

Public Lighting Strategic Engagement with Local Councils – Phase 1

Research report prepared for
Essential Energy

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1. Executive Summary

The Public Lighting Stakeholder Engagement Forums follow on from the Public Lighting Survey conducted by Woolcott Research and Engagement in April 2022 on behalf of Essential Energy. A total of n=42 councils completed the online survey including 24 Southern Lights Councils. The intention of the engagement was to collaborate with Local Councils to co-develop the regulatory proposal for the 2024-2029 regulatory period.

1.1 Background

Public Lighting services are deemed an alternative control service and are hence regulated by the AER. Every five years, Essential Energy is required to engage Public Lighting users to obtain input into the key principles for the Public Lighting submission.

1.2 Engagement Programme

The programme of engagement comprised an online survey and a series of Public Lighting Online Forums with Council staff who are responsible for Public Lighting.

1.2.1 Online survey

A survey link was sent to n= 85 Councils and 3 ROCs from lists supplied by Essential Energy. All contacts were required to have some responsibility for Public Lighting.

Following two reminder emails and follow up phone calls to encourage completion, a total of n=43 Councils completed the survey - including 24 Southern Lights Councils.

The survey was live from 17 March to 11 April 2022.

1.2.2 Public Lighting Forums

Three Public Lighting Forums with Local Councils have been scheduled to be held in April, May and June 2022.

The first of these forums was held on 26th April 2022 and was attended by n=43 Council staff and Essential Energy subject matter experts. The forum ran for 2 hours between 3-5 pm using the online platform, Zoom.

The key objectives of the forum were to:

- Present a summary of the findings from the survey
- Identify key priorities for Councils and Public Lighting
- Obtain input into the key principles for the Public Lighting submission
- Set expectations for future engagement

1.3 Findings from Phase 1

1.3.1 Priorities for Public Lighting

Three distinct themes emerging at an unprompted level with regard to the priorities for Councils that Essential Energy should focus on:

1. Smart Technology
2. Communication and information
3. Joint use of poles and the public lighting design process

1.3.2 Principles for the Public Lighting Regulatory Proposal

Following discussion on the principles that Essential Energy should focus on for the Regulatory Proposal for Public Lighting, the collective result was for focus on the following:

1. Enabling smart technologies
2. Collaborative decision making
3. Effective delivery of public lighting services
4. Fair and transparent bills
5. Consistency of approved assets

1.3.3 Response to the Survey Findings

Some participants revealed they were surprised with the timeline of glare shield installation and agreed that the current 270 days was unacceptable and that there was opportunity to work with Essential Energy on improving that timeframe down to 60 days.

1.3.4 Strategies to Improve Satisfaction

In terms of strategies to improve customer satisfaction with Public Lighting services, councils were asked to explore the causes of dissatisfaction. These amounted to many ‘small’ concerns including:

- Complexity of Public Lighting
- No obvious contact within Essential Energy to help with Public Lighting
- Slow response times
- Lack of accuracy in inventory and billing data
- Inconsistency of AML options across the State

Interest in new technologies was high, with councils urging Essential Energy to educate and advise them on what is available in the marketplace and how these technologies can be accessed.

1.4 Implications for Phase 2

Further discussion is planned for Phase 2 regarding:

- Education and advice on managing Public Lighting
- Improved communication pathways between EE and Councils
- Adoption of smart technologies and greener initiatives

- Glare shield and dark spots
- Expanding the AML offering

2. Background and Objectives

2.1 Background

Essential Energy builds, operates and maintains one of Australia's largest electricity distribution networks, providing electricity to regional, rural and remote NSW, and parts of southern Queensland. It covers 95 percent of NSW that is 737,000 square kilometres with 183,612 km of powerlines.

As a government owned entity the business is regulated by the Australian Energy Regulator (AER), and every five years it must present a Proposal to the AER which outlines its investment plans, the costs to deliver those plans and the proposed prices that customers will pay. The Proposal for 2024-2029 is due to be submitted to the Australian Energy Regulator (AER) for review and approval in January 2023.

Essential Energy is committed to placing customers and stakeholders at the centre of everything it does. Therefore, in order to develop its proposal, the business has adopted a comprehensive engagement program to identify customers' needs and priorities.

Essential Energy's approach to engagement for the previous proposal (2019-24) received considerable praise from the AER and customer representative groups, as well as winning the Energy Networks Australia and Energy Consumer Australia (ECA) 2018 award for consumer engagement. In a constantly evolving environment, there is a desire to build on this and do even better for the next one.

Woolcott Research and Engagement, with the assistance of ERM (previously KJA) were commissioned to develop and conduct the customer and stakeholder engagement program for the 2024-29 proposal.

The programme developed has been extensive, and it was felt that a specific engagement with Councils was necessary to address the area of Public Lighting.

Woolcott Research developed a separate engagement programme for this particular area of service delivery.

2.2 Essential Energy Wider Engagement Program Objective and Goals

The objective of the engagement program is to ensure the views and expectations of Essential Energy's diverse customer base are accurately and meaningfully reflected in the business's 2024-29 Regulatory Proposal, such that it is capable of acceptance and approval by the AER.

The goals of the engagement program as a whole are:

- To identify and understand all issues that are important to customers.
- To involve customers in decisions that affect them.
- To understand their individual perspectives on matters relating to Essential Energy's business.
- To distill technical concepts from the electricity industry in a way that can be more easily understood by the general public.

As an adjunct to the Engagement program, Essential Energy wished to include a dedicated Public Lighting component.

2.3 Objectives of the Public Lighting Engagement

Public Lighting services are deemed an alternative control service and are hence regulated by the AER. To help feed into the submission Essential Energy wished to engage Public Lighting representatives from Councils to obtain input into the key areas of the upcoming submission.

Specifically, the objective of the first phase of the Public Lighting engagement forum was to:

- Present a summary of the findings from the survey
- Obtain input into the key principles for the Public Lighting submission
- Identify key priorities for Councils and Public Lighting
- Set expectations for future engagement

2.4 Public Lighting Engagement Programme

The engagement program for Public Lighting is planned to consist of:

- A online survey of Local Council representatives
- Forums with Local Councils to be held in April, May and June

2.4.1 Online Survey

A survey link was sent to n= 85 Councils and 3 ROCs from lists supplied by Essential Energy. All contacts were required to have some responsibility for *Public Lighting*.

Following two reminder emails and follow up phone calls to encourage completion, a total of n=42 Councils completed the survey - including 24 Southern Lights Councils.

The survey was live from 17 March to 11 April 2022. Results from the survey are presented in a separate document.

2.4.2 Phase 1 Forum

The first of these forums was held on 26th April 2022 and was attended by n= 43 Council staff and Essential Energy subject matter experts. The forum ran for 2 hours between 3-5 pm over the online platform, Zoom.

The key objectives of the forum were to:

- Identify key priorities for Councils in relation to public lighting
- Obtain input into the key principles for the public lighting submission
- Present a summary of the findings from the survey and explore some of the findings in more detail
- Set expectations for future engagement

3. Findings from Phase 1

3.1 Top Three Priorities for Councils

At the beginning of the forum, Council staff were asked what their current top three issues were in relation to public lighting for their Council.

Discussions in each of the breakout rooms were robust and varied, with three distinct themes emerging at an unprompted level. The common thread running through these conversations was the small part Public Lighting plays in a Council's manifesto and consequently balance sheet. With this in mind, the main concerns of participating council staff were:

3.1.1 Smart technology

Participants spoke of opportunities for embracing new technologies and were interested to discover how smart controllers could be incorporated into the network. There was guidance sought from Essential Energy on the capacity to add dimming technology onto the LED network, so that sensors could turn lights off after peak evening periods.

Further to this theme, was talk of adopting a more proactive approach to Public Lighting instead of relying on the current tendency to operate reactively.

"No one seems to be responsible, you ring Essential Energy and they say it's not their responsibility." – Council Participant

"We have the Dark Sky framework and smart lighting would be of some benefit to that." – Council Participant

"We have been working hard to incorporate smart controllers into our Streetlighting network." – Council Participant

3.1.2 Black Spot Identification and streetlight failure detection

Thought was given to utilising smart technology with a direct feedback loop to Essential Energy for identifying Streetlight failure, or a direct portal that could be remotely accessed like google map technology to decipher whether the lighting was sufficient in a specific area. This was considered useful for detecting black spots and the effect these have on vulnerable and elderly members of the public, if unchecked.

"We still have a lot of blackspots around town which is a concern especially for the elderly. I don't know how you do it, but a link on our council website would be handy, if the lights are out and they (EE) can give us an ID light pole that could be solved very simply." – Council Participant

"In Queanbeyan we were going to put smart controllers on our LEDS which wasn't available at the time, looking at dimming lights, adding wifi in the areas of our shire, backing them off and using them to their maximum potential and increasing the CBD areas or around nursing homes that might need full lighting, but other areas could be backed off if the lighting isn't required." – Council Participant

3.1.3 LED upgrades and glare shields

The recent upgrade of 80% of all Streetlamps to LEDs was seen as highly successful and Ben Thomas from Essential Energy was praised for facilitating the ease of rollout. This replacement program has reportedly resulted in direct cost saving and has highlighted the potential for councils to be flexible and open-minded in their decision-making. Positive spin-offs resulting from this upgrade were expressed.

“Since LEDs we have saved a lot in operating costs. We need to embrace the technology and be a bit more flexible and change things around.” – Council Participant

“We have done a lot of conversion to LEDs and through that process we have done streetlight audits and got our inventory up to date which has been positive.” – Council Participant

In contrast to the positive feedback, some smaller councils in regional areas commented that the LEDs were too bright for small country towns and were interested in determining where the responsibility lies for installing glare shields.

“This is a quiet corner of the world we always get backlash that says it is councils’ responsibility regarding the level of lighting. People complain that the lights are too bright here and ask for shades.” – Council Participant

“We currently have residents requesting glare shields, but we don’t have the LED lights yet, so we want to know if these residents will still need glare shields when the LEDs are in place.” – Council Participant

“We agree to install the glare shields but at the expense of the customer requesting it. It’s not a free service to them.” – Council Participant

3.1.4 Communication and information

There was a consensus that gains have been made to improve reporting which has directly improved accuracy.

“It’s pleasing to see the new work that Hamish and the crew have been doing around reporting.” – Council Participant

However, issues around the communication channels between Essential Energy and councils were expressed. This was reinforced by comments in relation to confusion in ownership, responsibility, and billing.

“Councils and Essential Energy need to communicate better during outages.” – Council Participant

“There has been a bit of toing and froing on roles and responsibilities about things that are non-standard, for example the under-awning lights connected to the Streetlight system and the decorative lights in roundabouts.”

Discussions focussed on the impact this confused communication has on service levels, and the turnaround time for lighting replacement. Participants spoke of an expectation by Essential Energy that maintenance typically falls on the councils as owners of the streetlighting infrastructure.

“When the bulb blows who changes it? The problem is that the light is owned by Essential Energy but on private infrastructure.” – Council Participant

“When a resident rings up and says this section is not well lit, we do a review, and we light one streetlight. Traditionally that has been a council upfront cost and we have had a limited budget for that. We are pushing for EE to pick up the installation cost for that and absorb that into our monthly charges.” – Council Participant

3.1.5 Joint use of poles and the streetlighting design process

Conversations reflected a lack of consistency of streetlighting poles throughout the state and references were made to the City of Sydney Council’s multi-functional smart poles. Education in strategic planning for the future was repeatedly mentioned, including the achievement of net zero emissions.

“We are part of the Southern Lights group and we’re looking at how we can use the Streetlights for other sensors using the secondary Zhaga port. This is an issue for other councils – we want to be able to have measuring on these devices which will be smart control. We want to make greater claims around our net zero aspirations.” – Council Participant

“[Our council is interested in] EV uptake, the ability to hook into that network. There seems to be a big push in our network for that. Any assistance in that regard would be well received as well as accessibility to charging ports and the joint use of poles.” – Council Participant

“Streetlighting is a small part of our budget, and we allow one light/year to increase the lighting, but it all comes down to budget. People have no idea that we can’t put 10 lights in one area, so education is a big issue.” – Council Participant

The upgrading and design of streetlighting in areas that fall outside of new development guidelines, was described as painstakingly slow due to Essential Energy’s contestable works process that requires Councils to follow a complex chain of requirements including the submission from an ASP to design an upgrade, approval sign-off, commissioning, building and then lastly, evaluation by Essential Energy.

3.2 Development of Principles for the Regulatory Proposal

Following this discussion, Councils were asked to consider which principles should be adopted for the development of the Regulatory Proposal for Public Lighting. They were presented with some suggestions for consideration by Essential Energy to get them started but were able to create their own and/or adopt the suggestions.

A Miro board activity undertaken by each break-out group produced lively discussion regarding the Principles and how participants would like to revise the suggestions by Essential Energy to be more in line with the priorities that emerged spontaneously from the previous discussion. The following is a summary of the themes that emerged.

Enabling Smart Technologies	Collaboration and Co-designing in decision making	Effective delivery of public lighting services	Fair and transparent bills	Consistency of approved assets
<p>Embracing new technologies and enable smart communities to help improve the service Council offers</p> <p>Realising the benefits of transition to LED</p>	<p>Enabling informed decision making</p> <p>Empowering communities</p>	<p>Commitment to faster turnaround times and responsiveness to requests</p> <p>Better internal processes for level 3 design applications</p>	<p>More visibility of SLOUS components</p> <p>e.g. Warranty claims</p>	<p>Consistent and uniform approval of equipment/ materials throughout the state</p>

In summary the top five principles were categorised as follows:

3.2.1 Enabling technologies and smart technologies

There was a vast range of knowledge on innovative technologies and smart communities and genuine interest from participants in upskilling in current and future capabilities. Participants were in favour of progress rather than stagnation, highlighted by their support of the successful LED rollout.

“The smart controllers are a really good idea, the whole thing with smaller councils is you've got to keep moving on and keep up the progress. Any new technology that can be brought in or that would enhance the lighting, together with community involvement is a good thing.”

“With the LEDs, it's been great in town. It's been really well received.” – Council Participant

3.2.2 Collaboration in decision making

It was clear that councils wanted to combine forces with Essential Energy at the outset of their strategic planning and design of Public Lighting and that this type of collaboration presented an opportunity to empower communities.

“Councils should be involved right from the beginning. Empowering their councils and communities and working with them from the first moment – we should be on problem design now.” – Council Participant

Participants spoke constructively about the positive impact of improving service delivery by virtue of customer consultation and deliberation. It was expressed that this type of collaboration could ignite a cultural shift that better represented community’s experiences and expectations.

“Once you embrace principles like community led levels of service and timeliness and responsiveness you start to look outwards rather than inwards. That is a cultural change and many issues could be ameliorated by this approach. Community service at the heart of what your operation is.” – Council Participant

3.2.3 Effective delivery of public lighting services

A common theme emerged concerning the direction of the Public Lighting manifesto, with councils stating that progress wasn’t necessarily following a linear and identified pathway. Councils stated there was too much uncertainty in roles and responsibilities.

“Can we all agree on a direction and keep going in that direction? The change of direction all the time is very challenging for councils.” – Council Participant

“There can be a lot of back and forth as to who is responsible between council and Essential Energy.” – Council Participant

There were also comments around the need for better timeliness and responsiveness to requests from Council, especially with regard to approval times to applications for level 3 designs.

This principle also included effective communication and education regarding public lighting.

3.2.4 Fair and transparent bills

Councils acknowledged a lack of understanding of levels of service and hence an inability to determine the impact of cost implications to council. More visibility was needed from Essential Energy on how cost recovery was determined alongside detailed explanations for councils.

“We need to unpack fair recovery of costs, it has to be transparent too, so we can see quite clearly the value stack. No one wants a free lunch, everyone wants to pay their way but we need some real genuine understanding and to shake hands over what the cost recovery looks like.” – Council Participant

“We need to be clear about what Essential Energy does for us and what is contestable, some of the feedback may be form aspects that Essential Energy has no control over.” – Council Participant

3.2.5 Consistency of approved assets

Many were calling for a consistent state-wide approach to assets equipment and street poles.

3.3 Response to the Survey Findings

The next session presented the key findings from the survey.

Some participants revealed they were surprised with aspects of the survey findings, with the timeline of glare shield installation top of mind. All agreed that current 270 days was unacceptable and that there was opportunity to work with Essential Energy on improving that timeframe down to 60 days.

“Installation of the glare shields surprised me, if it's back to 60 days then that's a good thing.” – Council Participant

“The priorities suggest that co-design is important to us. That glare shield figure of 270 days isn't really acceptable and we should be working with them [Essential Energy] on improving that.” – Council Participant

“People want to see action earlier than 60 days, it's a long time to tolerate a street light in your room.” – Council Participant

“Councils are meant to assess what type of glare shield to put in. Why do Councils have to pick the shield? Essential Energy supplies the guidelines but we need to choose. What do we know about lighting?” – Council Participant

Other council representatives presented only positive feedback and recorded no surprises and largely agreed with the findings presented.

“I wasn't really surprised by too much as I don't have too many issues with Essential Energy at the moment and Ben has helped us with our rollout so we're certainly happy at the moment.”

3.4 Strategies to improve satisfaction

In terms of strategies to improve customer satisfaction with Public Lighting services, councils were asked to explore the causes of dissatisfaction. These amounted to many small concerns exacerbated by the lack of a regular “closed loop” pathway back to Essential Energy. Participants explained that this results in a “disconnect” between the two parties, and further impacts the already complex topic of Public Lighting.

In particular, there was a concern expressed that there was no obvious contact within Essential Energy to help with Public Lighting, although some felt this had been improved recently with the appointment of Geoff Burgess.

“There are lots of little things that add up to the dissatisfaction - one small example is CAT V patrol which is not very transparent about which CAT Vs are on that bi-annual night patrol. Another is the transparency of how the SLOUS charges are calculated, which is getting better.” – Council Participant

“Councils need to be able to feedback frustrations to Essential Energy on a regular basis.” – Council Participant

“Having people to contact about specific issues and knowing who they are is really helpful. With the Southern Lights group and the LED roll out I know who to contact now.” – Council Participant

“Geoff was very useful in navigating the inevitable bureaucracy of Essential Energy. Since I have made contact with him things have been much easier. Having more Geoffs or more contact with Geoff would help.” – Council Participant

“Streetlighting is a complicated system – we don’t have the resources to understand it fully. Lots of tariffs and wattage charges. It’s difficult to navigate and we need education on how it all works.” – Council Participant

In relation to how Essential Energy could improve responses to general enquiries, it was stated that callers needed prompt acknowledgement of their issue even if resolution was not immediate.

“I think it’s to just get back to the person enquiring as soon as possible, from the council perspective if you get back to people, it’s not always what they want to hear but if you don’t get back to people as soon as possible in this day and age with the bush telegraph, people could bag the system quite quickly.” – Council Participant

“It comes down to understanding the reasons behind the slow response times, it could be resourcing or staffing. If a delay has to happen, people will be more accepting if they can understand the reason for it.” – Council Participant

Accuracy in inventory and billing data were debated with comments reflecting that difficulties in these processes still exist. Councils believed that this related to the need to readjust the Essential Energy framework to include dedicated staff who are well informed on all aspects of Public Lighting.

Councils admitted that this was not helped by the internal structure of Councils themselves. Public Lighting was often part of a wider portfolio of a staff member’s responsibilities which meant that they were not ‘experts’ in the topic, and then billing was handled by other staff within Council.

“One problem is that the person that pays the bill is not the same person as in the room today. It is a really difficult framework for Essential Energy to be working with.” – Council Participant

“There aren’t many Councils that have the same person doing everything to do with streetlighting and paying bills. Not many are knowledgeable about SLUOS billing.” – Council Participant

Discussions on the range of AML options produced conversations on the need for consistency across the states of Australia, and an interest in broadening the product choice.

“There is no one size fits all approach but we need to be realistic about how flexible Essential Energy can be.” – Council Participant

“I would like to see more variety in terms of decorative poles for the CBD areas. The standard is pretty ordinary and you have to go to private poles which are on a separate metered network if you want to move away from the standard poles available. There should be a couple of decorative options available for us to select from.” – Council Participant

On the flip-side there was some opposition expressed by certain councils to increasing the AML options primarily due to cost.

“One of the problems I see with the increased product availability on the AML is that it would add costs and go against standardisation.” – Council Participant

“If councils have a specific requirement like decorative lighting then they need to accept there will be a cost in maintaining that standard.” – Council Participant

Interest in new technologies was high, with councils urging Essential Energy to educate and advise them on what is available in the marketplace and how these technologies can be accessed. Zhaga Luminaries were touched on in conversations however, most councils didn’t know enough about the technology to have a view on this position. There was also interest expressed for future energy strategies and establishing green council status. Cost and open-mindedness were once again raised as concerns in achieving this.

“A lot of councils would like to gain access to just the poles for hanging banners, putting speakers on and those kinds of things, for joint use arrangements. Councils need to know where to find that information or having it handed to you rather than you having to go looking for it. We need clear guidelines about how we can use them.” – Council Participant

“What are the most important poles? How do we want to replace them? Those are the conversations we should be having then.” – Council Participant

“That’s more cost? For those extras? We need to get things into perspective.” – Council Participant

The potential of LEDs to be inbuilt with CCTV was tabled as a new technology that could be introduced.

“What is Essential Energy's open mindedness in including those kinds of things?” – Council Participant

Overall a definite need emerged for Essential Energy to deliver education, regular updates on new technologies, availability and appropriateness to councils, as the current model was regarded as sporadic and frustrating.

“It comes in fits and starts. There’ll be technological improvement that comes into play and we all hear about it. Then it will go quiet for a while and nothing new is happening until something else comes along. But maybe this discussion could be built into regular meetings, once or twice a year where Essential Energy could tell us what the new developments have been or are on the way.” – Council Participant

“Smart lighting is beyond a Streetlight. If people want to do things that are out of the box we should be looking at a simple array, but these things can do so much more now that we need a broad strategic conversation about it.” – Council Participant

4. Implications for Phase 2

Street lighting is a small part of a staff member's portfolio and so expertise in the area is limited. In that regard, Councils are calling for more education and advice on managing Public Lighting, especially, regarding asset ownership and management.

Currently there are the beginnings of an improved communication pathway between EE and Councils, however a more structured approach is still required with direct access to relevant Essential Energy contacts.

There is also real interest amongst Councils in adopting smart technologies and greener initiatives. In order for that to happen, Councils would appreciate EE taking more of a proactive and collaborative approach to educating and advising them in these areas. There was also more information required on the joint use of poles.

The notion of decreasing the response time for provision of glare shields is positively received however, more discussion needs to occur around the handling of dark spots and the processes involved.

Expanding the AML offering is seen to be of benefit to some Councils but not a priority for others.

Appendices

Appendix A: Phase 1 Forum Agenda

Essential Energy Reg Prop 24-29 Public Lighting Forum Phase 1 – FINAL

Project:	Essential Energy – Regulatory Proposal 24-29 Public Lighting				
Event:	Public Lighting Forum with Local Councils Phase 1 (Zoom)				
Details:					
Dates:	Tuesday 26 April Monday 30 May Thursday 30 June	Time:	3-5pm	Duration:	2 hours
Forum objectives:	<ul style="list-style-type: none">• To present a summary of the findings from the Public Lighting Survey with Councils• Obtain input into the key principles for the Public Lighting submission• Identify key priorities for Councils for Public Lighting• Set expectations for future engagement				

Time	Session details	Responsibility	Materials
3.00-3.05pm (5 mins)	Welcome and guidelines for the session <ul style="list-style-type: none"> Welcome and thank for coming Structure of the session Guidelines 	WR Lead Facilitator	PPT slides 0-5
SECTION 1: INTRODUCTION			
3.05 – 3.10pm (5 mins)	Presentation 1a: Introduction <ul style="list-style-type: none"> Acknowledgement of Country Executive Message Purpose and objectives of forum Outline of engagement program (3 forums) 	EE – Justin Hillier	PPT slides 7-8
3.10 – 3.15pm (5 mins)	Presentation 1b: Context Setting <ul style="list-style-type: none"> Overview of broader Council relations/ partnership with EE Brief overview of the current state Public Lighting Network (some general stats & numbers to give context) 	EE – Geoff Burgess & Hamish Wheatley	PPT slides 9-11

3.15 - 3.30pm (15 mins)	<p>Breakout group discussion: Introduction and key priorities</p> <p>IMPORTANT: REMEMBER TO RECORD THE SESSION <i>Introduce yourself and say you will be the breakout facilitator for this evening.</i> <i>Introduce any EE or other observers and say that they are there just because they are very interested to hear their thoughts and ideas tonight. If there are any questions that we think might help the discussion then EE reps might be able to answer them.</i> <i>Explain that the recording is just for our reporting purposes (to check we have presented their feedback accurately) and is not provided to Essential Energy.</i></p> <p><i>Quick introduction: Each participant to introduce themselves – name, Council they are representing, role in relation to public lighting.</i></p> <ul style="list-style-type: none"> What would you say are the current top 3 issues/themes/areas of focus in relation to public lighting for your Council currently? 	WR Facilitators	
SECTION 2: PRINCIPLES			
3.30- 3.40pm (10 mins)	<p>Presentation 2: Principles</p> <ul style="list-style-type: none"> Introduce the idea of principles for the Public Lighting submission Essential Energy would like you to co-design some principles that can be used to develop the submission and ensure we are meeting Council's needs Initial ideas for possible principles 	Hamish Wheatley	PPT slides 14-15
3.40 - 3.55pm (15 mins)	<p>Breakout group discussion: Co-design of principles for submission</p> <p><i>Facilitator to use a Miro board to create a list of around 5 principles that can be fed back to the main forum in the next session.</i></p> <ul style="list-style-type: none"> What principles would you like to see Essential Energy adopt when developing the Public Lighting submission and why? <i>(They can create their own or use any/all of the example ones that EE presented)</i> 	WR Facilitators	Miro

	<ul style="list-style-type: none"> What were your responses to the possible principles presented by EE? Do you want to include any of those principles in your list? Once they have created a list - which are most/least important (order list from most important to least important)? <p><i>Group to come up with a list of 4-5 that can be presented back in the next session. Choose a spokesperson from your group to present back.</i></p>		
3.55-4.10pm (15 mins)	Feedback session <p><i>Each group to feedback their set of principles to the main forum. Then:</i></p> <ul style="list-style-type: none"> Ask if there are any final comments now that they have heard the other groups' principles? Explain that WR will take all responses away and develop a shortlist that will be presented at the next forum for finalisation. 	WR Lead Fac	17
4.10-4.15pm (5 mins)	SHORT BREAK		18
<u>SECTION 3: FINDINGS FROM THE SURVEY – KEY PRIORITIES</u>			
4.15-4.25pm (10 mins)	Presentation 3: Findings from the Survey <ul style="list-style-type: none"> How the survey will impact the submission engagement and proposal development Overview of the main findings from the survey and the areas that EE would like to explore further today 	EE – Hamish Wheatley	PPT slides 20-22
4.25 - 4.50pm (25 mins)	Breakout group discussion: Response to survey findings and priorities <ul style="list-style-type: none"> Response to the survey findings – any surprises, anything that is particularly important? How do the findings relate to your issues/themes/areas of focus from the first discussion session earlier? Do they highlight your priorities or not? 	WR Facilitators	

	<ul style="list-style-type: none"> Does seeing these survey results change the principles you came up with as a group at all? If yes, how? Exploration of topics from the survey that require further input: <ul style="list-style-type: none"> How could EE increase satisfaction with Public Lighting services? How could EE increase satisfaction with responses to general enquiries? What are the main issues associated with this and how could they be overcome? The survey showed that some councils want EE to increase the range of options on the AML. If the options were to be increased, what would you want to be included? What new technologies is your council interested in/planning on introducing and why? What, if any, further information on new technologies would be valuable? 		
4.50-5.00pm (10 mins)	Thanks and close <ul style="list-style-type: none"> Set expectations for future engagement, what to expect, how to engage. 	EE Hamish Wheatley	PPT Slide 25
<u>CLOSE</u>			



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Public Lighting Engagement
with Local Councils – Phase 1
Essential Energy

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