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## **Major consultation includes online opportunity for customers to get talking about power**

SA Power Networks is calling on South Australians to have their say regarding future plans for the electricity distribution network by registering with **[talkingpower.com.au](http://talkingpower.com.au)**.

SA Power Networks is undertaking a comprehensive engagement and consultation process to develop its plans for managing the electricity distribution network in the 2020-2025 Regulatory period. The **[talkingpower.com.au](http://talkingpower.com.au)** website gives South Australian residential and business customers the chance to have their own direct say on what's important to them.

"Every five years SA Power Networks develops a plan (called a Regulatory Proposal) that outlines our proposed future operational plans and expenditure," said Paul Roberts, Manager Stakeholder Relations. "We are currently listening to the views of our customers as we develop our plan for the 2020-2025 Regulatory period."

SA Power Networks is required to submit its proposal to the Australian Energy Regulator in January 2019 and will consult extensively with stakeholders throughout 2017 and 2018.

"Currently our charges for distributing electricity to more than 860,000 customers across SA are about \$10 a week for the average residential customer. While this amounts to about a quarter (26.2%) of the retail bill, we know it is important for customers that we continue to ensure we have as reliable a network as possible and deliver this at the lowest possible sustainable cost.

"We have developed a comprehensive plan for engaging with stakeholders and customers to ensure that our plan reflects the views, expectations and priorities of customers.

"We initially conducted broad research to understand the key concerns of customers. We then explored their priorities more deeply through regional and metropolitan workshops and with our various customer reference groups.

"Clearly customers are concerned about prices, which have risen dramatically this year due to rising generation and retail costs. Their interest in reliability and security of supply obviously has been heightened by recent events in SA and they also are very interested to understand how we might support them in the future as they potentially opt to use new technology, such as battery storage, to meet their energy needs."

**To provide views to SA Power Networks, customers should register now at [talkingpower.com.au](http://talkingpower.com.au)**

**People who register at [www.talkingpower.com.au](http://www.talkingpower.com.au) before the end of September will go into the draw to win an iPad Pro.**

**Media contact: 0403 582 500**