

Terms of Reference – Community Advisory Forum

May 2026

Purpose of our Consultative Group Model

Background

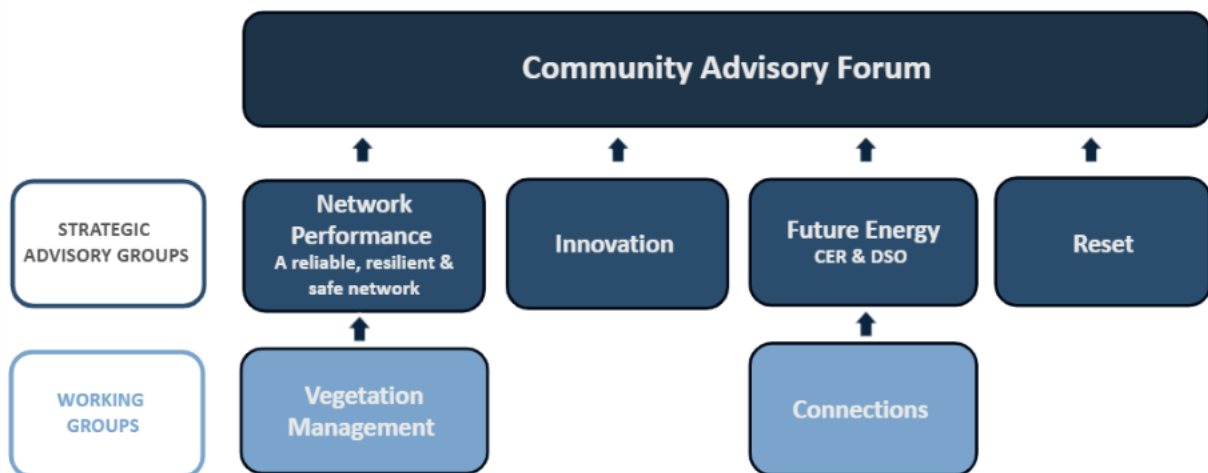
SA Power Networks provides an essential service to South Australians as the primary electricity distributor in the state.

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.



Community Advisory Forum

The Community Advisory Forum (CAF / Forum) provides independent, consumer-focussed advice to SA Power Networks ('business') on issues and decision-making that impact South Australian electricity customers.

The Forum's purpose is to:

- Represent the long-term interests of our residential, business and vulnerable customers.
- Provide strategic advice and input into key matters being considered by the business (eg: pricing, services and investments).

- Ensure customer perspectives are considered in decision-making and long-term planning.
- Support alignment with consumer engagement expectations set by the Australian Energy Regulator, including consumer engagement expectations outlined in the AER's Better Resets Handbook.
- Enhance transparency, accountability and trust between customers and the business.

Scope of forum

The Community Advisory Forum will consider and provide input on:

- Customer service and experience, reliability, and resilience.
- Revenue proposals and regulatory submissions.
- Network investment priorities and alternatives.
- Tariff design and affordability impacts.
- Impacts of the energy transition (e.g. rooftop solar, batteries, electrification).
- Equity considerations, including impacts on vulnerable and hard-to-reach customers.
- Other topics determined by the CAF and endorsed by SA Power Networks.

Out of scope

- Operational or internal management decisions.
- Individual customer complaints or disputes.

The Panel is advisory only and does not have decision-making authority.

Engagement principles

The Panel 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 Handbook¹.

To support this, SA Power Networks will:

- Provide timely, relevant, and accessible information.
- Engage with the CAF 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.

Engagement should be meaningful, focused and outcome oriented on the issues that matter most to customers and where stakeholder input can genuinely influence outcomes.

¹ [Better resets handbook | Australian Energy Regulator \(AER\)](#)

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.

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

Membership

The Community Advisory Forum will comprise a maximum of 12-14 members covering a diverse range of customer and stakeholder perspectives. They will be selected based on interests, skills, organisational affiliation and expertise.

The Forum will include diverse representation that may include consumers (residential and small business), consumer and community representatives, industry and large energy user representation, technical or academic experts, regional and vulnerable customers. For example:

- Independent Chair/Facilitator
- Chair Network Performance Advisory Group
- Chair Future Energy Advisory Group
- Chair Innovation Advisory Group
- Chair Reset Advisory Group
- Representatives from the following groups or sectors:
 - 2-3 customer representatives
 - Business / industry representatives
 - Consumer Energy Resources
 - Consumer advocates/vulnerable customers/culturally and linguistically diverse communities
 - Environment/sustainability
 - Regional/remote communities

SA Power Networks' participating members:

- Chief Executive Officer
- Chief Customer and Strategy Officer
- Head of Communications and Engagement
- Stakeholder Engagement Manager
- Stakeholder Project Coordinator

Guest presenters and subject matter experts will attend panel meetings as required but will not be formal panel members.

Reporting to SA Power Networks Leadership

Regular reporting to SA Power Networks Executive Leadership Team (ELT) will be undertaken by the CAF Chair on a quarterly basis 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 strategic issues.

Decision Making

A quorum of greater than 50% or more members 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 CAF 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:

- 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.
- ensure governance standards are maintained.
- maintain independence and credibility of the Forum.
- support members to engage effectively (including less technical participants).
- serve as a spokesperson for the Community Advisory Forum.
- 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 industry knowledge/experience and a collaborative mindset. They must also be 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. The Chair may be required to write reports/ submissions on behalf of the CAF.

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

Forum members should:

- fairly and accurately represent the needs and perspectives of customers.
- 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, 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 in Forum discussions, 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 (avoiding technical jargon).
- present trade-offs and customer impacts on topics identified by SA Power Networks.
- actively use CAF 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 CAF:
 - 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 content 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 feedback as required.

Term

Membership to the Community Advisory Forum 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 CAF will commence in June/ July 2026 and be reviewed in June/ July 2028.

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

Meetings

The CAF will meet as follows:

- four (quarterly) 3.5- 4.0 hour meetings in metropolitan Adelaide per annum – schedule to be developed and in person/ online preference to be discussed and agreed by Forum².
- additional meetings on special topics may be required (e.g. those requested by regulatory bodies or other external groups), as well as reviewing submissions or 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 Community Advisory Forum.

A sitting fee of \$450 per CAF meeting applies 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.
- Others assessed on an as needs basis (eg. representatives who are paid to attend meetings as part of their paid employment role).

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

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. 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: Consultative group model for structured engagement

