

2018-22

POWERLINK QUEENSLAND REVENUE PROPOSAL

APPENDIX 3.04

Powerlink Transmission Network Forum Participant Feedback Report

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Delivering better value

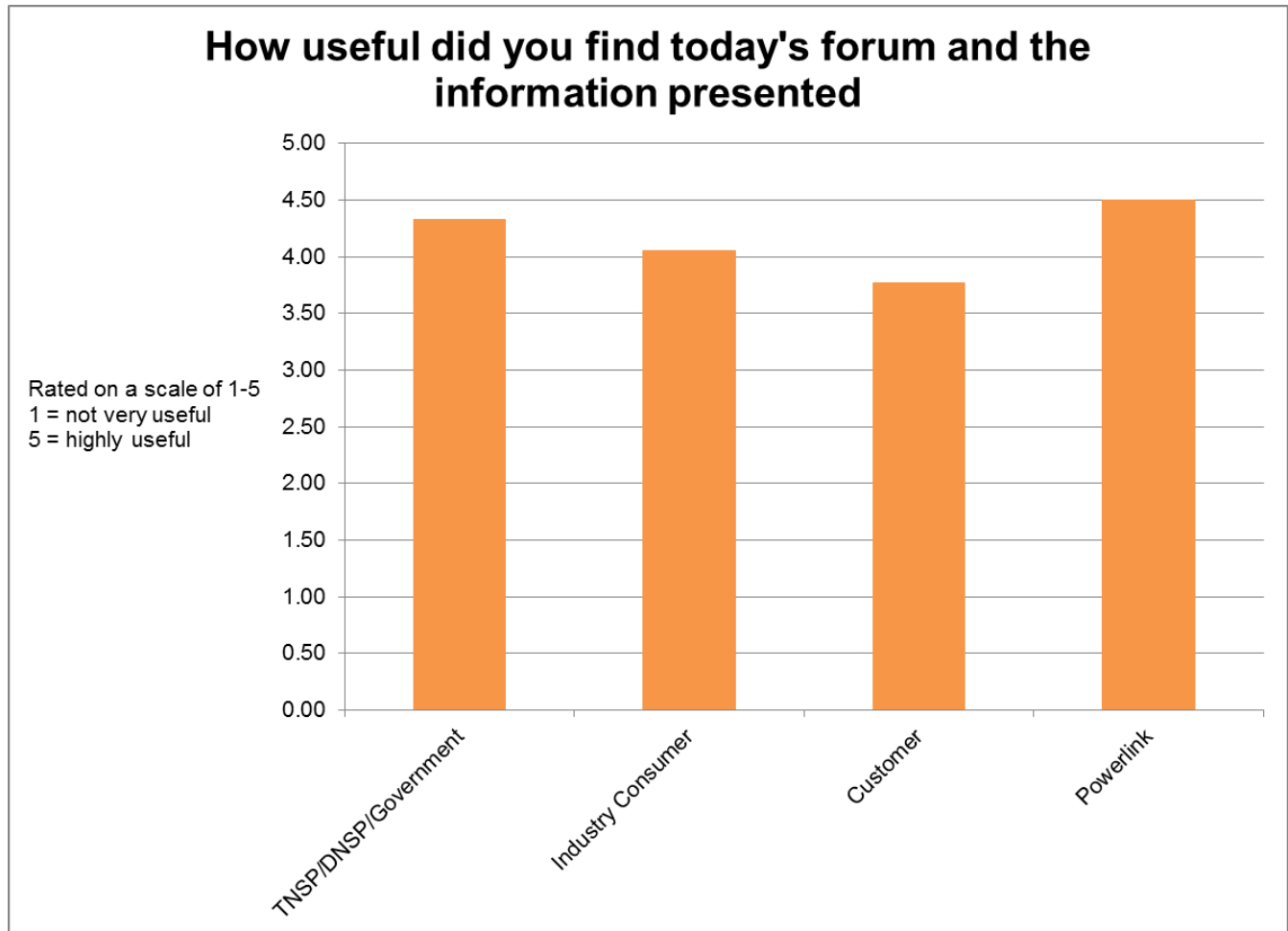
Powerlink Transmission Network Forum Participant Feedback Report

July 2015

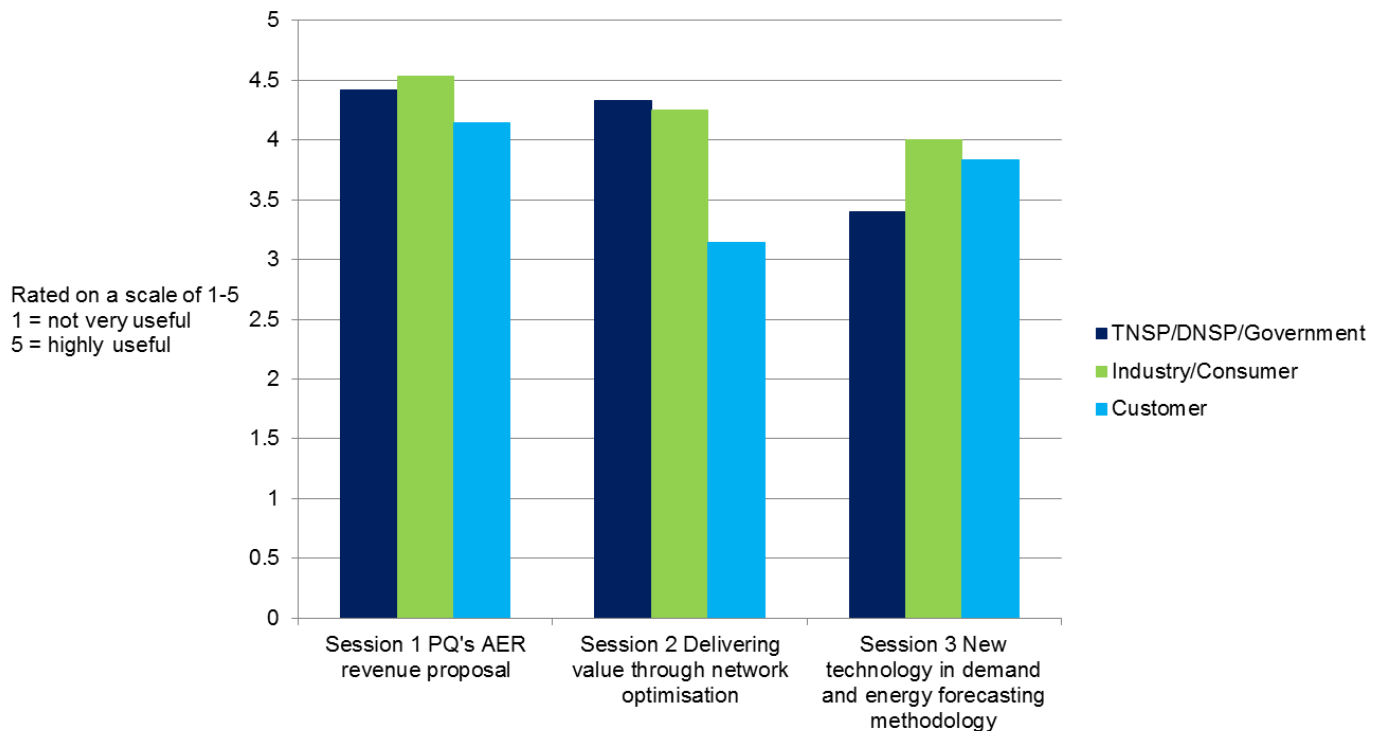


To rate the effectiveness of the Powerlink Transmission Network Forum and identify areas for future improvement, participants were asked to complete a feedback form. Of the approximately 80 participants, 58 completed and returned feedback forms.

Participants were asked to rate on a scale of 1 to 5 (1 being not very useful to 5 highly useful) the information presented at the forum and in the individual breakout sessions. The results are shown below:



How useful did you find the breakout session you attended and the information presented



Participants were also asked to provide any other specific feedback they had on the forum. The below shows the responses received:

Enjoyed the new theme. Breakout sessions very useful

Great info (perhaps pre-reading) on the management decision frameworks Powerlink operate with (e.g. Risk appetite statements/business casing frameworks and methodologies)

I thought it was a very good change to the usual TAPR - well done Powerlink

Improvement over last year. Breakout sessions good way to improve understanding and gain stakeholder input.

Network optimisation discussion should take place with customer groups on a geographic basis. What is achieved in Brisbane CBD is different in central Qld.

Good format. Enabled networking with other attendees.

Perhaps a tighter focus on issues

Wouldn't change anything. Continue your natural leadership in this realm

The breakout sessions and dinner table settings were an excellent approach to enable genuine discussion and stakeholder engagement.

Table format good. Rotation could have been better.

Great opportunity to refine and hear from all sectors. However Post TAPR may not be the time to "discuss" and inform?

Great session - thank you

Breakout session were great.

It was done well, very interactive and helpfully facilitated to peck information and ideas to improve Powerlink's performance

This format was a positive change - better energy and engagement across the attendees

Very well organised. This stimulated interaction and discussion in both forum and breakout sessions

How would the new reliability standard be implemented or enforced in a real sense.

There was a good comparison between the AEMO and Powerlink Forecasts but did not go into the detail unfortunately

Seemed to be appreciated by customers, they want more opportunity to engage and would like opportunity for localised network input

The commitment of Plink staff was commendable - very well prepared

Good initiative - great topics for the sessions

A lot of time was spent summarising each table which may have taken too much time

It was well run, starting questions were sensible

Too much spin. Dumbed down too much.

Suggest in future to extend forum with at least another presentation about customers or stakeholders - eg. feedback from the key customers

Very good discussion

Great ideas, very open and transparent. Very professional performances by Powerlink facilitators and presenters

Some interesting discussions

Well run, very informative and quite thought provoking

Breakouts are a great idea

Very good initiative in organising sessions following TAPR forum. Pleased to active engagement

No. Well facilitated and controlled.

Valuable initiative for collecting and assembling diverse input

Engagement with stakeholders - government and other industry players more(??) frequently

Well done. Good step towards making a decision transparent. Some input from local DNSPs.

I think the new forum adds value. Well done.

This was an excellent forum. There are lot of uncertainties around no. of engineering challenges. Good to ask from stakeholders

Well thought out and polished presentations. Enjoyed the breakout sessions - hearing views from others.

Small groups in breakout sessions were very productive for discussion

Positive information presented very well, good focus on communications, good case study

I think managed to tease out key views/issues in a relatively short time

Breakout - more detail around demand, particularly in comparison with AEMO. No real discussion of LNG differences, disappointing given it's the main difference.

Breakout session was valuable - well run

Look forward to next year.

Heartening to see focus on optimisation - slight concern that risk adverse overlay will restrict ability to realise substantive savings.

Please distribute a program of the day next time. There was a lot of confusion in my organisation on what was happening when, etc.

This year's session was a productive session. Some better information on reliability and performance.

Great session. Congratulations on taking on a new way - transparency and engagement.

Transparency in methodology as described by Stewart was enlightening. Differences from AEMO and impact of different aspects of forecast was good.

There was no mention of the reliability of the Powerlink network. This is important from a customer perspective.

From breakout - customer point of view head room = gold plating, give me the \$c savings or only 3c if you take down the line next door.

Thanks. The sessions helped for networking.

Have 3 separate sessions was a great idea.

A well-planned, well run event.

Waste of time.

I'd like to explore options to attend different sessions, as found all sessions being very interesting.
