

## EDPR Customer Forum - Recruitment process

### Selection Criteria

The independence and legitimacy of the Customer Forum members was of primary importance in the selection process. Members were required to be fully independent of AusNet Services and capable of credibly representing the perspective of the breadth of AusNet Services' customers.

Members of the Customer Forum could not:

- Be currently employed or engaged by AusNet Services or the Australian Energy Regulator;
- Have criminal convictions;
- Have been disqualified from acting as a director; or
- Have undertaken activities deemed to have had major adverse consequences for consumers.

Customer Forum members were selected through a skills-based assessment approach, consistent with the New Reg Process.

The skill sets in the tables below were targeted:

Capabilities	Specific skills/qualifications
<ul style="list-style-type: none"> <li>• Numeracy (and ability to explain to others)</li> <li>• Credibility to represent the customer perspective (including vulnerable customers)</li> <li>• Negotiation</li> <li>• Communication</li> <li>• Analytical skills</li> <li>• Flexibility and willingness to develop new skills</li> <li>• Chairing skills (for Chairperson)</li> </ul>	<ul style="list-style-type: none"> <li>• Economics</li> <li>• Law (commercial/consumer)</li> <li>• Engineering</li> <li>• Consumer rights advocacy</li> <li>• Market research</li> <li>• Communications</li> <li>• Agriculture/business</li> </ul>

### Advertising

The following channels were used to recruit members of the Customer Forum:

- AusNet Services' website
- LinkedIn
- University alumni channels
- The Financial & Consumer Rights Council Inc
- AusNet Services' Customer Consultative Committee
- Advertising in The Age newspaper throughout December 2017.

Approximately 120 applications were received. The vast majority of applications were due to the advertisements in The Age.

## **Selection Process**

Following receipt of the applications, AusNet Services asked the candidates to allow their details to be shared with the AER and Energy Consumers Australia, which would be consulted on the recruitment of the Forum.

AusNet Services shortlisted the candidates, and this shortlist was tested with the AER and ECA.

Interviews were conducted with a shortlist of 12 candidates. The interviewers were Peter Eben, Chair of AusNet Services' Customer Consultative Committee, and Tom Hallam, General Manager Regulation and Network Strategy, AusNet Services.

The interview process tested the candidates understanding of the Customer Forum's role, their ability to represent the perspectives of customers, their understanding of consumer issues and their analytical ability through the use of a short case study.

A final five were selected. In finalising the selection, obtaining an appropriate mix of skills was the primary objective. It was also important that at least one Customer Forum member be an existing AusNet Services electricity distribution customer.

The final five all accepted their appointment to the Forum.