

Terms of Reference – Future Energy Advisory Group

May 2026

Purpose of our Consultative Group Model

Background

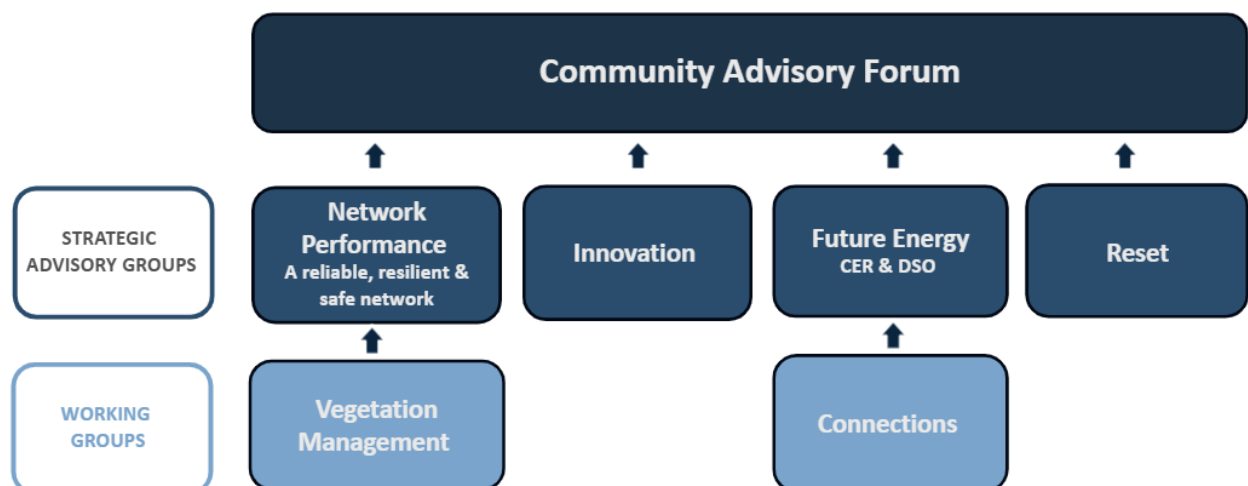
SA Power Networks provides an essential service to South Australians as the sole electricity distributor in the state.

We are committed to ensuring that the needs and views of electricity users are heard and considered on key issues in the delivery of our vision of *‘Connecting South Australians to a better energy future, today’*.

SA Power Networks’ consultative group model (illustrated below) seeks to regularly engage with a broad and representative cross-section of electricity users and representative stakeholders. It facilitates regular scheduled engagement opportunities to ensure customer and stakeholder perspectives are considered in our ongoing business decision-making.

A high-level strategic Community Advisory Forum considers customer outcomes aligned with SA Power Networks’ Strategic Plan and is supported by more focussed strategic advisory and working groups that consider the delivery of more specific services for customers.

Our consultative group model is supplemented by other engagement activity as required to ensure engagement is fit-for-purpose for different stakeholders and issues.



Future Energy Advisory Group

The structure includes a dedicated Future Energy Advisory Group (FEAG / Advisory Group) to provide strategic, forward-looking advice on Consumer Energy Resources (CER), demand flexibility and evolving Distribution System Operator (DSO) functions, to support customer-focused and efficient energy transition outcomes.

The Future Energy Advisory Group scope is to:

- provide integrated advice across key dimensions of the energy transition, including:
 - technology – emerging technologies, system capabilities and operational approaches required to enable safe, efficient and scalable CER integration.
 - policy and regulation – regulatory, market and policy settings that support CER uptake, demand flexibility and system optimisation.
 - customer and community – customer behaviours, preferences and barriers, ensuring equitable and customer-centric participation in the energy transition.
 - retail and market design – retail offerings, pricing structures and incentives that enable shared value across customers and the broader energy system.
- inform SA Power Networks' strategic direction, including CER integration initiatives, demand flexibility programs and DSO-related capabilities.
- provide input on emerging issues, reforms and industry developments, including national frameworks, rule changes and market evolution.
- identify risks, trade-offs and opportunities associated with future energy pathways, with a focus on long-term customer outcomes.
- support, where appropriate, aligned advocacy positions that advance efficient, equitable and customer-focused energy transition outcomes.

Engagement principles

The Advisory Group will focus on:

- customer impact – with a focus on outcomes for end users and where customers have an ability to influence outcomes.
- equity and inclusion – recognising diverse needs and circumstances.
- accessibility – ensuring information is understandable and usable.
- meaningful engagement – to actively provide input into decision making, not just reviewing.
- transparency – clear sight of how input is gathered/used.
- alignment with the Australian Energy Regulator's customer engagement expectations as outlined in their Better Resets Handbook¹.

To support this, SA Power Networks will:

- provide timely, relevant, and accessible information.
- engage with the Advisory Group on the topics that matter to them, ensuring their time is used meaningfully and focused on issues important to customers.
- clearly articulate constraints, trade-offs and regulatory requirements.
- demonstrate how stakeholder input has influenced decisions (you said, we did).
- provide administrative and secretariat support.

Governance and operations

The Community Advisory Forum (CAF) is our high-level strategic consultative group providing oversight on customer outcomes aligned with SA Power Networks' Strategic Plan. The Forum is the key interface between SA Power Networks and the advisory and working groups.

¹ <https://www.aer.gov.au/industry/registers/resources/guidelines/better-resets-handbook-towards-consumer-centric-network-proposals>

The four strategic advisory groups report into the CAF, with each of the Chairs sitting on the Forum.

Membership

The Future Energy Advisory Group will typically comprise of 12-15 members who are selected based on skills, interests, organisational affiliation and expertise with a strong understanding of the energy sector.

While the overarching advisory group framework is intended to cater specifically to South Australian outcomes, this group will be required to consider issues at a national level (e.g. changes that may be required to the National Energy Rules and other national guidelines and standards).

Membership will reflect representation from the following expertise across the energy industry:

- Technology
- Energy policy
- Customer advocates / vulnerable customers
- Retail
- which may include representatives from the following sectors:
 - Relevant industry or peak bodies
 - Government
 - Utilities
 - Consultancy
 - Business and industry

Reporting to SA Power Networks Leadership

Regular reporting to SA Power Networks Executive Leadership Team (ELT) will be undertaken by the Community Advisory Forum (CAF) Chair to ensure the customer voice is heard at the most senior level of the business and to build and strengthen effective relationships.

The CAF Chair will report quarterly to SA Power Networks Executive Leadership Team (ELT) to ensure the customer voice is heard at the most senior level of the business and to build and strengthen effective relationships. In addition, the Chair will meet with the CEO quarterly to share insights from the CAF and discuss relevant and strategic issues.

Advice and Recommendations

The Future Energy Advisory Group is an advisory body and does not make decisions on behalf of SA Power Networks. Its role is to provide insights, advice and recommendations to inform SA Power Networks' decision-making process.

Advice is generally developed through discussion and may reflect a range of perspectives. Consensus is not required.

Key insights and recommendations will be documented and may be escalated to the CAF for consideration.

SA Power Networks will provide feedback, where appropriate, on how FEAG input has informed its decision-making.

Responsibilities

Role of the Chair

The key role of the Chair is to:

- represent the Advisory Group on the Community Advisory Forum.
- facilitate inclusive, balanced, respectful and productive discussion.
- ensure consumer perspectives remain a central focus.
- assist in agenda setting and the review of appropriate information/presenters.
- build constructive positions amongst different points of view where appropriate.
- maintain independence and credibility of the group.
- support members to engage effectively.
- identify emerging trends, insights and recommendations for SA Power Networks.
- act as a key liaison with SA Power Networks Executive and Senior Leadership Team.

The Chair should have comprehensive industry knowledge/experience and a collaborative mindset, committed to ensuring that customers have a voice in the energy sector. The Chair will be instrumental in steering discussions in a collaborative manner, facilitating stakeholder engagement, and prioritising consumer insights for consideration in our strategic planning and service delivery.

Additional remuneration for the Chair will be paid to acknowledge the additional role requirements. This fee will be negotiated with SA Power Networks.

Role of individual members

Advisory Group members are required to:

- fairly and accurately represent the needs and perspectives of customers and stakeholders.
- bring insights from professional or lived experience and / or customer representation.
- consider the needs of diverse customer groups, including vulnerable customers.
- actively participate in meetings – if meetings are regularly not attended (min. of 50% per annum), SA Power Networks and/or the Chair can terminate members terms for non-attendance.
- prepare for meetings, including reading meeting papers, other pre-reading and review of meeting minutes.
- openly share experience, information and contribute to problem solving.
- have the ability to regularly connect with customer groups and stakeholders to understand and accurately represent current and changing sentiment.
- feedback information from meetings to representative groups, the community and other stakeholders.
- work collaboratively, respectfully and in alignment with the engagement principles outlined in the Terms of Reference.

While SA Power Networks welcomes a diversity of views and robust discussion, members do not represent SA Power Networks, will not defame SA Power Networks, nor make public negative comments.

Role of SA Power Networks

SA Power Networks will:

- provide clear, accessible information.
- present trade-offs and customer impacts on topics identified by SA Power Networks.

- actively use Advisory Group input for consideration in decision-making, as appropriate.
- demonstrate how input is used and/or has been considered in decision-making and outcomes.
- provide secretariat support to the Advisory Group:
 - provision of agendas and meeting papers one week prior to each meeting
 - distribution of minutes for approval one week after each meeting
 - work with the Chair to set agendas, develop meeting topics and review minutes
- appoint an external chair to conduct and oversee meetings.
- outline the level of influence and engagement being sought for each agenda item to ensure members understand what level of feedback is being sought.

SA Power Networks employees and subject matter experts will be invited to attend meetings to present topics and proposals, to discuss issues and obtain customer / stakeholder feedback as required.

Term

Membership to the Advisory Group is for a two-year term, with members being eligible to sit for an additional two-year term (2+2) to align with SA Power Networks regulatory cycle (final Regulatory Proposal 2030-35 to be lodged in December 2029).

The new term of the Advisory Group will commence in June/ July 2026 and will be reviewed in June/ July 2028.

Membership may be reviewed periodically to ensure diversity and relevance is effective and representative.

Meetings

The Advisory Group will meet as follows:

- four (quarterly) 2–3-hour online meetings with potential to have one in-person meeting per annum². Preference, location for in-person meeting and schedule to be discussed and agreed by group.
- additional meetings on special topics may be required, as well as other correspondence between meetings.

An Induction Workshop and a range of onboarding activities will be offered for all members.

Remuneration/Honorarium

SA Power Networks acknowledges the time and expertise of members participating on the Advisory Group.

An honorarium or sitting fee is not provided for members of this group. Membership is based on:

- professional interest and expertise in future energy issues, and/or
- representation of organisations or sectors with a role in the energy transition.

Participation is intended to support informed engagement, knowledge sharing and contribution to industry and customer outcomes.

² Note it is anticipated only 2 meetings will be held in 2026 given the timing of appointment.

SA Power Networks will liaise with the Chair about the remuneration, reflecting the additional responsibilities associated with facilitating the group and representing the Future Energy Advisory Group within the broader consultative framework.

Maintaining confidentiality and conflict of interest

From time to time, members may be provided with information that is of a confidential nature. This information is not for personal use or general circulation in the broader community. Members must be prepared to maintain this confidentiality unless SA Power Networks approves the release of material for community information and/or comment, or otherwise. SA Power Networks may also withhold or limit the sharing of information where required to manage confidentiality, regulatory obligations or commercial risk.

To ensure transparency, minutes from all meetings are available on our Talking Power website.

Participation in this process may result in individuals being provided with information that could provide a commercial or intellectual benefit to the individual or stakeholder groups they represent. Similarly, individuals may be provided with information that provides a benefit to the individual or stakeholder group. In all cases the individual must declare a conflict of interest and remove themselves from the meeting during discussion of that issue.

Attachment: New consultative group model for structured engagement

