

# **Better Bills Guideline Working Group**

## **Terms of Reference**



### **Objectives**

The objective of this working group is to provide a forum, alongside the broader consultation process, for the AER to ensure that the Better Bills Guideline (Guideline) is informed by a variety of perspectives. This may include sharing information, testing ideas and evidence, and ensuring that the Guideline brings about an overall net consumer benefit.

### **Scope**

The working group will cover issues related to the development of the Guideline, including:

- the AER's approach to developing the guideline
- prescription and flexibility
- consumers experiencing vulnerability
- language and terminology
- content
- format
- costs and benefits of changes to existing regulations
- implementation issues.

Additional issues related to the development of the Guideline can be considered by the working group with the agreement of the Chair and group consensus.

### **Membership**

Membership of the working group is limited to a reasonable size to allow for the efficient and focused sharing of information and discussion. Members have been selected to provide a balance between larger and smaller retailers, and a diverse range of consumer advocates that are able to represent a number of segments of consumers.

A single representative for each member organisation should be nominated to attend all meetings. If the nominated representative is unable to attend a meeting, they may send a proxy in their place, who should be informed of relevant details in advance.

Engagement with the working group will augment the consultation processes being undertaken with all stakeholders. The AER will publish the names of member organisations and minutes of each meeting on our website.

Membership of the working group is detailed in Table 1 below.

**Table 1. Better Bills Guideline Working Group Members**

| <b>Organisation</b>                      | <b>Representative(s)</b> | <b>Role</b> |
|--|--------------------------|-------------|
| <b>Australian Energy Regulator</b>       | Kathie Standen           | Chair       |
| <b>ActewAGL</b>                          | Dylan Walsh              | Member      |
| <b>Alinta Energy</b>                     | Shaun Ruddy              | Member      |
| <b>Aurora Energy</b>                     | Giles Whitehouse         | Member      |
| <b>Australian Energy Council</b>         | Ben Barnes               | Member      |
| <b>Council on the Ageing</b>             | Robyn Robinson           | Member      |
| <b>Energy &amp; Water Ombudsman NSW</b>  | Rory Campbell            | Member      |
| <b>Ethnic Communities Council of NSW</b> | Iain Maitland            | Member      |

|   |                   |        |
|---|-------------------|--------|
| <b>Financial Counselling Australia</b>      | Julie Barrow      | Member |
| <b>Meridian Energy / Powershop</b>          | Lauren Kane       | Member |
| <b>Origin Energy</b>                        | Daisy Scarborough | Member |
| <b>Queensland Council of Social Service</b> | Wendy Miller      | Member |
| <b>Tasmanian Council of Social Service</b>  | Dr Charlie Burton | Member |
| <b>Uniting Communities</b>                  | Mark Henley       | Member |

## **Frequency**

The working group will meet regularly between July 2021 and January 2022, with no meeting in December 2021.

Additional meetings may be scheduled with the agreement of the Chair and group consensus.

## **Authority**

The working group will provide important feedback and advice to the AER on the development of the Guideline. However, it does not have decision making authority. Where a general consensus is apparent among members this will be recorded by the Secretariat.

## **Chair and Secretariat**

The group is to be chaired by the AER.

The Secretariat function will be filled by the AER. This includes:

- the distribution of the agenda and meeting papers
- recording and distribution of meeting minutes and the meeting schedule.

The AER will distribute the agenda and meeting papers one week prior to each meeting, and distribute draft minutes within one week of each meeting.

## **Quorum**

At least half of the members are required to be present to ensure the quorum of the working group.

## **Confidentiality**

A public record of the working group's agenda and minutes will be maintained by the AER.

Working group minutes will note the key points of the group's discussions and will be published once endorsed by working group members.

Meeting papers and documents will be provided to the working group to allow members to obtain feedback from the groups they represent. Documents provided in-confidence should not be shared with third parties.