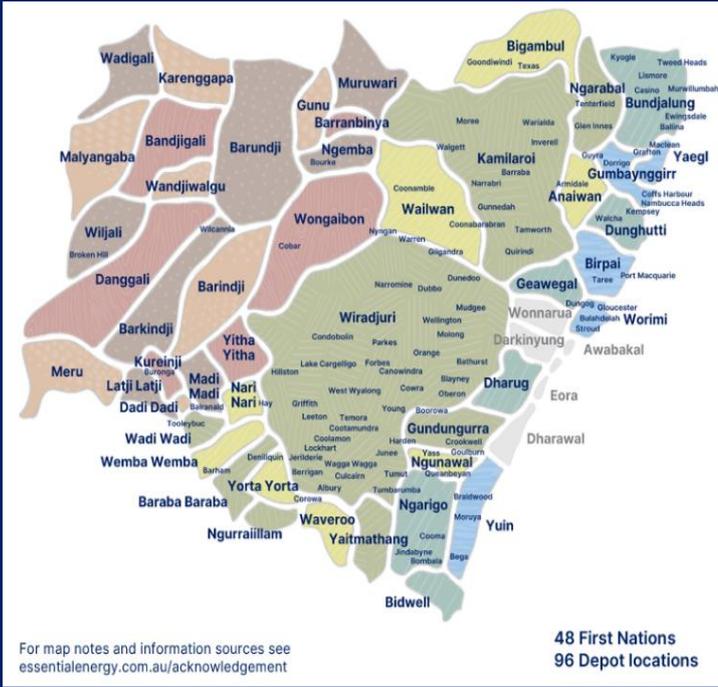


Customer Advocacy Group

Terms of Reference





Acknowledgement of Country

Essential Energy's operations are located on lands and waters that have belonged to Indigenous peoples for thousands of years. We respect their ongoing connection to lore and culture, which has been shared by generations, passed down through stories, dance and ceremonies.

Our engagement practices are rooted in this understanding, which continues to develop as part of our commitment to reconciliation with Indigenous peoples and communities. We pay our respects to Elders past and present, and further acknowledge the important role that Indigenous peoples, employees and communities continue to play within our business and the communities we serve.

Purpose of the Customer Advocacy Group

The Customer Advocacy Group (CAG) provides a forum for Essential Energy and customer advocates to engage in a two-way dialogue on all aspects of our business. Representing the interests of the diverse range of our customers across regional, rural, and remote NSW, the CAG provides invaluable input to our decision making.

Membership

The CAG consists of at least eight (8) external members with diverse perspectives and energy industry knowledge, who represent Essential Energy customers or work for organisations advocating for the interests of Essential Energy customers.

Members serve two-year terms and may be reappointed. Members are expected to attend all meetings or arrange a delegate from their organisation if they are unable to attend.

Observers are welcome to join meetings with prior notice to the CAG Secretariat. Sometimes, specialists or representatives from regulatory or government agencies are invited for specific meeting discussions.

Accountability

CAG members are responsible for sharing feedback and insights on behalf of the customers they represent. CAG members should identify issues and topics relevant to customers, provide feedback on our business operations and initiatives, review documents as needed, and distribute key information to members. CAG members are expected to engage in respectful and informed discussions.

Where possible, Essential Energy will share information prior to meetings to enable CAG members to seek feedback from their organisation and community to inform discussions.

Additionally, members contribute to Essential Energy's annual Energy Charter Disclosure Statement and regulatory proposal engagement.

Confidentiality and Media

Essential Energy recognises the need for open debate on issues related to electricity distribution.

Members can publicly discuss issues relating to Essential Energy and the CAG, provided they do not include confidential information or sensitive matters and disclose that their comments reflect their opinion only. All documents are considered confidential unless otherwise specified. A Community Update is written after each CAG meeting, to be shared publicly. Customers can direct queries to CAG members via the [Customer Advocacy Group](#) webpage.

Any statements made by the CAG will be reviewed and endorsed by the members prior to release.

Conflict of interest

CAG members must disclose any conflict of interest before receiving meeting documents, or during meetings, and if a conflict exists, should abstain from discussions or leave the meeting as required.

Meeting arrangements and secretariat support

CAG meetings are held at least four times per year, with attendance either in person or via videoconference. Meetings are chaired by Essential Energy's Chief Corporate Affairs Officer or delegate. Often CAG meetings take place in regional communities within the Essential Energy footprint to provide insights into Essential Energy operations. The Secretariat is responsible for the coordination of meetings, materials such as agendas and minutes, tracking action items, processing expense claims and managing the CAG Communication Hub. The Secretariat also facilitates onboarding, briefings for new CAG members and travel arrangements.

Sitting fees and travel expenses

Essential Energy reimburses all reasonable travel costs. Members are eligible for a \$250 daily sitting fee, which can be donated to an Essential Energy Corporate Charity if preferred. Members need to submit a Customer Advocacy Group Expense Claim Form with relevant tax invoices for reimbursement of out-of-pocket travel expenses.

How members are appointed

Essential Energy may seek expressions of interest or ask relevant organisations and community groups to nominate representatives for the CAG. The aim is to have a membership that reflects the demographic diversity of residential and business customers in the Essential Energy network area. Members must have an interest in electricity distribution related issues and customer service. Representatives should demonstrate effective two-way communication with their respective communities, utilising established channels to share information, gather feedback, and understand and convey customer perspectives.

The Committee will act in accordance with all relevant Company Policies and regulations including:

- > Essential Energy's Code of Conduct
- > CECF0002.01 Governance: Risk Management
- > CECF0002.01 Preventing Fraud and Corruption
- > CEOP2036 Travel and Related Expenditure

