

Jacana Energy

Energy Customer and Community Forum

Terms of Reference

4 October 2023

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1. Background

Jacana Energy is committed to meet its roadmap set out in the Strategic Plan 2023-25. Jacana Energy's Vision, "*Leading smart energy solutions for the Territory*" is directed at making electricity easy and fair for its customers today and finding smart renewable energy solutions for NT's future.

Jacana Energy is keen to hear feedback from community organisations and customers on their energy experiences and proposes to form a representative body through a newly established Energy Customer and Community Forum (ECCF).

2. Terms of Reference

The Terms of Reference set out the governance structure and operating procedures for the ECCF.

The Terms of Reference may be updated amended or reissued in consultation with ECCF members by Jacana Energy. ECCF members will be given twenty-eight (28) days' notice of the intention to make changes to these Terms of Reference.

3. Purpose

The ECCF is established as an advisory body to provide advice and guidance to Jacana Energy on issues relevant to the provision of electricity to residential and small business customers in the Northern Territory (NT).

The primary aims of the ECCF are:

- a. to provide guidance to Jacana Energy regarding the needs, views and expectations of Jacana Energy's customers and the broader community;
- b. to facilitate engagement on relevant energy topics with Jacana Energy customers, communities and respective community organisations and networks;
- c. to review and comment on Jacana Energy's initiatives to improve the customer experience, including providing feedback on the annual Energy Charter Disclosure;
- d. to improve understanding of different customer needs for electricity services and how they can be addressed; and
- e. to provide feedback on relevant strategic initiatives being undertaken by Jacana Energy.

Jacana Energy commits to keeping the ECCF informed on topics relevant to its purpose, listen to and acknowledge concerns and aspirations from ECCF members and to provide feedback on how ECCF input has influenced decisions and initiatives.

4. Membership

4.1 Composition of the ECCF

The Forum will consist of:

- a. A **Chair**: appointed by Jacana Energy, the Chair will be a member of the Jacana Energy Executive Leadership Team, generally the Chief Executive Officer.
- b. A **Deputy Chair**: appointed by Jacana Energy, the Deputy Chair will generally be the Chief Customer Officer and is responsible to assist the Chair with delegated tasks, management, and other affairs of the ECCF.
- c. A **Secretariat**: appointed by Jacana Energy, generally a member of the marketing and communications team. The Secretariat is responsible for providing administrative and operational support to the Chair, Deputy Chair and ECCF members and will maintain a register of members and minutes that will serve as the definitive record.
- d. **Members**: appointed (as outlined in section 5.2) from organisations representing customers and communities across the Northern Territory and individual customers who have registered an expression of interest and have been appointed to the ECCF by Jacana Energy.

4.2 Appointment of members

Jacana Energy will invite organisations to nominate representatives to serve as members of the ECCF.

Jacana Energy will also publish an Expression of Interest Form for individual customers who want to become members of the ECCF. Customer representatives (ie. those members who do represent an industry or customer group) should be a Jacana Energy customer.

The ECCF will consist of a minimum of eight (8) members, at any given time.

4.3 Term and removal of members

Members will generally be appointed for a period of two (2) years, after which their membership may, by agreement, be renewed.

5. Member Obligations

5.1 Obligations of members

- a. to comply with these Terms of Reference;
- b. to perform their duties as a member diligently and in good faith;
- c. where the member has been nominated by an external organisation, to use reasonable endeavours to represent the views and opinions of the customer and community segment which their organisation represents;
- d. to treat all non-public information the member receives or obtains in connection with their membership as confidential information to be used only for the purposes of pursuing the aims and performing the responsibilities of the ECCF;

- e. not to publish any statements or make any comments to the media about the ECCF or its activities, other than with the prior written permission of the Chair;
- f. not to act or represent in a way that suggests they have the authority to bind or represent the ECCF or Jacana Energy;
- g. to fully and immediately disclose to the ECCF any conflict of interest or perceived conflict of interest between the interests of any of the member or the organisation which the member represents and Jacana Energy; and
- h. to contribute in a manner that constructively works with Jacana Energy and other ECCF members on relevant issues, with the aim to improve outcomes for customers and the NT community.

Jacana Energy may remove a member from the ECCF for one of the following reasons:

- a. attending 50% or less of the total ECCF meetings in a year;
- b. member behaviour is in contravention to these Terms of Reference; or
- c. a member's actions pose a risk to the safety of Jacana Energy employees or other members.

The Chair will formally communicate with a member if they are at risk of being permanently removed from the Forum, outlining the reasons for their potential removal and seek feedback from the member prior to making a final decision.

5.2 Obligations of nominating organisations

Where an organisation nominates an individual as a representative member, the organisation undertakes:

- a. to nominate as a potential member only persons who have the requisite skills and experience to adequately perform the member obligations;
- b. to nominate as a potential member only persons who agree to work constructively with Jacana Energy on relevant issues;
- c. not to publish any statements or make any comments to the media about the ECCF or its activities, other than with the prior written permission of the Chair; and
- d. to treat all non-public information which the organisation receives or obtains in connection with appointment as a member as confidential information to be used only for the purposes of pursuing the aims and performing the responsibilities of the ECCF and disclosed only with the written authority of the Chair.

6. Meetings of ECCF

6.1 Time and place for meetings

The ECCF aims to meet at least four (4) times each calendar year. Meetings will generally be hosted at Jacana Energy Offices in Darwin, with facilities for members to join remotely via video conferencing. The Chair may, in consultation with members, issue a schedule of ECCF meetings in advance.

6.2 Calling Meetings

The Chair, Deputy Chair or Secretariat may call a meeting at any time by giving notice to members.

The Forum is expected to nominate and agree on the agenda items to be presented for discussion at each meeting. The Chair, Deputy Chair or Secretariat will invite members to nominate agenda items. The Chair, Deputy Chair or Secretariat will generally provide to members at least one week prior to each meeting:

- a. an agenda; and
- b. any presentations, reports, papers, or materials which are intended to aid members in the meeting.

6.3 Procedure at meetings

The Chair will preside at meetings. In the absence of the Chair, the Deputy Chair will become the presiding officer. In the event of both the Chair and Deputy Chair becoming unavailable, a representative from Jacana Energy will be appointed by the Chair and will preside over the meeting. The presiding officer may set any formal or procedural requirements.

Generally:

- a. there are no quorum requirements for a meeting;
- b. members who represent an organisation may appoint a proxy in prior consultation with the Chair, Deputy Chair or Secretariat (at least five (5) business days' notice), should the nominated representative be unable to attend any meeting; and
- c. individual members may appoint another member as a proxy to represent them at a meeting in prior consultation with the Chair, Deputy Chair or Secretariat (at least five (5) business days' notice).

7. Standards of conduct

In performing their functions, members are expected to:

- a. interact collaboratively as part of a team;
- b. interact in an open, honest, and ethical manner, by speaking up, doing the right thing and seeking and providing feedback to members where appropriate;
- c. show respect for each member and be supportive of each member's wellbeing;
- d. recognise and be accepting of diverse views and opinions and embrace different perspectives;
- e. ensure views expressed accurately reflect and represent the customer segments and communities of member organisations (not personal grievances or agendas); and
- f. always be looking to find innovative solutions that benefit electricity customers and the broader Territory community.

8. Administration

8.1 Record-keeping

The Secretariat will keep reasonable records of the activities of the ECCF and provide updates to members. The Secretariat will circulate meeting minutes, including any actions or decisions within ten (10) business days of the meeting.

8.2 Remuneration and Expenses

- a. **REMUNERATION:** Jacana Energy will provide remuneration or sitting fees to individual members of the ECCF in accordance with The Northern Territory Government Statutory bodies classified, for remuneration purposes, under section 10(1) of the Assembly Members and Statutory Officers (Remuneration and Other Entitlements) Act 2006. ECCF individual members are classified as Class C3, and are eligible for a daily rate of \$228. More information can be found at cmc.nt.gov.au. ECCF members who represent an organisation, peak body or business are not entitled to remuneration.
- b. **REIMBURSEMENT:** Members may be entitled to reimbursement of expenses they may incur in connection with the performance of their functions as members of the Forum. Members must seek approval from Chair in advance of meetings, for relevant expenses incurred in relation to meeting attendance.

8.3 Energy Charter Annual Reporting

Jacana Energy is a signatory of the Energy Charter. The Energy Charter is a unique coalition of like-minded energy organisations, with a shared purpose and passion for customers and communities. The purpose of the Energy Charter is to empower energy organisations across the energy supply chain to deliver better energy outcomes for customers and communities.

As a part of Jacana Energy's commitment to the Energy Charter, the activities of the ECCF will be reported in the Jacana Energy, Energy Charter Disclosure (Disclosure). The Disclosure will summarise Jacana Energy's progress against the 5 principles of the Energy Charter:

- a. We will put customers at the centre of our business and the energy system.
- b. We will improve energy affordability for customers.
- c. We will provide energy safely, sustainably and reliably.
- d. We will improve the customer experience.
- e. We will support customers facing vulnerable circumstances.

Jacana Energy will self-assess and measure its performance of the previous financial year against these 5 principles.

The role of the ECCF in the Disclosure process is to engage with Jacana Energy to shape the self-assessment to ensure it is in line with community sentiment and to also provide advice to Jacana Energy regarding how it can improve against the five principles. This initial phase would generally occur between July and September annually.

Jacana Energy will publish its Disclosure generally in early October.

The ECCF will generally meet in October or November to discuss and provide feedback to the Jacana Energy published Disclosure. The Chair may provide responses to the ECCF on how Jacana Energy has measured its customer service in the Disclosure. Jacana Energy will use the information provided by the ECCF to create a feedback summary of the Disclosure and the performance of the process, which will be submitted to the Energy Charter. The Energy Charter will generally publish the feedback summary in early December.

Other ECCF meetings, and potential outcomes of these meetings, which may not focus on the Disclosure, may also be included in the Disclosure to provide transparency of ECCF activities.

9. Discontinuing the ECCF

There may be circumstances where the ECCF is no longer required. In these instances, the Chair will provide written notice to each member detailing reasons as to why the ECCF is being discontinued. Members will be given twenty-eight (28) days' notice of the discontinuation of the ECCF.

10. Confidentiality

It is important that discussions within the ECCF are conducted in an atmosphere of mutual respect and confidentiality.

All electronic and written documents provided to the ECCF members for meeting discussions are for the members with the expectation that members will distribute these documents solely within the group.