

## Reset Engagement and Empowerment Framework

Ausgrid fundamentally changed the way we engage with our stakeholders. We re-formed our Customer Council into the Customer Consultative Committee (CCC), to provide advice on our plans and service delivery, our regulatory submission and on becoming a more customer-centric in everything we do. The Reset Working Group (RWG) was established from the CCC members, to provide feedback on the development of the regulatory proposal. Our revised approach is most clearly captured in our Reset Engagement and Empowerment Framework, which guides us to stay:

- **Customer focused** – our primary focus is on the long-term interests of customers
- **Accountable and transparent** – key decisions are supported by robust evidence, using an open and transparent process that ensures stakeholders’ views are clearly taken into account
- **Respectful and collaborative** – relevant stakeholders are consulted and involved at each key stage in respectful two-way conversation with information provided in a simple format

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