

# SA Power Networks

Culturally and  
Linguistically Diverse  
Community Engagement  
Report

November 2017



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## Executive summary

During October and November 2017, democracyCo co-designed and co-delivered community focus groups on behalf of SA Power Networks with four Culturally and Linguistically Diverse (CALD) communities in South Australia: the Bhutanese, Burmese, Chinese and Vietnamese communities. The focus groups used a range of methodologies, including plenary sessions, small group discussions and individual reflections to explore consumer priorities for SA Power Networks over the 2020-2025 year period. Participants ranged in age from early 20s to 70s, and represented an even split between men and women.<sup>1</sup> Focus groups were held in community venues across the metropolitan Adelaide area, with interpretation and community leadership to design and deliver the focus groups. In total 54 people participated in the focus groups.

There were a number of differences across the communities in the types of questions posed by members of the group and the content of discussions. These seemed to correlate with how long communities had been settled in Australia, how affluent or financially stretched an individual was, and with age demographics. For example, only one discussion group highlighted preparing for the network of the future as a priority on account of environmental reasons, which was also the youngest group we spoke to; others who self-identified as low earners could not see far beyond the priority of lowering bills and if they did discuss preparing for the network of the future, it was in this context.

Participants were asked to consider a range of potential priorities for SA Power Networks to address into the future and to identify those that were highest priority for them and why. Participants identified the following four priorities as the most important factor for them, listed in order of frequency of occurrence:

1. Reliability of the network
2. Maintaining network prices
3. Restoring power when outages occurred and Customer information when outages occur

The list below indicates those priorities that appear most frequently for participants:

1. Maintaining network prices
2. Reliability of the network
3. Restoring power when outages occur
4. Customer information during outages / 4. Preparing for the future
6. Preparing for bushfires

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<sup>1</sup> Estimated values: participants were not asked to specify either their age or their gender identity in the focus groups.

A number of strong themes and opportunities emerged in common across the four focus groups for SA Power Networks to consider, as follows:

1. The need to balance network reliability with affordability.
2. The importance of clear and timely communication of issues or changes that impact on consumers.
3. The opportunity to respond to customers under stress and seeking help.
4. The opportunity to build support pathways for CALD communities.

Likewise there was rich learning for SA Power Networks as it seeks to build ongoing dialogue with CALD communities in South Australia, with the following recommendations emerging:

1. Continue to establish strong relationships with and work collaboratively with partners in CALD communities.
2. Allow sufficient budget, time and planning to effectively engage with CALD communities.
3. Prioritise detailed briefing of interpreters on SA Power Networks' content.
4. Give clear permission and actively seek honest and open feedback and opinion.
5. Ensure adequate focus is given to basic information-sharing.

## Introduction / background / purpose



Every five years, SA Power Networks develops a Regulatory Proposal outlining its proposed operations and expenditure, and engaging with the public to understand their most pressing concerns and priorities is an integral component of how this Proposal is developed. This proposal is submitted to the Australian Energy Regulator (AER) for assessment. SA Power Networks hosted a statewide engagement program from July-November 2017; this report outlines one strand of that engagement, with non-English speaking communities in South Australia.

SA Power Networks sought to engage with Culturally and Linguistically Diverse (CALD) community members in order to build better mutual understanding, communication and engagement pathways to enable these communities to have their voice heard and priorities recognised in energy decisions in South Australia. At the commencement of this work, SA Power Networks knew little of these communities' priorities, values and needs in relation to energy usage, access and investment, nor how these varied from majority communities in South Australia. It is critical that diverse voices and experiences are heard, understood and included in decision-making processes. In order to do this effectively, engagement approaches need to be culturally-appropriate and designed in such a way that communities are able to participate freely and safely.

Baseline knowledge of CALD communities' priorities and values in relation to energy issues is limited. In 2015/16, The Ethnic Communities Council (ECC) in New South Wales commissioned research in order to understand better the experiences and concerns of CALD energy consumers in households and businesses, but there has been no similar research carried out in South Australia to date.

## Methodology / process

SA Power Networks' priority was to speak to some communities that they found difficult to engage in general engagement processes. More established migrant communities from Southern Europe (for example, Greek and Italian communities) in South Australia were more likely to participate in the main engagement process, including the Directions Workshops, which were conducted in English. SA Power Networks also identified that during the Directions Workshops they had had very little representation from Asian and South East Asian communities.

Given budgetary and time constraints it was agreed to focus on a few communities in depth, talking to at least one slightly more established community and at least one new (within the last 5 years) community in South Australia, with priority being given to Asian populations.

democracyCo was contracted to design and facilitate an engagement process with CALD communities on behalf of SA Power Networks. Working closely with SA Power Networks' partners, the Australian Refugee Association and Multicultural Communities Council of South Australia, we identified four communities to talk to which represented a mix of more established migrant communities (Chinese and Vietnamese communities) and newly arrived communities (Bhutanese and Burmese communities).

All participants were recruited from the Adelaide metropolitan region. Data from the 2011 census shows that 84% of the CALD communities in South Australia live in local councils within the greater Adelaide area<sup>2</sup>.

The methodology for the focus groups was designed in discussion with community representatives, drawing on deliberative techniques and adapted as required to suit cultural sensitivities. All focus groups were designed to be co-facilitated in English and the community's first language. In designing the engagement methodology, reference was made to the guide developed by Ethnic Communities Council of New South Wales, Cultural-Connections: Engaging CALD Energy Consumers. Sessions were held at locations in the local community that were familiar to participants.

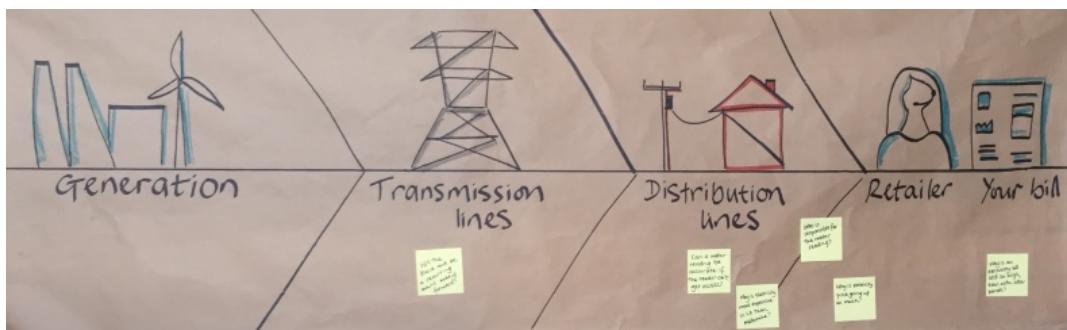
Each session began with context setting about the purpose and intention for the engagement, followed by plenary input about SA Power Networks to ensure participants had an opportunity to deepen their own understanding of the electricity supply chain and SA Power Networks' unique role within that; participants could then pose questions to SA Power Networks staff.

The focus group methodology went from divergent to convergent. Participants first shared stories of their experience during the state-wide blackout in September 2016 - something for which everyone had a story or memory to share.

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<sup>2</sup> Source: [https://www.multicultural.sa.gov.au/\\_data/assets/pdf\\_file/0004/2011/south-australian-diversity-in-2012.pdf](https://www.multicultural.sa.gov.au/_data/assets/pdf_file/0004/2011/south-australian-diversity-in-2012.pdf)

We continued to diverge by moving into broad reflections on participants' experiences as electricity consumers in South Australia, which allowed them to express any issue that was pertinent for them. On a large wall poster of the electricity chain, we captured comments and questions to identify which player in the chain they related to. This helped to further educate and inform participants of the role and remit of SA Power Networks in relation to other industry partners.



Participants were then asked to take part in convergent thinking, focusing in on SA Power Networks' role in the supply chain and discussing the relative importance of a range of competing priorities facing SA Power Networks in the future.

Participants were asked to rank these according to importance for them, and explain why.

At least one representative from SA Power Networks was present at each focus group to respond to specific questions and to forge a direct relationship between SA Power Networks and the representatives of the four participating CALD communities.



Finally participants were asked to evaluate the focus group on a range of metrics: clarity, methodology and data capture.



#### Participant numbers & demographics

Participants represented a broad spread of ages and profiles within each community. Interestingly in three of the communities we worked with, there was a definite tendency for one gender over the other to attend. In the Vietnamese community this was as a result of partnering with a specific community group and negotiating a suitable time for the focus group to take place, which ended up coinciding with some women's activities. However, in both the Bhutanese and Burmese communities the groups were not tied into other activities and drew predominantly men rather than women. This is something to be aware of in recruitment processes in future CALD engagement activities if SA Power Networks seeks specific perspectives from men, women or other gender identities.

The demographic mix of participants is detailed in Tables 1 and 2 below.

Table 1: gender mix of participants\*

Community	No. of male participants	No. of female participants	Total
Chinese	9	11	20
Burmese	9	1	10
Vietnamese	0	14	14
Bhutanese	9	1	10
TOTAL	27	27	54

\*estimated values: this data was not requested from participants and so figures are based on perceived sex as identified by facilitator and SA Power Networks representative

Table 2: age range of participants\*

Community	participants under 25	participants age 25-45	participants age 45-55	participants age 55+
Chinese	2	3	8	7
Burmese	1	4	2	3
Vietnamese	3	4	3	4
Bhutanese	0	4	3	3
TOTAL	6	15	16	17

\*estimated values: this data was not requested from participants and so figures are based on perceived age as identified by facilitator and SA Power Networks representative



## Experiences as electricity users in South Australia

Participants across the four focus groups were broadly happy with the service they received from SA Power Networks, and most reported that they felt that their electricity supply was generally reliable and stable. All acknowledged the central role that electricity plays in sustaining everyday life, a point that they became critically aware of during times of power outages, particularly the state-wide blackout in September 2016. Both the Chinese and Vietnamese communities felt that SA Power Networks was quick to connect new homes, with one younger group in the Vietnamese community making mention of solar benefits as a good experience as electricity consumers. Again in the Vietnamese community, people felt that information about planned outages was well communicated. Most participants across all four communities were domestic electricity users and had a pretty straightforward relationship with electricity: they needed it to make day to day living easier. A small minority were also business owners, and this was reflected in a small number of comments that described electricity as a necessary enabler of a thriving business.

All participants saw opportunities for their experience as electricity consumers to improve. In every focus group, significant time was given to discussion and questions relating to the cost of electricity, with many participants expressing concern about recent dramatic increases in power bills. Whilst all expressed concern at the rising costs of electricity, a significant minority were experiencing high levels of stress as a result, with some expressing fears that they wouldn't be able to pay their bill, and others saying that they have to borrow money from friends when they get an exceptionally high bill. Individual comments of this nature predominantly came from the Bhutanese and Burmese communities, most of whom have been in SA for less than 5 years, and who were experiencing the most stress in the face of high bills, with some participants self-identifying as low earners. This information was not something that was directly sought from participants, so it is not possible to know exactly how many participants were low wage earners. Whilst the current retail price rises described in the media are in the region of 20%, a small minority reported that their most recent bill was twice the normal amount. At least one person in each focus group had brought their bill to show SA Power Networks staff and staff were able to pass on details of the Energy and Water Ombudsman where appropriate.

Also reported were some poor experiences that directly related to SA Power Networks' role in the supply chain. As previously reported, people find it stressful and inconvenient when there is an electricity outage, particularly if it is unplanned. Some people in the Vietnamese community had the perception that information was communicated inconsistently depending on what suburb you lived in, and a small minority felt that there were delays in service maintenance. There was a general perception, discernible from both direct comments and questions put forward, that outages were occurring more often and would increase into the future.

Participants from both the Chinese and the Vietnamese communities said that they needed more information about how to be energy efficient in their use of electricity. They felt that there was not enough information readily available to enable them to make educated decisions to conserve power and lower their bills.

One person from the Chinese community told us that his neighbour's 'electricity box' was in his garden, which he considered an inconvenience. Whilst the facilitator and SA Power Networks' representative could not get a clear picture of what exactly the community member was describing, it did highlight relatively low levels of awareness of how the electricity chain worked. This was particularly the case amongst the Burmese and Bhutanese communities, where questions tended to relate to basic information about who did what and how to contact retailers or SA Power Networks. The questions posed by members of the four communities are included as an appendix to this report for reference.

Participants also related experiences that surprised them about accessing electricity in South Australia in comparison to other places - either their home country or another state. Participants from the Burmese community expressed surprise that there were power outages and, in one example given, they also expressed surprise at the cost of a call out fee. It was unclear if this related to a retailer or SA Power Networks. One member of the Chinese community was surprised that "there is not enough power in the summer time". One participant from the Bhutanese community who had relocated from Victoria expressed surprise at how much higher electricity costs were in South Australia. He also said that he no longer received a Centrelink rebate, which is automatically applied in Victoria; he was unaware that he needed to apply for it in South Australia.

"In a country like Australia, we didn't expect black outs!"

Burmese community member

The high costs of electricity was a recurring theme and point of stress, particularly for the newer migrant communities. The members of the Bhutanese community had a long and robust discussion, including ideas about how to redesign the supply chain to cut out retailers and deal directly with SA Power Networks! There was a palpable frustration with retailers, and a suspicion evident from the nature of questions posed that retailers are not being transparent with consumers. For the Bhutanese community in particular there was considerable confusion about how estimated meter readings worked, and whether adjustments being made were accurate. The urgency of this issue in the minds of participants was a challenge to engaging in discussion of SA Power Networks' role, and a number from both the Bhutanese and Burmese community advised that they really wanted to have these conversations with retailers, not SA Power Networks. A key question that arose was what role SA Power Networks could play in supporting new arrivals to become more informed electricity consumers.

"If the retailers could be persuaded to come out and do this, that would be good."

Bhutanese community member

Both the Chinese and the Vietnamese communities expressed disappointment that the solar rebate from government was reducing each year. This was described as an unwelcome surprise.

## Community priorities

After receiving an explanation about each topic, participants were asked to rank their top priorities for SA Power Networks to support them as electricity consumers, and to explain their reasons why. Participants worked in small groups to identify what was most important for them from the list of priorities in Table 3.

Table 3: Consumer priorities for SA Power Networks

Priority	Description
Reliability of the network	Making sure that most people can access electricity most of the time without disruption.
Customer information when outages occur	When things do go wrong and power goes out, people get good information to let them know what's happening.
Restoring power when outages occur	When things go wrong, getting power back on again as quickly as possible.
Maintaining network prices	Making sure that prices do not increase too drastically for customers, or that SA Power Networks does not cut prices so much that they can't afford to do essential work and meet the other priorities.
Preparing for the future	The energy market is already changing a lot with the rise of solar and other forms of energy generation. Is this type of preparation for the future important?
Payments if reliability standards aren't met	When people are without power for extended periods or lose power nine times or more in the year they receive an inconvenience payment.
Supporting regional or poorly served customers	People in regional and rural areas often have less reliable supply and are at the geographic edges of the infrastructure network.
Managing bushfire risk	There is a risk of the electricity network starting bushfires - is it a priority to manage and minimise this risk?

Whilst there was some variation in what was ranked the number one priority, when the top three identified priorities were aggregated across the four groups, there was no significant variation between CALD communities. Across the top three priorities for all communities, the order of the most frequently mentioned priority was:

1. Maintaining network prices
2. Reliability of the network and Restoring power when outages occur.

The frequency of responses within the top three identified priorities across the four communities is outlined in Diagram 1.

Considering only the top priority mentioned by participants, the order of the most frequently cited priority, as outlined in Diagram 2, was:

1. reliability of the network
2. maintaining network prices
3. restoring power / keeping customers informed during outages

Diagram 1: Frequency of occurrence in participants' **top three** most important priorities

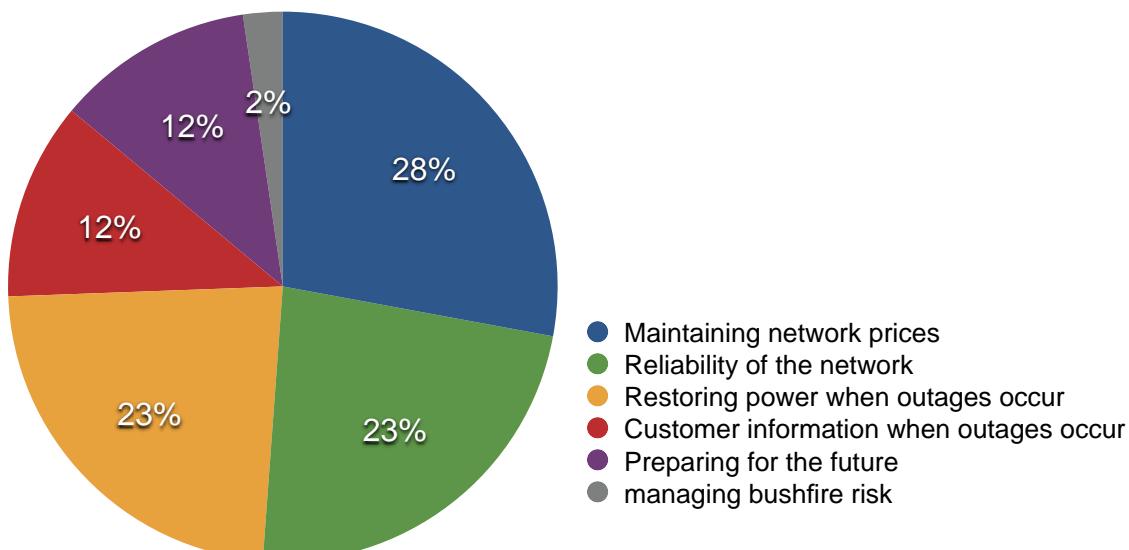
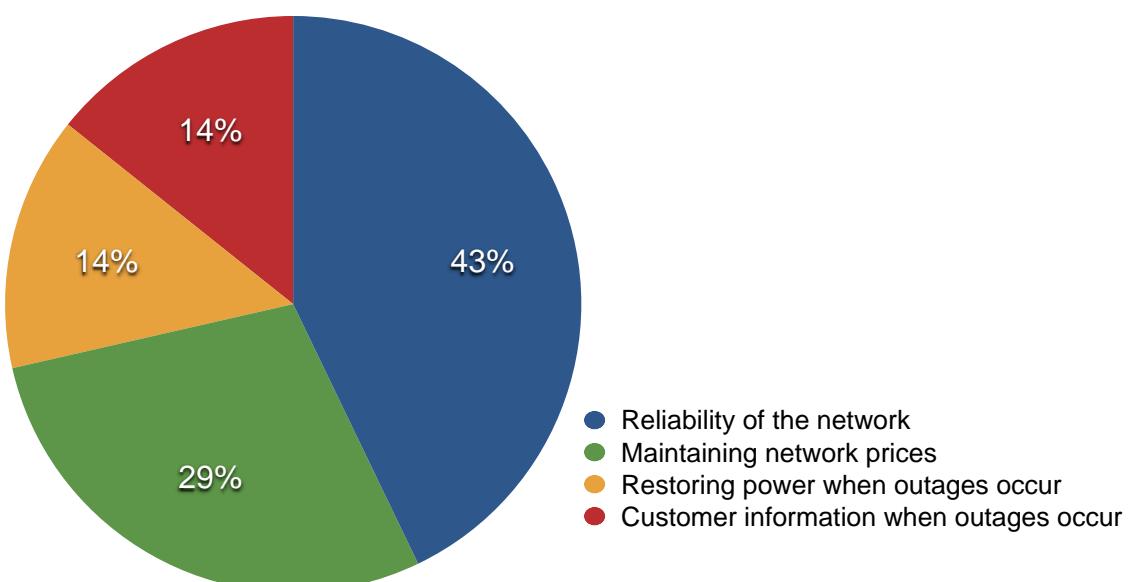


Diagram 2: Frequency of occurrence as participants' **most important** priority



The reasons participants gave for these priorities were largely tied into maintaining ease and convenience in daily life. As can be seen from Diagram 2, more than three times the number of participants prioritised ongoing reliability as their top priority than prioritised dealing with the outages when they occur. Whilst information during outages is important for people, and they value getting up to date and reliable information at these times and a quick reconnection, they far prefer having reliability in the first place, meaning that outages are less likely to occur.

Outages were seen as a disruption to modern urban living, most aspects of which are critically dependent on electricity. One group of Chinese participants prioritised reliability from a business perspective, whilst most others were referring to the impact on domestic life, including impact on students in the family who were studying and needed electricity for computers and internet access.

Restoring power when outages occur was important to participants for similar reasons to those given for reliability, namely to minimise disruption to daily life. A number of people in each community also saw restoring power as a safety issue, to ensure traffic lights were working, children were safe and people could access the services they needed easily. In the Bhutanese community one group expressed feeling fearful during power outages, thinking that they may be vulnerable to people doing them harm, whilst one group from the Chinese community expressed concerns that prolonged outages are costly in lost food. However, it should be noted that only two out of a total of 14 round table discussion groups across the four communities rated restoring power as more important than having a reliable network in the first place.

Whilst it was clear from the conversations and from the data that reliability was the single most common top priority for participants, it is not reliability at any cost and must be balanced with affordability, price being the second most frequently cited top priority for consumers. As already noted, recent retailer-related electricity price rises were a frequent theme in the focus groups. Both the facilitator and SA Power Networks' staff observed that the timing of the focus group engagement was somewhat unfortunate in its coincidence with this price rise as many participants were significantly stressed about price increases - and for some, about finding the means to pay the bill - at the time of meeting. A number of participants at each focus group had brought their bill with them to show SA Power Networks staff and to seek advice. This experience reinforced that electricity customers generally don't know or care about the various components making up their retail bill, they simply experience the overall bill, and its impact on them.

A number of participants in the Bhutanese and Burmese communities expressed that they had experienced a lack of support to prepare for and deal with price increases. Recent price rises were seen to be 'out of the blue' and many people asked questions about how to seek help, what support was available to help them pay, and what support could be offered in the first year in Australia for new migrants, navigating and understanding the system. Whilst SA Power Networks is

"We live a modern city life. We need electricity"

Chinese community member

"It's hard to call emergency lines when the power is down."

Bhutanese community member

"Reliable power is important to maintain lifestyle and convenience ..."

"daily life is very impacted by black outs"

Vietnamese community member

"I'm a low earner so it's very important"

"Other bills are normal and don't fluctuate so much, so there are no surprises.."

Burmese community member

not responsible for and cannot directly influence other parts of the electricity supply chain, it is clearly important to consumers that SA Power Networks prioritises delivering value for money for consumers, and does not add to the financial pressure already being experienced by many electricity users. It also seems reasonable to assume that, with low levels of understanding of how the electricity market operates, SA Power Networks can expect to receive calls from consumers who are stressed by increasing power bills and are unsure whom to contact. SA Power Networks has an opportunity to provide a supportive, compassionate and informative service to these consumers with appropriate training and support to staff.

"The price is going up and up.. We feel frustrated, we want to know why"

Chinese community member

A key frustration for people when facing price increases was not knowing the reason why. Whilst the recent price rise is largely coming from retailers, there is a message here for SA Power Networks to ensure that any changes in the cost to consumers arising from changes to network charges is clearly communicated in advance, with clear reasons for the increase or decrease.

"Information is important so you can expect it and prepare"

Burmese community member

When outages do occur, being kept informed was important for some participants; however, while two groups rated this as their most important priority, ten of the fourteen didn't rate it in their top three priorities at all. For those who did consider it important, it was related to the ability to plan a strategy to deal with the outage and to help people feel calm and safe that something was being done to get things working again. Again, the levels of awareness of services such as Power@MyPlace seemed to be low, and this may be an opportunity for SA Power Networks to link with CALD and new arrivals advocacy and support groups to raise levels of awareness amongst CALD communities of available information services.

"We can do nothing if we don't know what to expect. We can manage if we know what's happening."

Bhutanese community member

The final notable priority, with five groups selecting it as their second or third priority, was preparing for the network of the future. This priority was the one that had most variation in reasons for selecting it, from the youngest group of Vietnamese participants (estimated to all be in their 20s) who stated environmental reasons, to all three groups from the Burmese community and one older group from the Vietnamese community selecting it as they assumed that more solar and alternative energy generation would lead to lower prices in the long term.

Given that all participants lived in the greater Adelaide metropolitan area, it is not surprising that support for regional and rural customers didn't feature as a top priority. One group did identify managing bushfire risk as their third priority, stating that they felt SA Power Networks should put all network infrastructure underground, but were less certain when they heard that it would necessitate huge investment.

"We expect a better future for future generations and want decreased prices for them"

Vietnamese community member



## Recommendations: SA Power Networks' priorities

From the common themes that emerged across the four focus groups, democracyCo would make the following four recommendations to SA Power Networks:

1. Balance network reliability with affordability. SA Power Networks should note that whilst CALD consumers' top priority was network reliability, this was not reliability at any cost and should be balanced with affordability.
2. Ensure clear and timely communication of any issues or changes that impact on consumers. SA Power Networks should ensure that any network changes or issues that impact on consumers are, wherever possible, clearly communicated in advance, with clear rationale for why changes are necessary. Particular areas of stress communicated by participants in the focus groups were unexpected outages or price rises that they had not anticipated.
3. Support staff to respond well to customers under stress and seeking help. There are fairly low levels of understanding amongst CALD communities about how the electricity market operates, particularly amongst recently arrived (less than 5 years) CALD communities in South Australia. Given this, it seems reasonable to assume that SA Power Networks can expect to receive calls from consumers who are stressed by increasing power bills and are unsure whom to contact. SA Power Networks has an opportunity to provide a supportive, compassionate and informative service to these consumers with appropriate training and support to staff.
4. Build pathways to electricity information and resources for CALD communities. Given the low levels of knowledge of how the industry works and poor awareness of electricity consumer rights and support pathways, SA Power Networks should consider building partnerships with CALD and new arrivals advocacy and support groups to raise levels of awareness of available information services amongst CALD communities.

## Recommendations: CALD engagement process & methodology

From the experience of designing and delivering this series of focus groups, democracyCo would make the following recommendations to SA Power Networks:

1. Establish relationships with and continue to work with partners in CALD communities. This series of focus groups was designed in collaboration with community representatives from the target communities. The need to tailor methodology to each community, rather than adopt a generic 'CALT approach', is critical, as cultural values and priorities and associated behaviours vary widely from one community to another. This was made clear in our experience in using rating scales to evaluate the focus groups, a method that worked really well with the Bhutanese community but very poorly with the Chinese community. As a consequence of this we excluded the Chinese community ratings from the aggregated feedback data. Lessons learnt from the Chinese community focus group were taken on board and the methodology adapted for future focus groups, but there was still variation in how comfortable communities were to give critical feedback.
2. Allow sufficient budget, time and planning to effectively engage with CALD communities. Shaping engagement strategies and interventions to work well with CALD communities requires additional investment and care in planning. In this series of focus groups, even with more established migrant populations, it was important to have the active involvement of an interpreter to ensure equity of access to all community members. This has an impact on how much information can be both shared and elicited, as everything takes longer to do. Likewise, planning the content and methodology of an engagement strategy in partnership with community members requires more time and budget to pay for their staff time, both in preparation and in supporting delivery on the day and in follow up, clarifying the meaning of any content generated in other languages. It is also often the case that different communities have different priorities in terms of time and planning. It should be assumed that some CALD communities will require longer periods of notice to pull community members together for focus groups and engagement activities.
3. Prioritise detailed briefing of interpreters on SA Power Networks content. In any bilingual engagement process, the quality of the content being shared is dependent not only on the skill of the interpreter but also on the quality of the briefing they have received. If the interpreter is poorly briefed or only has a skeletal understanding of the issues, there is a risk that inaccurate information may be shared with participants.
4. Give clear permission and actively seek honest and open feedback and opinion. Some CALD communities, particularly newer migrant communities, are not used to forums where they are encouraged or able to be critical and outspoken, and attention needs to be paid to giving permission to share openly and honestly what works and what does not work. In this series of focus

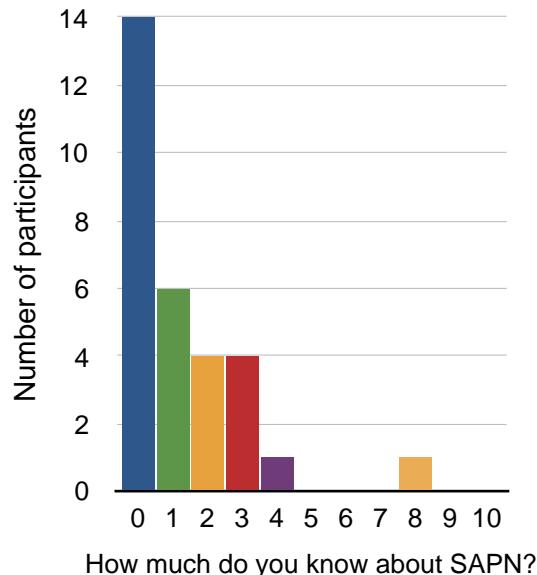
groups, after our learning from the Chinese community focus group, we asked participants early on in the focus group to give a rating for their current knowledge of SA Power Networks. This elicited low scores and made it easier to give lower scores later on as well if desired.

5. Ensure adequate focus is given to basic information-sharing. Often CALD communities have more limited access to information about the services they use, particularly communities with low levels of English literacy or those that are newer arrivals to South Australia. It is critical that engagement work offers them useful information and resources and its able to answer their questions. In this series of focus groups SA Power Networks staff who were present were able to respond effectively to questions posed and share basic information such as contact numbers for SA Power Networks and the Energy and Water Ombudsman. In future engagement activities consideration could be given to sharing printed resources and information in easy to understand formats, including resources translated into other languages.

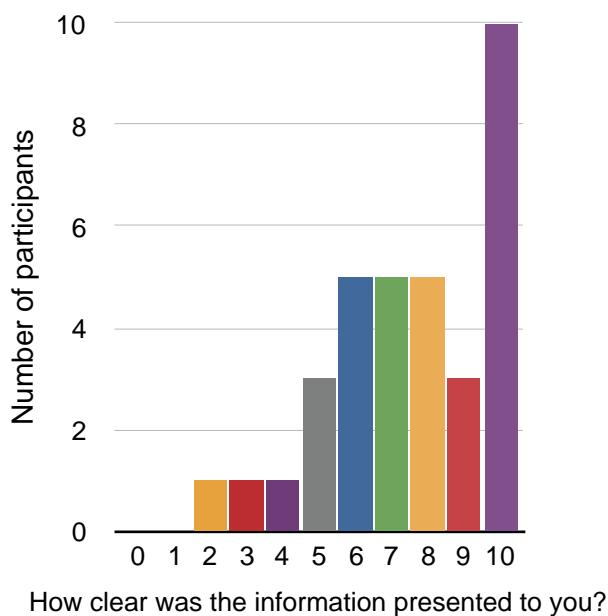
## Appendix 1: Evaluation of focus group

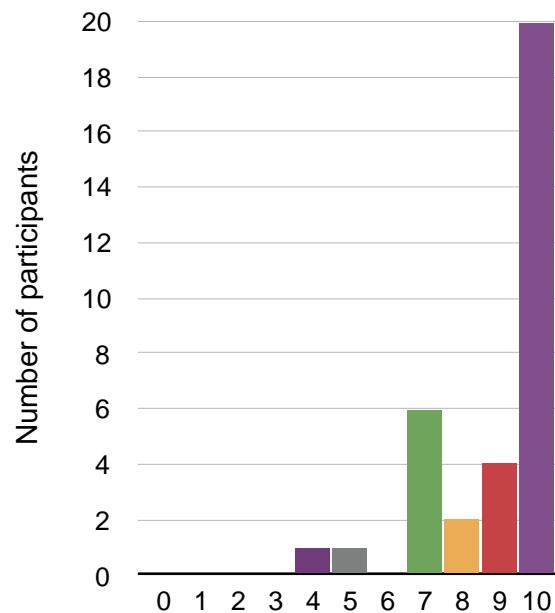
At the start of the session, participants\* were asked to rate from 0-10 how much knowledge they had about SA Power Networks

\*This question was introduced following the first focus group with the Chinese community

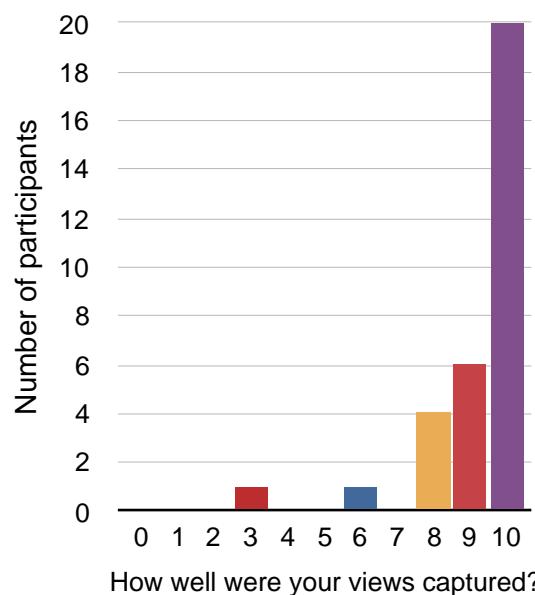


The following charts show the evaluation ratings participants gave to the focus groups across three measures: clarity of information, the range of opportunities to participate and how well they felt their views were captured (note that Chinese community scores are not included, as explained in the CALD engagement process recommendations).

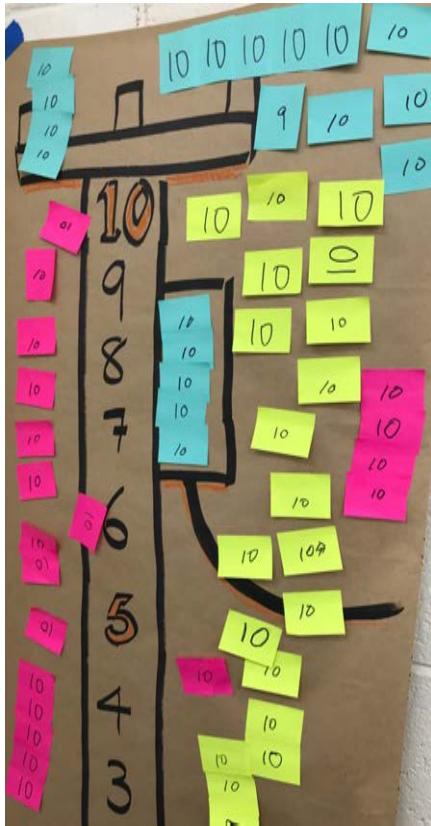




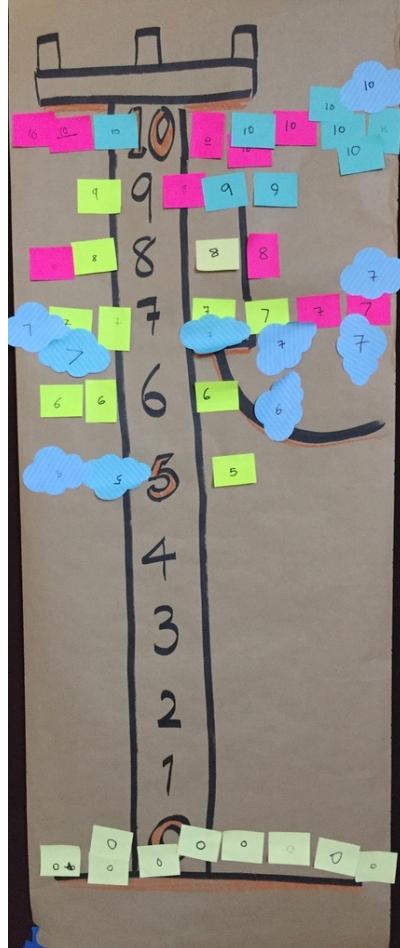
How good was the range of opportunities to get involved?



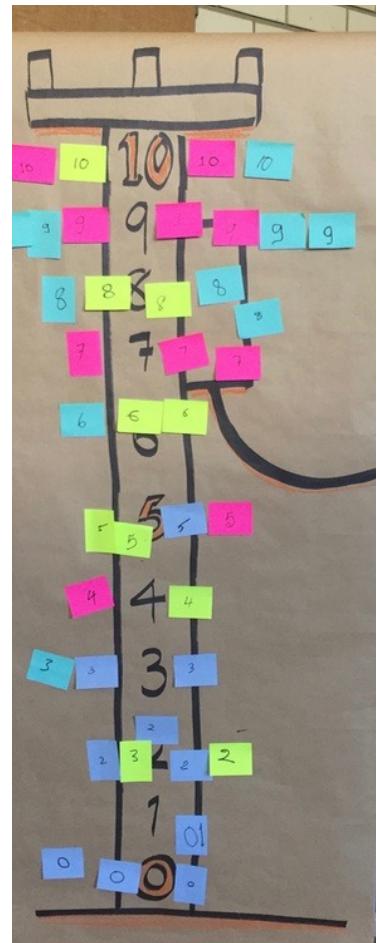
How well were your views captured?



The Chinese community's ratings. These results were excluded from the final data and the methodology adapted for future focus groups to draw out more critical feedback.



The Burmese community's ratings. The pale yellow are the community's initial ratings of their knowledge of SA Power Networks. In this focus group we had time to ask them to rate their knowledge levels again at the end, captured in the blue 'cloud' shapes.



The Bhutanese community's ratings. This focus group elicited most questions and discussion, and many of their questions relating to retailers and choosing a retailer could not be answered by SA Power Networks staff. Their ratings were the most diverse of all four focus groups.

## Appendix 2: Questions posed during focus groups

In total SA Power Networks answered more than 30 questions across the four focus groups.

Questions are outlined below by community. These fit into three broad themes: questions about pricing, questions about the structure and various roles within the industry, and questions seeking advice and support to access information and make decisions.

### **Chinese community:**

Is there a different rate for daytime power?

Why can't different retailers charge the same standard fees?

I want to know how much profit SA Power Networks earns from providers and consumers?

Will the big battery reduce prices in future?

### **Burmese community:**

Who is responsible for meter reading?

Can a meter reading be accurate if the reader can't get access?

What is the SA Power Networks contact number?

How do I change the phone number I have registered?

If there is an electrical emergency in the house, who should I phone?

Where does the electricity come from to SA Power Networks?

Does SA Power Networks buy the electricity to sell to us?

Why is the electricity price going up so much?

Why is electricity more expensive in Adelaide than in Melbourne?

Why is the electricity bill still so high, even with solar panels?

Will the black out be a recurring event moving forward?

### **Vietnamese community:**

Why has my bill gone up by so much recently?

Is there any way to bring costs down?

Is SA Power Networks a new company?

Does SA Power Networks act as an advocate if people need help with their retailer?

### **Bhutanese community:**

Is SA Power Networks a new company?

Way can't SA Power Networks just send us our bill instead of the retailer?

How do retailers decide what to charge?

Who monitors the retailers?

Can you recommend a retailer?

How do we decide which retailer to use?

When is a good time in the day to use electricity?

Why did I get an estimated bill, and how can I know the revised bill is right?

Are long-term concessions available on my electricity?

Is it possible that government will set a policy to limit how much retailers can increase prices?

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