



## Better Regulation Update – June 2013

### Recap

#### May & June

- **Expenditure assessments:** two workshops held on category analysis, three on benchmarking techniques, and one general guideline consultation workshop.
- **Expenditure incentives:** Submissions on issues paper closed 10 May.
- **Consumer reference group:** held two CRG meetings, and two subgroup meetings.
- **Confidentiality:** submissions on issues paper closed 14 May.
- **Power of choice:** held RIT-D workshops on 15 (Sydney) and 16 (Melbourne) May. Released draft RIT-D on 4 June.
- **Rate of return:** further consultation paper published on 10 May. Two workshops held on 3 and 4 June.

### Upcoming

#### June & July

- **Rate of return:** seeking submissions on further consultation paper by COB 21 June. Tentative dates set for further workshops on 18 and 25 June.
- **Consumer reference group:** CRG meeting on 27 June.
- **Service provider consumer engagement:** publishing draft guidelines in late June.
- **Power of choice:** RIT-D workshops to be held on 26 (Melbourne) and 27 (Sydney) June. Submissions on draft RIT-D and application guidelines close 18 July.

We've had another busy month in Better Regulation with the deadline for the publication of the AER's draft guidelines fast approaching. The expenditure forecast assessments workstream has now completed its series of stakeholder workshops. We would like to thank all stakeholders who attended and contributed in these workshops.

The Consumer Reference Group met on 23 May for the first of two face to face meetings. Feedback from this meeting has been very positive and we are confident that the CRG will continue to be an effective means to facilitate consumer input in to the Better Regulation project.

Several stakeholders have requested an extension to the closing date for submissions on the rate of return consultation paper. In response we have extended the closing date by one week to Friday 21 June 2013 which means there is still time for all stakeholders to have their say.

Coming up this month, we will be holding further workshops in both Melbourne and Sydney to consult on the draft Regulatory Investment Test for Distribution (RIT-D) package.

We will also be publishing our first draft guideline shortly. This draft guideline is for the consumer engagement workstream which is the subject of this month's spotlight.

### Spotlight: Consumer engagement guidelines for service providers

We are developing the Consumer Engagement Guidelines for Network Service Providers to drive network businesses to better engage with their consumers. The aim is to assist service providers in forming proposals that better align with the long term interests of their consumers.

We consider consumer engagement an important tool in increasing the accountability of service providers. Our guidelines will set out a principles based framework for service providers to apply across their business. In turn, our assessment of the quality of the engagement between consumers and the business will be a factor we use when setting expenditure forecasts.

We will release the draft guidelines and explanatory statement in the coming weeks. We welcome feedback and submissions on these documents. To register your interest or receive updates on our consumer engagement guidelines for service providers you can email [consumerengagement@aer.gov.au](mailto:consumerengagement@aer.gov.au).