

December 2025

# Powerlink 2027-32 Revenue Proposal

## Appendix 3.05

### Customer Panel Annual Evaluation Results





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### Purpose

As part of the Customer Panel Terms of Reference, we conduct an annual evaluation survey to identify opportunities for continuous improvement in how we engage with and support our independent Customer Panel.

This year, the survey also included questions assessing engagement on Powerlink's Revenue Proposal, as per the Revenue Proposal Reference Group Terms of Reference.

### Results

#### Customer Panel overall engagement

Scores are expressed as averages. 0-20% Disagree | 21-40% Somewhat Disagree | 41-60% Neutral | 61-80% Somewhat Agree | 81-100% Agree. N/A, don't know, not sure responses don't impact scores.

The survey opened in October and ran for a period of two weeks. 11 people responded out of 16 external customer representatives invited to complete the survey (69% response rate).

**Results table 1: Customer Panel evaluation**

Statements	2025 Score
I am generally satisfied with the length and frequency of meetings, and the relevance of topics discussed.	93%
Information provided is clear, concise, and of high quality	98%
Powerlink effectively manages member engagement, supporting active participation and respect for different viewpoints.	95%
The panel achieves its objectives and provides value to both Powerlink and members.	89%
Members' contributions are valued, influence Powerlink's decision-making and improves outcomes.	91%
(NEW) The CEO fireside accountability chat was a meaningful opportunity to question Powerlink's customer and community performance.	87%
<b>Overall</b>	<b>92%</b>



### Results table 2: Based on your responses, what is one change you would make to improve the Customer Panel?

Open ended response, optional question. Each entry represents one individual's response.

What you said	What we heard
Reviewing more detailed case studies of network requirements, options analysis, and decision-making would be beneficial. It may assist Powerlink if members are familiar with the complexities involved in its decision processes. For example, worked examples could focus on asset replacement and system augmentation decisions in response to accelerated changes in generation technologies.	Where panel input and perspective is sought on investment decision matters - more practical in-depth case studies and worked examples can help the panel to better understand Powerlink's decision-making processes and complexities, while providing an opportunity for members to build capability.
It would be great to have a Ministerial representation at one meeting for them to hear directly from customers.	Direct access to and opportunities to engage with government ministers.
Some members do not actively participate in discussions. It would be good to explore techniques or topics that would encourage contributions by the quiet voices.	Techniques and approaches from Powerlink and/or panel members to support quieter members to participate / contribute more.
The agendas are too full. This creates a lecture like environment, rather than one that encourages and fosters two-way engagement and dialogue.	More two-way engagement and dialogue opportunities in meeting format. Consider formats and approaches for different types of engagement and information provision to help create more space in meetings for engagement and dialogue.
Consider longer meetings or one additional meeting per year to get through what should be on the agenda.	More comprehensive or complete agenda logic prioritisation across the year.
Provide individual members with feedback on whether Powerlink is getting the input they need from that member and their organisation.	Individual feedback to members on how their participation and that of their organisation does and can provide value.
Consider succession planning and how you bring new people into this on both sides - people in Powerlink and consumer and other advocates. I think this will be really important over time.	Invite input from panel members on succession planning to seek to ensure continuity and onboarding of new participants from both Powerlink and advocacy groups. Consider sharing the succession plan and efforts made to implement it.



## Revenue Proposal Engagement

### Customer Panel Evaluation of Revenue Proposal Engagement

Evaluation of revenue proposal engagement by Customer Panel members who are not on the Revenue Proposal Reference Group

Response Rate = 6 customer panel members (60% response rate)

Statements	2025
I have a clear understanding of the Revenue Proposal development process and my role within it.	80%
The information shared about the Revenue Proposal and consultation process was clear and easy to engage with.	90%
I feel confident that the process has been transparent and inclusive of customer perspectives.	73%
The draft Revenue Proposal and supporting materials enabled me to provide informed input or make a submission.	80%
Overall	81%

### Revenue Proposal Reference Group Evaluation of Engagement

Evaluation of revenue proposal engagement by Revenue Proposal Reference Group members only.

Response Rate = 5 out of 6 members on the Revenue Proposal Reference Group (84% response rate)

Questions	2025
The information provided to the RPRG is clear, concise, and of high quality.	100%
RPRG members have been engaged at an appropriate level.	100%
I am satisfied with the overall management, coordination and outcomes of engagement activities.	100%
I am satisfied that the process has allowed an appropriate influence on Powerlink decision making.	100%
I have been supported throughout the process to develop knowledge relevant to my role on the RPRG.	96%
In relation to meetings in particular: <ul style="list-style-type: none"><li>I am satisfied with the length of meetings (96%)</li><li>I am satisfied with the frequency of meetings (88%)</li><li>I am satisfied with the relevance of topics discussed (100%)</li></ul>	95%
Overall	98.5%



### Based on your responses, what is one change you would make to improve Revenue Proposal engagement in the next phase?

Open ended response, optional question. Each entry represents one individual's response.

What you said	What we heard
More time to develop a submission on behalf of the customer panel.	Provide longer public consultation periods between publication and submissions closing.
Include consultation with appropriate customer cohorts e.g. QFF members in engagement plans.	Consider integration of additional stakeholder outreach as part of the revenue determination engagement plan development process.
Wonder whether monthly meetings are frequent enough - but Powerlink have responded well with the meeting schedule for the rest of the year.	Continue to be responsive to member feedback on areas of focus and agenda topics until final submission.



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