



Orion Customer Advisory Panel Terms of Reference

20 February, 2018

The Customer Advisory Panel is a forum for Orion to engage senior members of groups or organisations that represent the interests of a broad cross-section of our customers. It is an advisory panel with a customer advocacy focus, to help us understand customer needs, issues and service requirements.

Panel members represent a cross section of the community and reflect the diverse perspectives of our customers.

Objectives

The Customer Advisory Panel gives a voice within Orion to people with a deep understanding of the groups they represent and enables Orion to explore topics, and seek feedback on an ongoing and structured basis.

It will help Orion to:

- Test our investment plans, and customer service process improvements
- Ensure we capture systemic customer issues
- Improve the customer experience we provide

Roles

Members of the Customer Advisory Panel will be asked to:

- Develop an understanding of the Orion business and the electricity industry including our approach to managing the network
- Raise key issues Orion's customers face
- Help Orion understand our customer network and service needs and what our priorities should be
- Provide feedback on Orion's plans or proposed work streams, including our Asset Management Plan, customer strategy and engagement plans
- Support dialogue and share information with the communities they represent
- Act as the customer voice
- Suggest topics and ideas for discussion

Orion will:

- Listen with an open mind to the views expressed
- Respect the diverse nature of the views expressed

- Be open with information, and planning, within commercial constraints
- Report back to the Panel on how we have responded to feedback

Membership

The Orion Customer Advisory Panel will be chaired by Orion's CEO or a member of the Orion leadership team. Also participating will be Orion's GM Commercial, and Communications and Engagement Manager.

There will be a minimum of six representatives of Orion's customers and a maximum of 12. This may vary from time to time at Orion's discretion.

The secretariat function will be performed by Orion's Communications and Engagement team.

Subject matter experts, including Orion staff, may be invited to attend to present on various topics.

Orion appoints members on an individual basis for a period of two years.

Membership may be ended by Orion and members can resign at any time.

Fees are not payable but Orion will reimburse members for reasonable out of pocket expenses such as travel and associated costs.

Meetings

The Panel would meet every four months. Meetings are expected to last 2-3 hours, and would be held during working hours.

Members will regularly attend meetings. Alternates may attend and notice of such to be provided to the secretariat in advance.

All participants in the meetings will behave in a courteous, responsible and constructive way. The Chair will be the arbiter of this and can exclude those who are not behaving accordingly.

Members will engage with the secretariat to enable an agenda to be published one week in advance.

Members will respect information and treat it confidentially. Materials are provided in good faith and members should ensure that confidentiality is maintained.

Record of meetings

Minutes will be taken and circulated to Panel members after approval by the Chair. Commercially confidential or other information may not be minuted at the Chair's discretion.

Minutes will be published on the Orion website, along with an outline of the role of the Panel, and its membership.

Orion may amend these terms of reference.