AER strategic position statement on AI adoption

Generative AI can transform how the AER improves outcomes for consumers

Australian Government

AUSTRALIAN ENERGY REGULATOR

AI may offer opportunities to deliver regulatory outputs faster, reduce the burden on regulated businesses, lower costs for government and engage more effectively with consumers and stakeholders. It may also improve the insights that inform our decisions and supports us to address the complex challenges of the energy system.

We are exploring these opportunities through:

1. Our AI Enablement and Regulatory Performance Program, which will examine how we can adopt AI safely, purposefully and at scale.
   The program will:
   - map our functions to identify and prioritise AI opportunities across the organisation
   - trial AI initiatives to inform adoption and business transformation
   - build agency capability and support transformation through evidence-based scaling of successful trials.

2. Making selected AI tools generally available to staff. Staff will be assisted to:
   - embrace the available AI tools and explore their potential
   - use the tools in line with agency policies and requirements
   - share successes and lessons with colleagues so we can learn as we go.

The AER's Strategic plan 2026–30 sets out our vision for the AER to be a high-performing regulator

Our approach to adopting AI will support this vision by:

- sharing lessons and outcomes transparently across government
- measuring and reporting how our use of AI affects regulatory and consumer outcomes
- testing and learning in a controlled way, supported by strong governance and risk management
- using data and insights to inform decisions and guide transformation of our business
- understanding the impacts of AI on our stakeholders, including how AI may facilitate deeper engagement with consumers and our stakeholders.

Principles guiding how and where we will adopt AI

- We will move purposefully to adopt AI where it improves consumer, regulatory and organisational outcomes.
- We will embrace our cultural archetype of innovation by trialling applications big and small.
- We will use AI responsibly, securely and transparently.
- We will keep human oversight, judgement, values and accountability at the centre of our use of AI.

Principles guiding where we will not use AI or will use it with greater caution

- We will take a risk-based approach as new AI applications emerge.
- We will not use AI to make automated decisions.

Governance and transparency

The AER has published an AI transparency statement that provides more detail on how we intend to use AI. We will update the statement as our use of AI develops.

Existing governance mechanisms will be used to support the implementation of our AI program. Further guidance for staff on the available tools, our AI policy and our procedures are available on the intranet under How To > Using Artificial Intelligence.

Published October 2026. This document meets the requirements in digital.gov.au, 'Strategy and oversight', Policy for the responsible use of AI in government, Version 2.0, Australian Government.