

Terms of Reference - Reset Advisory Group

May 2026

Purpose of our Consultative Group Model

Background

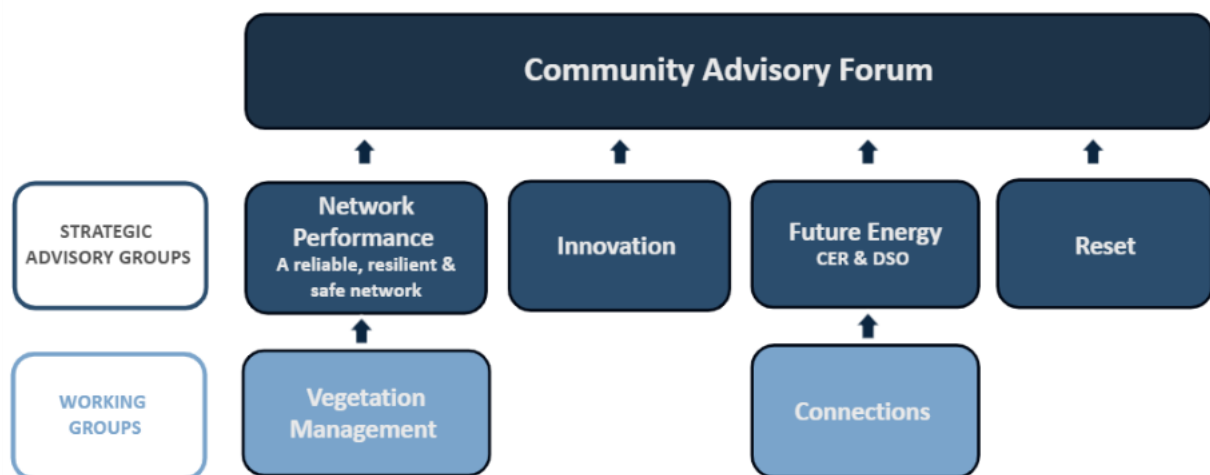
SA Power Networks provides an essential service to South Australians as the primary electricity distributor in the state.

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.



Reset Advisory Group

The structure includes a dedicated Reset Advisory Group to provide in-depth input into the reset strategy and engagement program for 2030-35 and ongoing engagement on regulatory topics.

The Reset Advisory Group scope¹ is to:

- Undertake early design of our engagement program for the 2030-35 Regulatory Period, including scope of engagement topics and level of engagement for relevant topics and themes.

¹ The final scope of the RAG will be determined as part of the design process and in discussion with the group.

- Provide feedback on our reset strategy and engagement program for 2030-35, including key themes, narrative and engagement topics.
- Form an independent view on the degree to which SA Power Networks 2030-35 Regulatory Proposal addresses the needs and preferences of customers.
- Provide a forum for meaningful and ongoing engagement on customer outcomes and preferences during the Regulatory Control Period.
- Provide oversight of all submissions on behalf of our advisory groups to the draft Regulatory Proposal, Regulatory Proposal and Revised Regulatory proposal.
- Facilitate ongoing discussion on key regulatory topics.

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 AERs consumer engagement expectations as outlined in their Better Resets Handbook².

To support this, SA Power Networks will:

- Provide timely, relevant, and accessible information.
- Engage with the RAG on the topics that matter most 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 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.

The Reset Advisory Group, as one of four strategic advisory groups, will report into the Community Advisory Forum and the Chair will sit on the CAF, representing the Reset Advisory Group.

Membership

The Reset Advisory Group will comprise a maximum of 8-10 members who are selected based on working group / board experience, industry knowledge, familiarity with regulatory processes, and expertise in customer / business advocacy and representation. This may include:

- Community representatives
- Business/ industry representatives
- Regional/ remote representatives
- Customer Advocates/ vulnerable customers
- Engagement practitioners

² [Better resets handbook | Australian Energy Regulator \(AER\)](#)

- Regulatory/ Policy
- Energy supply chain representatives

Reporting to SA Power Networks Leadership

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.

Decision Making

A quorum of members (greater than 50%) is required to make formal recommendations or actions for CAF to consider. If individual members or organisations wish to have their dissent recorded, this will be noted and minuted. The Chair of the Advisory Group will have the deciding vote if required.

The CAF will provide quarterly formal reporting to the Executive Leadership Team on key recommendations and/or insights arising from the Advisory/ Working Groups.

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.
- maintain independence and credibility of the group.
- identify emerging trends, insights and recommendations for SA Power Networks.
- act as a key liaison with SA Power Networks Executive and Senior Leadership Team.
- serve as a spokesperson for the Advisory Group including representing consumer interests at key forums during the regulatory process eg. AER public forum, AER Board alongside SA Power Networks.
- coordinating the resolution of diverse perspectives from the RAG members to ensure timely and clear input to the regulatory process.
- providing guidance to RAG members to ensure that their discussions and work is appropriately focused.

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 as identified through the engagement program.
- 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 not regularly attended (min. of 50% per annum), SA Power Networks and/or the Chair can terminate members terms for non-attendance.

- prepare for meetings by reading meeting papers, including reviewing meeting minutes for finalisation
- openly share 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 and in alignment with SA Power Networks engagement principles

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

Role of SA Power Networks

SA Power Networks will:

- provide clear, accessible information (avoiding technical jargon).
- present trade-offs and customer outcomes.
- 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 papers and proposals, to discuss issues or obtain customer feedback as required.

Term

Membership to the Advisory Group is for a two-year term, with an additional term available at the mutual agreement of members and SA Power Networks. We are seeking members who are willing to commit to two back to back terms (4 year term) to align with the regulatory process and the lodgement of our Final Regulatory Proposal 2030-35 in December 2029 and subsequent engagement till April 2030. This will enable continuity and the ability to provide a consistent customer voice at key forums.

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

Meetings

The Advisory Group will meet as follows:

- Four (quarterly) 2.5-3-hour meetings in metropolitan Adelaide – schedule to be developed and in person/ online preference to be discussed and agreed by group.
- During the engagement period for our 2030-35 period, it is anticipated the RAG will meet monthly for a period of approximately 18 months (early 2026 to mid 2028).

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.

SA Power Networks is pleased to offer a sitting fee of \$400 per meeting for meeting attendance for eligible members. The honorarium will be paid half yearly, based on attendance.

Members not eligible for receiving an honorarium include:

- State/ Local Government representatives who are attending to represent their organisation.
- Industry representatives who gain industry knowledge from attending meetings. Others assessed on an as needs basis (eg Representatives who are paid to attend meetings as part of their paid employment role).

Individual members may also elect to have their honorarium paid to a charity via the SA Power Networks/Enerven Employee Foundation.

Managing 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 general circulation in the broader community. Members must be prepared to maintain this confidentiality until SA Power Networks approves the release of material for community information and/or comment, or otherwise.

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 engagement

