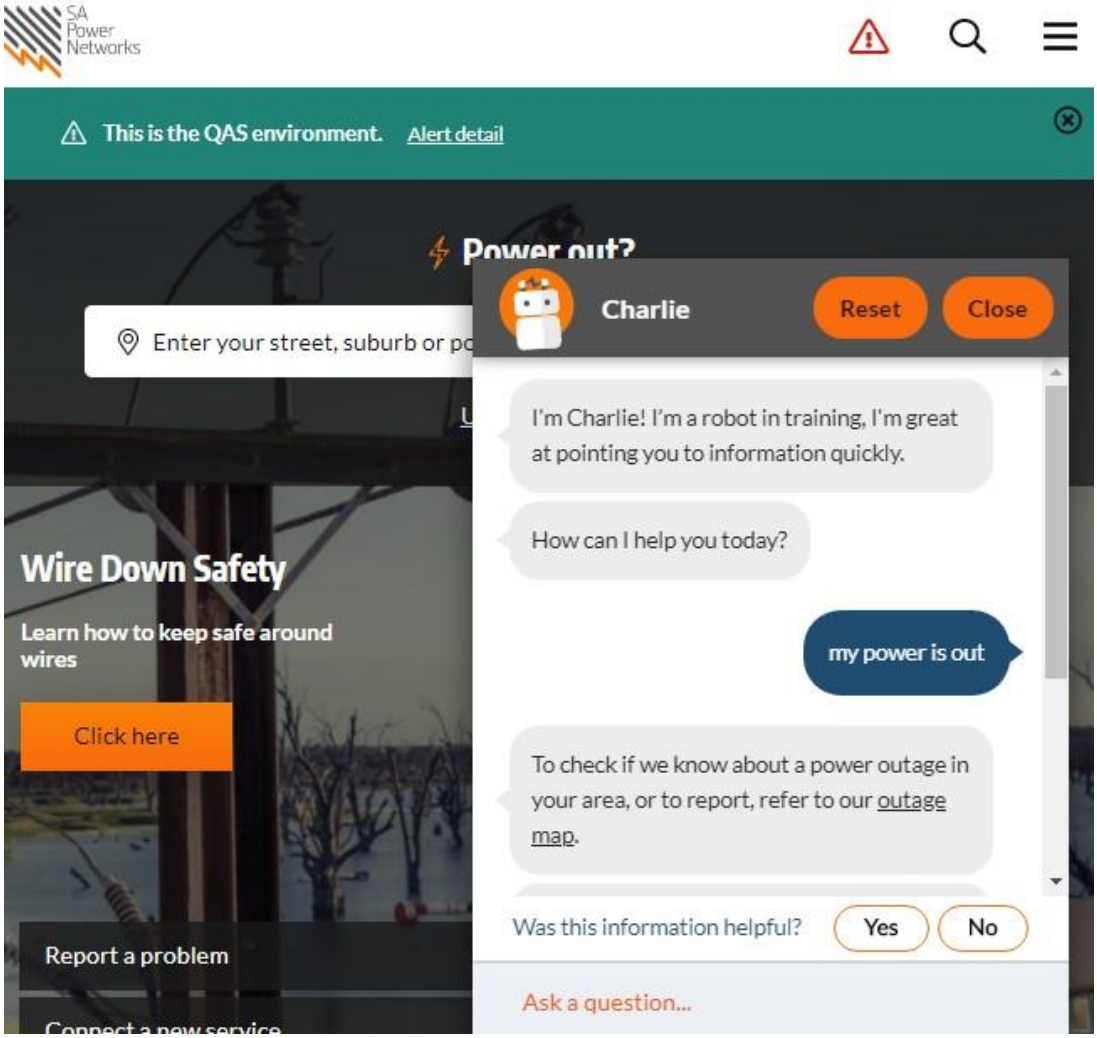
# International Women's Day - Finding Common Ground

In celebrating International Women's Day on Sunday 8 March, members of the Adelaide United Women's squad met with some SA Power Networks employees to talk about gender, challenges and teamwork in their chosen career fields. A video, produced by Flinders University student film maker Laura Chigwidden, was shown at a Women in Business breakfast we recently hosted. A panel discussion further highlighting the similarities between sport and business, along with the power of collaboration, was also part of the event.




## Introducing Charlie the Chatbot

An automated chatbot service is now available on the SA Power Networks website to provide customers with an additional way to help quickly and easily locate the information they are seeking.




Since being installed on the website earlier this month, Charlie the Chatbot has been continuously reviewed in order to ensure it is responsive to what customers want.

Charlie the Chatbot has his training wheels on for the next six months.  If you'd like to give Charlie the Chatbot a go and provide any feedback, please visit our website.

*If you have any questions about this newsletter or want to provide additional feedback, please email us on talkingpower@sapowernetworks.com.au and we will contact you. Click to view the full grievance policy.*

Kind regards,

The Stakeholder Engagement Team

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