

ORGANISATION	TYPE	ELECTRICITY_GAS	DATE	STATE	REPORT_NUMBER	COMPLETION_DETAIL_tto5	Highest_Customer_Ach	Highest_Customer_IPAc	Highest_Internal_Ach	Highest_Internal_IPAch	Highest_External_Ach	Highest_External_IPA	DRIVER_a	DRIVER_b	DRIVER_c	DRIVER_d	DRIVER_e	DRIVER_f	DRIVER_g	DRIVER_h	CONSULTATION	GUIDELINES_SECTION2	HELPPFUL	REASONS	GUIDELINES_SECTION3	HELPPFUL	REASONS	GUIDELINES_SECTION4	HELPPFUL	REASONS	GUIDELINES_SECTION5	HELPPFUL	REASONS	OTHER_COMMENTS	REASONS WHY NOT		
AEMC	Agency	E+G	2/11/2017	NEM	1	4	2	2	1	1	2	2					yes																	Overlooked the Guidelines			
AEMC	Agency	E+G	23/01/2018	NEM	2	4	2	2	1	2	2	2					1																	Overlooked the Guidelines			
AER	Agency	E+G	30/05/2017	NEM	1	4	2	3	1	2	2	4	7	9	6	4	2	7	7																Overlooked the Guidelines		
AER	Agency	E+G	29/05/2018	NEM	2	4	2	3	2	2	2	2	7	9	6	4																			Overlooked the Guidelines		
ECA	Agency	E+G	16/05/2018	NEM	1	5	3	3	2	3	4	5	4	9	2	5	1	3	8	9		yes	very		yes	very		yes	very		yes	very					
EWON	Agency	E+G	21/08/2017	NSW	1	4	4	5	4	4	4	4										useful overall			useful overall			useful overall			useful overall						
EWON	Agency	E+G	28/05/2019	NSW	2												1																				
IPART	Agency	E+G	26/07/2017	NSW	1	2																															
IPART	Agency	E+G	22/02/2018	NSW	2	3	2	2	1	1	2	2																									
Ausgrid	DNSP	E	23/05/2017 August 2017	NSW	1	3	2	3	2	3	2	2	2	3	6	4	1	8	7																		
Ausgrid	DNSP	E	2/03/2018	NSW	2	4	3	5	2	5	2	5										yes		info had resonance, clear strategies and actions, relevant examples, encouraged questioning and answers, practical implementation tools	yes		info had resonance, clear strategies and actions, relevant examples, encouraged questioning and answers, practical implementation tools	yes		info had resonance, clear strategies and actions, relevant examples, encouraged questioning and answers, practical implementation tools	no		info had resonance, clear strategies and actions, relevant examples, encouraged questioning and answers, practical implementation tools				
Ausnet Services	DNSP	E	21/04/2017	Victoria	1	4	1	2	1	2	1	2	2	5	5	6	4	4	3																Currently v little contact with CALD customers and Guidelines not yet relevant		
Ausnet Services	DNSP	E	2/02/2018	Victoria	2	4	2	4	1	2	2	2																							Overlooked the Guidelines		
Clipper/Powercor	DNSP	E	5/07/2017	Victoria	1	5	3	DNSP	5	2	4	2	4	1		1						yes	very	relevant examples, encouraged questioning and seeking answers	yes	very	relevant examples, encouraged questioning and seeking answers	yes	very	relevant examples, encouraged questioning and seeking answers	yes	very	relevant examples, encouraged questioning and seeking answers				
Clipper/Powercor	DNSP	E	28/02/2018	Victoria	2	4	3	5	3	5	2	5										yes			yes		yes										
Essential	DNSP	E	7/06/2017	NSW	1	3	3		2		2											no	no		no	no	yes	a little	tested strategies against information and it supported them	no	no						
Essential	DNSP	E	2/02/2018	NSW	2	4	3	4	2	3	2	3	9	9	1	1	1	1	9	9		no			no		yes	a little	tested our strategies against information and it supported our strategy	no							
Jemena	DNSP	E+G	23/06/2017	NSW+Victoria	1	4	2	4	2	4	2	2					1																				
SAPN	DNSP	E	1/04/2017	SA	1	4	2	3	2	3	2	2	2	7	4	3	5	6	1																Awareness raising, resonance, relevant examples, helpful and gave a sense of resources required		
SAPN	DNSP	E		SA	2																																
United Energy/Multinet Gas	DNSP	E+G	3/05/2017	Victoria	1	3	3	3	2	4	3	4																							Overlooked the Guidelines		
AGL	Retailer	E+G	21/09/2017	NEM	1	4	5	5	2	3	4	5	1				2	3																	Not aware of the Guidelines		