

Nomination Criteria:

To qualify for the Most Innovative Utility Consumer Initiative Award, the project must meet the following criteria:

- 1) Leadership and Influence
 - Demonstrated leadership in shaping consumer-focused utility policies.
 - Advocacy for consumer empowerment and protection.

- 2) Innovation and Adaptability
 - Introduction of novel approaches that enhance consumer experience.
 - Adaptation to emerging trends in utility service delivery.

- 3) Impact on Stakeholders
 - Tangible benefits to consumers, such as improved customer service, access, affordability, or service quality.
 - Enhanced transparency and responsiveness in utility operations.

- 4) Achievements and Outcomes
 - Measurable improvements in consumer satisfaction.
 - Evidence of sustained positive change driven by the initiative.
 - Showcased significant achievements, such as improved regulatory compliance, sectoral performance, or sustainability goals.