



the energy CHARTER

#BETTER TOGETHER

INITIATIVES REGISTER

OUR PURPOSE

TO CAPACITY BUILD FOR COLLABORATION ACROSS
THE ENERGY SECTOR THAT DELIVERS TANGIBLE
CUSTOMER OUTCOMES
ALIGNED TO THE ENERGY CHARTER.

OUR VALUES

BE INVESTED
MAKE A DIFFERENCE

BE OPEN
LEARN AND IMPROVE

THINK
BIG
BE BOLD

1

KNOW YOUR CUSTOMER AND COMMUNITIES

Problem: Not all energy businesses have fit-for-purpose processes in place to make customer led and focused decisions. In its 2019 Report, the Independent Accountability Panel also recommended that signatories better know their customers and communities.

Vision: Customer voice and actions have shaped the energy industry to meet their needs, expectations and interests.

2

CUSTOMER VOICE @ BOARD

In its 2019 Report, the **Independent Accountability Panel** suggested “The Panel believes that embedding the voice and experience of the customer at the governance and strategic level of the business is fundamental to the achievement of the Energy Charter’s vision, and while many Signatories have established customer councils, customer advocates and chief customer officers, it is important to confirm there is also social policy / retail / customer expertise at Board and senior executive levels.”

3

BUSHFIRE RESPONSE

Problem: Ensuring that customers and communities impacted by the 2019/20 bushfires are well-supported by the energy sector.

Vision: Customer and community needs and expectations are met in the response to the bushfires.

4

TRANSITIONING COMMUNITIES

Problem: The Australian energy market is going through a period of rapid change. As we transition to the energy market of the future, industry will need to adapt across the entire supply chain to deliver optimal outcomes for customers:

- Generators must participate in the transition away from coal and the implications for their host communities;
- Networks must invest in new technologies and capabilities to enable decentralised generation in line with changing consumer demands; and
- Retailers have an important role to play in adapting their service offerings.

5

CUSTOMER PRICING AND ACCESS: IMPLEMENTING DEIP

Problem: The current approach to network access, pricing reform and related communications is not delivering for customers. Without customer confidence and trust in the networks’ ability to deliver more efficient network operations, greater accessibility and affordable network outcomes for customers transformation to the future energy system and long-term pricing reform will fail.

Vision: Pricing reform and complementary measures (such as education, technologies and incentives), together with improved access, are positively contributing to the future energy system and meeting both customer and community expectations (Customer Compact).

This initiative takes the DEIP access and pricing work into action including the New Energy Customer Compact.

6

24/7 CONNECTIONS

Problem: Some customers are not connected when they need to be connected

Vision: Call and connect. Call and solve. Connect faster and remedy faster.

7

VIC GAS NEW CONNECTIONS

Problem: Gas new connections requirements differ across Victoria making it difficult to follow the process, causing delays and customer frustration

Vision: one process to connect gas in Victoria delivering a great customer experience

8

IMPROVED DIGITAL METERING

Problem: Metering installation delays inconvenience customers. Identify and fix the cause of delays when installing digital meters (outside VIC).

Vision: Meters are installed promptly and when expected by customers.

9

BROKER CODE OF CONDUCT

Problem: Customers face risk when dealing with some brokers in unregulated unaccredited industry

Vision: Brokers and retailers collaborate to put the customer first.

10

CUSTOMER OUTAGE COMMUNICATIONS

Problem: Customer cannot access the information they need to manage during an outage

Vision: Customers are empowered to plan and make decisions to manage

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GAS PIPELINE TRANSPARENCY

Problem: insufficient transparency in current information provided to gas pipeline customers.

Vision: Customers can make informed decisions based on transparent information on gas pipelines.

12

ENERGY LITERACY FOR CALD COMMUNITIES

Problem: the need for a within-community, culturally-responsive, energy literacy support for culturally and linguistically diverse (CALD) communities.

Vision: Project between Voices for Power and a number of Energy Charter signatories regarding the development of a “train-the-trainer” community capacity building project starting in NSW with learnings for other states.

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DIVERSITY AND INCLUSION

Energy sector LGBTI network currently being scoped, with a core working group being established.

Further Diversity and Inclusion initiatives to be scoped.

14

CONCESSION REFORM

Vision: joint advocacy on appropriate percentage-based concession models for each jurisdiction

DISCOVER DREAM DESIGN DELIVER