Framework and Approach Engagement Summary Report

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Introduction

TasNetworks recognises the importance of engaging early with customers and stakeholders to understand the outcomes they value, the challenges they face and the issues they believe should be considered in the revenue reset process.

Engagement on the Framework and Approach (**F&A)** commenced in early 2026 and formed part of TasNetworks' broader program of engagement supporting development of the 2029–2034 Revenue Reset. Through this program, TasNetworks engaged with a broad cross-section of customers, industry participants and stakeholders from across Tasmania to explore customer priorities, future network needs, service expectations, emerging challenges and opportunities to improve customer outcomes.

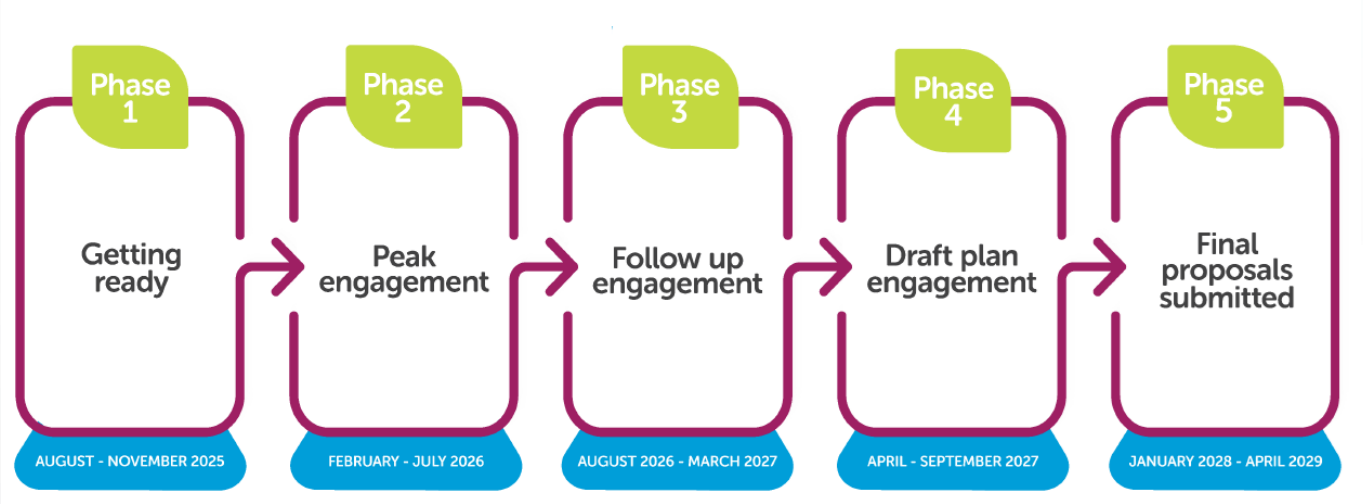
Engagement included residential customers, consumer representatives, local government, small business customers, agriculture and irrigation customers, large distribution customers, major industrial customers and industry participants.

The insights gathered through this engagement have informed TasNetworks' understanding of customer values, preferences and expectations and have helped shape development of the proposed F&A. They have also established an important foundation for future engagement and decision-making as the revenue reset progresses.

Engagement Overview

Engagement supporting the 2029-2034 revenue reset commenced in late 2025 and has been designed to provide opportunities for customers, stakeholders and industry participants to contribute to the development of future plans and proposals.

Figure 1 TasNetworks 2029-2034 revenue reset engagement program



Recognising that different stakeholder groups have different experiences, priorities and interests, TasNetworks has adopted a tailored approach to engagement using surveys, forums, workshops, advisory group discussions, targeted stakeholder meetings and direct customer engagement activities.

At the time of writing, TasNetworks has undertaken 35 engagement activities involving more than 2,700 participants and over 400 hours of engagement. While engagement activities explored a diverse range of topics including reliability, resilience, affordability, future network needs, customer experience, service delivery and connection processes, there was strong alignment in the outcomes customers and stakeholders wanted TasNetworks to consider.

Customer Priorities from Revenue Reset Engagement

Engagement undertaken as part of the revenue reset highlighted strong alignment across customer, stakeholder and industry participant groups. While participants often approached discussions from different perspectives, there was broad agreement on the outcomes they wanted TasNetworks to consider as planning and investment decisions are developed.

Five common customer priorities emerged through engagement. These priorities informed TasNetworks' understanding of customer values, preferences and expectations, and provided an important foundation for subsequent discussions relevant to the F&A.

Figure 2 Customer priorities

	Targeted, fit for purpose solutions	Balanced investment	Future-ready network	Affordability, equity and fairness	Customer choice and control
What this means	Investing in the right solution for the right problem	Balancing lowest cost possible today with targeted investment that reduces future risk and delivers long-term value	Building a network that is ready for the changing energy system	Targeted support for customers experiencing vulnerability	Enabling customers to participate in and benefit from the changing energy system
How this should guide our decision making	Consider all viable options, including maintenance, refurbishment, non-network solutions and emerging technologies and choose the approach that delivers best value for customers at the lowest possible cost	Prioritise investment where it will have the greatest impact addressing the highest-risk assets and worst-performing areas. Ensure transparency in decision making and avoid unnecessary or premature expenditure	Invest in modern, sustainable, digital and resilient infrastructure that strengthens network capability, improves operational efficiency and adapts to future customer and energy needs	Explore all options that weigh up lowest cost possible while still delivering on customer expectations. Consider impacts of investments on different customer segments.	Invest in solutions that increase customer flexibility and support proactive, timely and consistent communication that can inform energy choices. Ensure the benefits of the energy transition are equitable and accessible to all customers

Engagement Activities and Insights

Engagement undertaken to inform the F&A included discussions with customers, stakeholders and industry participants on topics directly relevant to the 2029–2034 regulatory period.

Stakeholder Advisory Group

The February 2026 Stakeholder Advisory Group (**SAG**) meeting provided an early opportunity to test ideas and considerations relevant to the F&A, with a focus on service classification.

TasNetworks presented to the SAG on the purpose of the F&A and how it shapes our regulatory proposal and sought feedback on proposed service classification changes, including those seen in recent peer determinations.

The SAG provided feedback on their expectations around the "beneficiary pays" principle, noting the continued use of price caps for services that directly benefit individual customers. They also provided feedback on new services covering Before You Dig Australia (**BYDA**) registration of private underground assets connecting to the distribution network and arrangements relating to electric vehicle charging infrastructure.

Local Government Forum

The Local Government Forum provided an opportunity to discuss the revenue reset and F&A process in the context of council priorities and community outcomes. Council feedback highlighted the importance of continued public lighting services, with the ability to manage the introduction of new technologies. Councils also provided feedback on the connection process and how that interacts with their planning process.

Councils expressed support for strategies that enable electric vehicle charging infrastructure to be rolled out quickly and efficiently, providing options for their residents.

Authorised Service Provider Engagement

Responding to industry feedback around connection and network access arrangements, TasNetworks engaged industry participants through an Authorised Service Provider (**ASP**) Forum and supporting survey, exploring options for an ASP scheme in Tasmania. This forum sought to design the scope of any ASP scheme in Tasmania, with a focus on identifying the need and how any solutions provide benefit to the Tasmanian community.

Participants clearly provided insights into ways an ASP could improve the current basic connection process, with increased flexibility, improved coordination and greater customer choice being highlighted. This was supported by the need for TasNetworks to provide appropriate accreditation, oversight and safety requirements.

Participants would like to see TasNetworks develop a staged implementation approach, with the ability to complete basic connections to existing network infrastructure identified as the starting point.

How Engagement has Shaped the F&A

The insights gathered through our engagement activities have informed TasNetworks' understanding of customer values, expectations and priorities, and have helped shape development of the F&A as outlined in Table 1.

Table 1 How engagement has shaped the F&A

Customer Priority	How engagement has shaped the F&A
Targeted, fit for purpose solution	TasNetworks has ensured the F&A includes services that support emerging technologies, allowing our investments to target the right issues.
Balanced investment	Feedback from stakeholders has informed TasNetworks position on service classification, providing transparency of what costs are recovered via the revenue cap and which are price capped.
Future-ready network	Feedback from stakeholders has informed TasNetworks position on services, allowing for the implementation of emerging technologies.
Affordability, equity and fairness	The correct classification of services ensures that customers are only required to contribute to the costs of services that provide them benefit.
Customer choice and control	The review of service classification provided stakeholders with the opportunity to identify the services they want TasNetworks to provide for all customers, what should only be provided by request and any services they believe should not be provided by TasNetworks at all.

Ongoing Engagement

The engagement undertaken to inform the F&A represents the first stage of a broader program of engagement supporting development of the revenue and regulatory proposals.

TasNetworks will continue to engage with customers, stakeholders and industry participants as planning, forecasting and proposal development progresses. Future engagement activities will focus on demonstrating how feedback has been considered, providing visibility of emerging thinking and maintaining opportunities for participation throughout the revenue reset.

This includes ongoing engagement through advisory groups, targeted stakeholder engagement, customer forums, webinars and broader public engagement activities.

Future engagement will culminate in a Draft Plan engagement, providing customers and stakeholders with an opportunity to consider TasNetworks' proposed approach, understand the rationale underpinning key decisions and provide feedback prior to submission of the revenue and regulatory proposals.



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