Customer and Stakeholder Engagement Strategy

Stand-Alone Power Systems

CitiPower Pty Ltd and Powercor Australia Ltd

SAPS.CSES.01

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Document Control

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2	Draft document for broader consultation. Feedback obtained through internal consultations with representatives from Electricity Networks, Corporate Affairs, and Regulation.	Patrick Stafrace

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1. Purpose

This document outlines CitiPower and Powercor's approach and requirements to customer engagement for Stand-Alone Power Systems (SAPS) initiated by our networks to replace a standard network connection. It also describes our process to engage all stakeholders who share a material interest in the development of SAPS initiated by our networks.

This strategy details the stakeholder engagement requirements and approach our networks will undertake in the assessment, planning, delivery, and on-going operation of SAPS.

It outlines our commitment to provide customers and communities for whom CitiPower and Powercor have deemed SAPS as the safest, most resilient, reliable, and cost-effective solution for their energy needs with:

- timely, easy to understand information
- opportunities to engage in a meaningful discussion about their energy supply
- ability to make informed decisions in relation to a SAPS.

As a business, we value being customer and community minded and identify improving stakeholder engagement as one of our five strategic pillars.

This document builds on that purpose and takes into consideration key requirements set out by the Australian Energy Regulator and established guidelines published by Electricity Networks Australia, as well as learnings from other DNSPs that have incorporated regulated SAPS into their networks.

2. Objectives

The overarching objectives to enable effective, best practice engagement with our customers are to:

- achieve high customer understanding and literacy of the benefits and impacts of SAPS
- empower eligible customers to make informed decisions about the safe and reliable power supply options that meets their needs through meaningful conversations, and tailored information to their individual needs
- collaborate with eligible customers on aspects of the design that intersect with private property
- achieve high customer satisfaction by embedding customer-focussed engagement and decision-making throughout the lifecycle of SAPS from concept and planning, through to installation and ongoing operation.

3. Principles

This strategy has been developed in line with our Stakeholder Engagement Procedure which is a certified document under our Integrated Network Management System.

SAPS may be a suitable solution for customers who are:

- in rural or remote locations
- serviced by end-of-line network connections
- positioned in a challenging geography vulnerable to unplanned outages driven by severe weather events.
- located within an area of high bushfire risk.

We will engage with directly impacted customers, communities, and key stakeholders in line with the best practice principles outlined in Table 1 below and inform, consult, involve, and collaborate with them as required in accordance with the IAP2 Spectrum (set out in Appendix B).

Table 1

Best practice principles	Our interpretation
Accessible and inclusive	We respect the needs of all stakeholders and provide a range of ways for a diversity of people to be engaged and provide input. We acknowledge the various ways in which stakeholders prefer to be engaged and do our best to ensure our engagement allows adequate time and access for meaningful involvement. This principle also demands a level of agility – to be willing and able to adapt to changing circumstances, policies, or the discovery of new stakeholders whose needs should be considered.

Clear, accurate and timely communication	We will provide our stakeholders with information proactively to clearly and accurately set expectations about what they will experience when working with us, the standards of service they can expect and in the case of field works, action being taken to mitigate impacts.
Transparent	We share our knowledge, are honest about the rationale behind our approach, and ensure the engagement process is open and clear. We will always close the loop with our stakeholders; thanking them for their participation, replaying what we heard and explaining how their input has been used.
Measurable	We set objectives for engagement in line with the identified needs and wants of stakeholders and hold ourselves accountable for achieving them. The success of our engagement activity is measured during and after implementation and informs insights and lessons applied to future initiatives. We are continuously assessing outcomes based on project or activity milestones as well as stakeholder feedback received, and evolving our measures in line with changing stakeholder needs.

4. Stand-Alone Power Systems (SAPS)

4.1 Background

CitiPower and Powercor are two of the five electricity distributors in Victoria, supplying customers with power through an integrated network of poles and wires to customers across more than half of Victoria's geographical area. The distribution networks include built-up medium to high density urban areas as well regional, rural, and remote locations where density of customers is low and can include isolated or remote customers whose property is supplied by extended lines.

Customers in remote and rural locations are disproportionately impacted by unplanned power outages when compared to urban customers. This is driven by a range of factors including extreme weather events and longer, more challenging to maintain energy infrastructure. Rural or semi-rural locations with hard to access terrain can experience reliability risks in extreme or severe weather events such as storms or natural disasters such as bushfires.

Past engagement with customers in regional and remote communities conducted by Powercor identified a heightened risk of communities and customers feeling divided from urban customers when it comes to the impacts of natural disasters on energy reliability. Through this engagement, customers in these communities expressed their clear desire to see DNSPs adopt innovative technological solutions to bridge this divide and improve their ongoing power supply reliability, capacity, and access to renewable energy generation.

Rural and remote customers have a strong interest in their DNSPs to expand its thinking and implement new approaches which address their needs - particularly with new energy solutions that help reduce carbon emissions and support customer choices.

With sections of our regional networks reaching the end of their useful life and requiring significant investment, Stand-Alone Power Systems (SAPS) can provide direct benefits to customers and a cost-effective power system for our networks, improving the ongoing reliability, safety and performance of our customer's energy supplies.

4.2 SAPS key features

SAPS offer customers the opportunity to directly participate in the renewable energy transition and adopt a technical solution that increases their resilience and gives them greater control over their own energy needs. SAPS remove customer's dependency on the standard network of poles and wires, providing end of line customers or customers in difficult to access terrain with greater reliability of their energy supply.

This targeted customer group is also typically located in areas that are subject to high bushfire or extreme weather events which increases the likelihood of prolonged outages.

A SAPS typically includes the construction of a solar array and battery energy storage system (BESS) with a backup energy generator to provide individual property owners with a reliable power supply without a physical network connection.

SAPS are generally designed to service a single customer and is located within their property. However, they can also be applied to groups of no greater than five small customers (based on energy usage) if conditions allow. Given the frequency of power outages and reduced power reliability in remote areas, regulated SAPS give customers energy independence, improved reliability and capacity, and direct access to renewable energy generation while retaining the security, ongoing management, and retail arrangements that a standard connection to the established electricity network provides.

The distributed energy resources that constitute a SAPS including a solar array, BESS and a diesel generator will be sized with consideration of the customer's energy needs and the set standards for network efficiency. At a general level, a SAPS will also include:

- ground-mounted solar panels.
- battery storage.
- backup diesel generator.
- remote monitoring.
- securely fenced area.

Each of our SAPS will use solar energy as its primary source of electricity, with battery storage used to ensure power is available at times of peak demand and the back-up diesel generator used only when required, such as long periods of cloudy or rainy days. In addition, remote monitoring technologies ensure all components are working correctly while optimising for variations to peak demand.

The SAPS does not change the existing electricity retail arrangements for customers. Customers can keep their current electricity retailer in place, paying monthly or quarterly bills the same way they currently do or change retailers as they see fit. There is no additional or upfront cost to customers agreeing to a SAPS and customers will be no worse off because of switching to a SAPS.

Our networks will work with customers to establish a lease agreement for a small parcel of land that will house the system. In almost all cases, a SAPS will need to be located on the customer's property. Nearby locations may be viable, but not guaranteed, in limited circumstances pending agreements with neighbours or the responsible authority of crown land.

Our networks will remain responsible for all aspects of maintenance and operations including the refilling of diesel, fault maintenance, and power quality services.

5. Key messages

Introducing a regulated SAPS into our networks, particularly for customers who are disproportionately affected by power outages and supply issues, denotes a significant network response to customer demands for innovative energy solutions.

In rural and remote communities, where reliability is paramount, a SAPS can support their shift toward resilient, reliable, and participatory energy solutions.

What a Stand-Alone Power System can do for you?

- SAPS provide an off-the-grid energy solution that is resilient to outages without compromising the benefits of a physical network connection
- reliable energy is essential for our remote customers. SAPS are typically not vulnerable to major weather events and wider network vulnerabilities, increasing the reliability of your energy supply.

Why SAPS are different?

- **modular and adaptable to your needs:** SAPS are modular and adaptable, precisely tailored to your individual energy needs and your environment
- **cost-effective:** Switching to a SAPS incurs no additional cost, allowing you to continue paying bills to your retailer of choice, while improving network efficiency and operating costs for all our customers
- **renewable and environmentally sustainable:** Embracing renewable energy, SAPS reduce carbon emissions by relying on solar energy and battery storage. Backup generators ensure reliability during extended periods of adverse weather
- **comprehensive support:** Just because you are disconnected from the network doesn't mean you're on your own. We will manage the SAPS just like our poles and wires, so you can continue to rely on us for your power supply. Regulated SAPS give you the continuous support of monitoring, regular maintenance, and swift repairs if needed.

Eligibility and direct customer outreach

- eligible customers are selected based on their experience with power reliability and the costs associated with servicing their network connection versus a SAPS
- eligible customers will receive direct communication from their distributor. Customers cannot self-nominate to receive a SAPS.

6. Engagement approach

6.1 SAPS customer identification process

Identification and evaluation of customer loads where a SAPS is likely to improve reliability and cost effectiveness of the network will be conducted by our distribution networks.

Customers are not able to self-nominate for consideration of a SAPS at their property due to the significant network management requirements which must be considered. When assessing the suitability of a SAPS, our networks will evaluate the capital and operational expenditure as part of its asset management strategy in addition to the capacity, reliability, and historical interruptions to the customers' power supply.

Eligibility assessments will focus on single or small groups of customers who are in regional or remote sections of the network or areas of difficult terrain where asset replacements are due and/or have a high operational cost. They will take into consideration key factors such as:

- the cost of replacing existing assets and/or ongoing network operating costs when compared to a modular SAPS at the property
- the performance and operating history of the network in this location (including vulnerability to severe or extreme weather)
- the customer's energy usage requirements and reliability of supply
- local topography
- impacts to vegetation and any associated environmental approvals or requirements
- site access and proximity to service centres
- maintenance requirements
- bushfire risk profile of the area.

SAPS will only be proposed to customers in circumstances where the entire cost (including design, installation, and ongoing operation) is lower than replacing or maintaining the existing network configuration and where a SAPS will provide greater reliability for the customer.

In cases where a SAPS is identified as the most cost effective and beneficial solution for the customer, we will engage with customers directly to undertake a detailed assessment.

Proceeding with a SAPS is a collaborative decision between our networks and the customer.

6.2 Engagement of identified customers

Recognising the profound importance of a customer's property and the indispensable role of secure, reliable energy in their daily lives, we are committed to fostering a relationship of trust. This commitment relies on transparent, clear, and personal communication and engagement, ensuring that customers can make fully informed decisions about the energy solution for their property.

CitiPower and Powercor are committed to collaborating with identified customers during the development and delivery of a SAPS. This involves the deployment of a specialised Stakeholder Engagement Lead to direct tailored project engagement plans based on the principles and objectives of a staged customer decision-making journey.

This personalised approach is centred on an ongoing, customer-focused relationship with the Stakeholder Engagement Lead who guides the customer through a well-documented decision-making process. Our aim is to instil confidence in customers, assuring them that we understand their unique needs and are committed to supporting them throughout the SAPS lifecycle with their consent.

Throughout the proposed SAPS lifecycle, we will engage customers in a structured seven-stage process, seeking to:

- demonstrate the benefits of a SAPS solution tailored to their needs
- provide assurance that all operating requirements of their property will be met
- reach a mutual agreement with the customer on the location and capacity of their SAPS
- obtain free, prior, and informed consent for the construction and connection of a SAPS on their property or another location, depending on individual circumstances
- support customers through the construction and commissioning phases of their SAPS
- assist onboarding and optimisation of their new energy solution, addressing any concerns as they transition to a new normal.

Our Stakeholder Engagement Lead will develop their own plan based on the principles and objectives of a staged customer decision-making journey. This approach ensures each step aligns with the guidelines contained in this document with the overarching goal of focusing on the customer's needs.

Stage one: Introduction and benefits of SAPS.

We understand customer engagement on SAPS affects more than a customer's power supply but also their property, their energy needs, and their way of life.

Through this first stage we will provide customers with clear, easy to digest information outlining the benefits and overarching requirements of a SAPS. We will also introduce them to their ongoing key contact and place an emphasis on face-to-face visits.

This stage will be used as the first opportunity to capture and understand the unique requirements the customer may have such as farming or agriculture as well as future plans customers may have for their property such as new buildings, pipes easements, and roadways to help guide us on the requirements for a SAPS at this location.

We will work closely with customers to build a shared understanding of their needs, supported by plain English documentation of what has been communicated and what has been heard.

With the assistance of the customer's vital local knowledge, we will also identify and assess the potential impacts on and interest from the surrounding community.

We will also provide links or, where appropriate, hard copies of publicly available SAPS on our website such as frequently asked questions, fact sheets, and brochures.

Stage two: Consent to proceed with the design.

Customers will not be required to make any legally binding decisions during the early assessment stage. Instead, to progress to a detailed design, we will only request written consent from the customer confirming their full agreement that a SAPS for their property is viable in addition to a third-party customer data consent form.

This phase serves as an opportunity to equip customers with a comprehensive understanding of the detailed design process. It includes clarifying the involvement of any third-party designers and outlining activities that may require engagement with key stakeholders, such as their local council or adherence to various environmental and planning requirements.

While the customer is not obliged to proceed with a SAPS based on the consent provided at stage 2, this approach ensures that investment in detailed design efforts occurs only when there is a higher likelihood that the project may advance. This aligns with our commitment to be accessible, inclusive, and transparent.

Stage three: Detailed assessment and design.

During this stage, collaboration with customers is paramount as we work to confirm design requirements, including determining the most viable location for a SAPS. We will prioritise the coordination of onsite inspections with customers to minimise any inconvenience.

Central to maintaining customer trust is ensuring contractors and design partners who require access to the customer's property are thoroughly briefed on specific site requirements, such as biosecurity protocols, livestock considerations, the presence of pets, and customer preferences.

Our commitment extends to providing customers with a comprehensive understanding of each aspect of the assessment and design process. We will explain how each activity contributes to the design and feasibility of the proposed system, including how customer feedback has been considered, fostering transparency, and knowledge-sharing.

In instances where a SAPS may have the potential to be located on land not owned by the customer or may serve multiple customers, we will take responsibility of coordinating all engagement and communication between all relevant parties.

This collaborative approach ensures our networks remain accountable to all stakeholder needs and wants.

Technical assessments, tailored to the unique characteristics of each customer site and their energy needs, encompasses key factors such as:

- availability of flat ground within reasonable proximity to the supply point
- shading and direct sun exposure
- vegetation and wildlife
- cultural or Indigenous heritage
- proximity of livestock and farming activities
- vehicle movements and accessibility
- proximity to other members of the public
- security
- safety in design.

Throughout this stage, maintaining open communication with the customer is essential. We will explain key elements of the design, provide a balanced overview of the benefits and costs of potential locations, and confirm if forecasted performance standards align with customer expectations. This comprehensive engagement approach aims to support

informed decision-making about their power supply, instilling the highest level of confidence in their ability to provide explicit consent.

Stage four: Draft lease agreement.

Once a customer consents to the design and location of the SAPS, we will work closely with them to formalise a land lease agreement.

To safeguard the wellbeing of people, wildlife, and livestock in the area, as well as the integrity of the system itself, the leased area will be enclosed within secure fencing.

In instances where the SAPS is designed to service multiple customers, the agreement will be established either with the individual customer or, if relevant, the authority overseeing the land with notification of contract execution provided to all SAPS consumers. This tailored approach ensures the agreement is well-aligned with the specific requirements and considerations of the SAPS and that all relevant parties remain informed of the decision to proceed.

Stage five: Customer consent to proceed.

To empower customers during their final decision, we will provide them with a comprehensive set of communications which includes a formal lease agreement (where appropriate) and a letter of agreement that confirms the customer consents to being disconnected from an ordinary network connection and transition to a SAPS. To safeguard consumer energy protections, they will also be provided a clear and thorough statement of obligations.

To proceed with the SAPS, it is imperative that a written signature is provided by the customer. Acknowledging that navigating changes, however advantageous, can be overwhelming, we are committed to offering any necessary assistance in ensuring customers fully comprehend the final documentation. We strive to make this process as seamless and understandable as possible for our customers.

Stage six: Construction and commissioning.

We will work closely with customers and project teams during the construction phase to ensure customers have a comprehensive understanding of the impacts and timing of all works. This involves guaranteeing that our delivery partner teams have a clear understanding of the customer's requirements for their property and always maintaining an open channel of communication.

Construction of a SAPS will generally involve:

- ground and earth work to prepare the site (including excavation and ground compaction)
- installation of concrete foundations
- delivery of energy system hardware
- construction of solar panel array and connection of prefabricated cabinets which contain inverters, batteries, and electrical equipment
- installation of backup generators and fuel source
- erection of safety fencing
- connection of system to supply point
- testing and commissioning of the system
- disconnection of the property from the existing poles and wires.

Upholding customer privacy is also the responsibility of CitiPower and Powercor. Customer information, including SAPS location and design specifications, will not be communicated unless relevant to the execution of SAPS design or delivery. Where stakeholder interests are considered high, such as bushfire risk for the purpose of emergency response planning, our networks will supply an anonymised notification to the relevant authorities of SAPS locations.

Stage seven: Handover to operations and asset management.

After completing the construction and commissioning of the customer's SAPS, we will ensure that the construction standards meet the customer's satisfaction.

Following this, a seamless handover to the network operations and maintenance team will occur. During this transition, we will confirm with customers their understanding of the remote monitoring system, the expected maintenance and refuelling schedule, and provide key contacts and procedures in case of emergencies or unplanned outages.

Customers will have the opportunity to share their feedback on the entire process, contributing to the ongoing evaluation and improvement of the SAPS program engagement approach.

6.3 Key stakeholders

Although the primary focus of this strategy is on our customers, we acknowledge there are broader stakeholder interests which must be accounted for, especially when a feeder that stretches over a long distance is being decommissioned. This includes local governments, landowners, other utility providers, and energy and essential service regulators.

The below table outlines the key stakeholders who may have an interest in SAPS projects and how CitiPower and Powercor will work them to achieve broad acceptance of our networks approach to SAPS.

Table 2

Stakeholder	Needs and wants	Proposed Approach	IAP2 Level of engagement	Engagement tools
SAPS Landowner	• Reliable power supply. • No additional costs and preferably a cost savings. • Fast, efficient, and responsive service from the networks to ensure reliability is sustained. • Clear advice on what to expect from the SAPS and how it will operate. • All questions and property considerations answered. • Fair and reasonable lease agreement for the land. • Rehabilitation of land if the SWER line and poles are removed. • Respect for their property and needs, including if they decide to not accept a SAPS. • Respect for their privacy.	• Clear packages of communication for various stages: 1. Introduction 2. Consent to design 3. Detailed proposal 4. Lease agreement 5. Consent to proceed 6. Construction and Commissioning 7 Handover to Operations. • Fair and reasonable approach to negotiation and engagement between networks and the customer. • Ensure anyone engaging directly with customers is well trained in negotiation and engagement. • Documentation of every meeting held by networks and shared with the customer so that all discussions are clearly communicated and accurately reflected in planning.	• Involve/Collaborate.	• Regular meetings on site. • Direct email and phone updates. • Briefings on design process • Consult/negotiation on proposed designs. • Construction activity updates. • Website information.
SAPS Customer	• Reliable power supply. • No additional costs and preferably a cost savings.	• Clear packages of communication regarding the SAPS including customer benefits, operations, and maintenance schedules, and	• Involve/Collaborate.	• On site meetings. • Direct email and phone. • Consult on operational changes including peak demand management, site

	• Fast, efficient and responsive service from the networks to ensure reliability is sustained. • Clear advice on what to expect from the SAPS and how it will operate. • All questions and property considerations answered. • Respect for their property and needs during SAPS operations and maintenance. • Respect for their privacy	contact details of DNSP representatives. • Fair and reasonable approach to negotiation and engagement between networks and the customer. • Ensure anyone engaging directly with customers is well trained in negotiation and engagement. • Documentation of every meeting held by networks and shared with the customer so that all discussions are clearly communicated and accurately reflected in planning.		access and maintenance tasks. • Website information.
Neighbouring customers and/or community	• Visual impacts of SAPS. • Proximity of SAPS to or potential use of public land. • Effect of removal of poles and lines in the local network (positive and negative). • Any potential vegetation impacts. • Possible desire for SAPS at their own premises.	• Proactive written communication if a SAPS installation is occurring within their local area with opportunity to provide comment. • Consider and respond to any broader community feedback on proposed implementation of SAPS with their localities. • Publication of SAPS program information and benefits to regional and rural communities on the website. • Publication of program Q and A's and prompt responses to any community questions posed about the program. • Broad communications about the benefits of SAPS and adoption of new technologies to enhance customer outcomes within their communities.	• Inform/Consult.	• Meetings (if required). • Email or phone updates (If required). • Factsheet. • Works notifications. • Website information. • Site signage. • Project phoneline.

Local Councils	• Compliance with any local planning or overlay requirements (if any). • Changes to electricity infrastructure on local roads • Benefits of SAPS for their constituents. • Any broader applications of new technology in their communities. • Visual amenity impacts or potential land use. • Potential impacts to vegetation.	• Potential use of SAPS within their municipalities included in strategic briefings about local network management and upcoming projects.	• Involve/Collaborate.	• Project briefing. • Design process updates and negotiation (if required). • Website. • Email and phone updates as required.
Australian Energy Regulator (AER)	• DNSP compliance with National Energy Rules. • Customer value and minimum standards. • Effectiveness of ongoing SAPS engagement approach. • Feedback of SAPS customers including potential for independent engagement of customers and communities.	• Provide timely briefings on customer engagement and SAPS program. • Seek review and input into organisations ongoing engagement approach and incorporate feedback. • Publication on website of SAPS Customer Engagement Strategy and key documentation. • Updates on customer feedback or information for use in AER public engagements (if required).	• Involve.	• Project briefing. • Design process updates and negotiation (if required). • Website. • Regular project update briefings. • Email and phone updates as required.
Essential Services Commission Victoria (ESCV)	• Application of CitiPower and Powercor's customer first principles. • SAPS customer benefits and minimum standards. • Effectiveness of ongoing SAPS engagement approach.	• Provide detail briefings and program updates as required. • Seek review and input into organisations ongoing engagement approach and incorporate feedback. • Publication on website of SAPS Customer Engagement	• Involve.	• Project briefing. • Design process updates. • Website information. • Regular project update briefings. • Direct phone updates and emails as required.

		Strategy and key documentation		
Energy and Water Ombudsman Victoria (EWOV)	• Application of CitiPower and Powercor's customer first principles. • SAPS customer benefits and minimum standards. • Effectiveness of ongoing SAPS engagement approach. • Effective and fair conflict resolution process.	• Provide detail briefings and program updates as required. • Seek review and input into organisations ongoing engagement approach and incorporate feedback. • Publication on website of SAPS Customer Engagement Strategy and key documentation. • Provide information on complaints as required.	• Involve.	• Project briefing. • Design process updates. • Website information. • Regular project update briefings. • Phone and email updates as required.
Emergency Services (Police, Fire, Ambulance and State Emergency Services)	• Knowledge of customers and locations with SAPS within their response areas. • Guidance on requirements and risks in coordinating emergency response near SAPS location. • Potential of SAPS connected customers to provide shelter or assistance to others in extreme events and wide scale power supply outages.	• Briefing for local service area teams on planned deployment of SAPS within their service areas. • Provide timely updates and details of SAPS locations in format accessible and useable by emergency services. • Ensure local services have correct information for how to contact us in an emergency.	• Consult.	• Project Briefing. • Website information. • Regular project update briefings. • Phone and email updates as required.
Other utility providers	• Any potential works required within proximity, or impact to their assets.	• Direct engagement ahead of planned works if a potential to interact with other service provider assets is identified.	• Consult.	• Project Briefing. • Website information. • Regular project update briefings. • Direct phone and email updates as required.

7. Enquires and complaints

Enquiries or grievances will be managed by the CitiPower and Powercor's SAPS Stakeholder Engagement Lead in the first instance, adhering to the requirements of the Stakeholder Engagement Procedure. Escalation channels to senior project and network personnel will be provided to customers if a complaint cannot be resolved in a suitable timeframe or to the customer's satisfaction.

In the event a complaint cannot be resolved between our networks and the customer, we will work with the Energy and Water Ombudsman Victoria (EWOV) to ensure a timely and final resolution of the customers' concerns. Customers will be provided relevant and accessible information on how to access EWOV support if required.

Customer call centre

Acknowledging that customers may seek action on enquiries or complaints outside of their usual project contacts, the Customer Call Centre will be briefed before stakeholder information and consultation is conducted and in anticipation of any inquiries. A single point of contact for the activity needs to be nominated as the referral point for these inquiries.

In these cases, inquiries are resolved and managed under our Communication, Accountability, Responsiveness and Empathy (CARE) System.

8. Roles and responsibilities

CitiPower and Powercor will lead all engagement of customers eligible for a SAPS as well as local communities.

A dedicated Stakeholder Engagement Lead will be nominated to lead and coordinate all engagement activities with individual customers, communities, and key stakeholders.

They will be supported by a multidisciplinary project team of subject matter experts, engineers, and designers which is expected to include:

- Regulated Opportunities Lead
- Project Delivery Lead
- network engineers
- surveyors
- environment and planning specialists (as required)
- external design partners
- construction delivery partners.

The Stakeholder Engagement Lead will be responsible for developing project-specific customer and stakeholder engagement plans including RACI matrix and responsibilities for each SAPS project.

9. Procedural evaluation and review

This strategy will be formally reviewed and re-published on our website no less than once every three years or as required under relevant state or national legislation or regulation.

The review may include:

- **workshops and interviews:** with SAPS subject matter experts, customers, and key stakeholders regarding their experience with the delivery of this strategy as well as stakeholder engagement team members regarding their observations.
- **policy review:** of external legislation and industry expectations, and an assessment of our alignment with these requirements.
- **technical review:** assessment of the procedure against any updates to best practice in stakeholder engagement or customer feedback, emerging technology improvements and any potential new SAPS use case scenarios or applications.
- **audit:** assessment of performance of the strategy and the effectiveness of its application for the business and our customers.

Ongoing monitoring and evaluation will be carried out independent of regulatory requirements based on regular customer feedback and SAPS program implementation needs.

This ongoing evaluation may include:

- **customer and community feedback:** captured throughout and at the conclusion of individual SAPS projects.
- **key stakeholder feedback:** captured as part of the program implementation.
- **lessons learnt:** captured through engagement with project teams and other DNSPs delivering SAPS for their customers.
- **industry guidelines:** captured through our networks' involvement in various working groups, forums, and consultations regarding SAPS.

Updates to this strategy as a result of this evaluation will be reviewed in consultation with relevant authorities and stakeholders before publication on our website.

Appendix A: Frequently Asked Questions

What is a Stand-Alone Power System?

SAPS use different energy resources to provide customers with a continuous energy supply without needing a physical network connection.

SAPS are generally made up of solar panels, a battery and a backup diesel generator which work together to provide a reliable energy supply. The power is typically generated when the solar array on the system converts energy from the sun into electricity which is then either consumed by the customer or stored in the battery for later use.

As the SAPS is located close to where the energy is needed, it is less vulnerable to extreme weather events and reliability issues that would impact the much larger and widely dispersed traditional electricity grid.

Who is eligible for Stand-Alone Power Systems?

As part of our maintenance and upgrades program, CitiPower and Powercor regularly assesses its networks for areas where a SAPS can deliver the most cost-effective solution for the network and a reliable solution for customers.

Customers cannot self-nominate for a regulated SAPS. Eligible customers will be contacted directly by one of our representatives.

What are the benefits of a Stand-Alone Power System?

Better reliability, improved power quality and the opportunity to go independent from the network without compromising the ongoing reliability of a regulated energy supply.

Who owns the system?

Just like our poles and wires, the SAPS will be owned and operated by CitiPower and Powercor.

Will there be an additional cost to me?

CitiPower and Powercor pays for the installation, maintenance, and operation of the SAPS. You will continue to receive your standard electricity bill. There are no additional costs to customers as a result of a SAPS.

Who maintains and is responsible for the system?

The responsibility for maintaining the system is the same as the existing poles and wires. CitiPower and Powercor is responsible for all operations and maintenance of the system, including any repairs and fault rectification.

Where will the system go and what size is it?

The location is negotiable but ideally it will be situated in a sunny, north-facing position with safe land access and close to where the power is being consumed.

What is the size of the system?

The size of the system will cover your current energy use and will factor any planned future requirements for your property or business.

What happens when something goes wrong?

You will continue to have 24/7 access to CitiPower and Powercor support staff.

Who is going to come to fix the system?

CitiPower and Powercor's field service teams will continue to provide the same level of service.

Can you remotely log in to find a fault?

Yes, we will maintain a secure, remote connection to the SAPS at all times.

Can I get solar on my rooftop?

We will assess the impacts of rooftop solar during our design consultations.

How much diesel fuel does the backup generator hold? Who fills it?

The backup diesel generator is designed to hold enough fuel for approximately 3 weeks of continued operation, depending on your energy usage.

CitiPower and Powercor will monitor and refill the diesel fuel tank.

Appendix B: IAP2 Spectrum of Public Participation

IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Figure 1: IAP2 Spectrum of Public Participation.