



## **CUSTOMER CONSULTATIVE GROUP**

### **Meeting Communique – 23 July 2019**

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 23 July 2019 (see membership list at page 2) to discuss current issues affecting residential and small energy customers.
2. CCG Chair, Jim Cox, welcomed Susan Helyar, Director of ACTCOSS as a new CCG member. The Chair also noted key areas of work for the AER since March 2019, including:
  - a. the commencement of the Default Market Offer on 1 July 2019
  - b. an update on the ACCC's Retail Electricity Pricing Inquiry recommendations since its release a year ago
  - c. regulatory work with embedded networks
  - d. network regulatory determinations in NSW for Ausgrid, Endeavour Energy and Essential Energy.
3. AER staff presented on a range of topical issues and current projects. These included the:
  - a. Retailer Reliability Obligation – the development of a series of RRO guidelines
  - b. Values of Customer Reliability – the consultation process and results from a pilot survey conducted in May 2019
  - c. Consumer Challenge Panel Review – the proposed approach, scope and matters that will be considered during the review
  - d. re-development of AER's Energy Made Easy website.
4. During Members' time, the CCG Chair and members discussed a number of key issues including:
  - a. the future of regulation and the role of consumers in the decision making process
  - b. the Default Market Offer and reference bill, and ideas to measure their impact on consumers
  - c. Hardship Guideline and associated AER outreach materials
  - d. AER's distribution determination for Essential Energy for the 2019-24 regulatory control period, with reference to staffing levels and future reliability
  - e. Coordination of generation and transmission investment review, AEMO's Integrated System Plan, Regulatory investment test for transmission, their interrelationships and AER's role in each process.
5. Members also thanked Paula Conboy for her leadership of the AER and particularly for her support for stronger consumer focus in all aspects of the regulatory process.



## ATTENDEES

### CCG members

CCG Chair	Jim Cox, AER Board Member
ACT Council of Social Service	Susan Helyar
Brotherhood of St Laurence	David Bryant
Country Women's Association Australia	Tanya Cameron OAM (by telephone)
Council on the Ageing Australia	Robyn Robinson
Public Interest Advocacy Centre	Craig Memery
Queensland Council of Social Services	Rose McGrath
Renew	Dean Lombard
St Vincent de Paul Society	Gavin Dufty
Tasmania Council of Social Service	Bernadette Jago
Uniting Communities	Mark Henley

### Observers

ACT Civil and Administrative Tribunal	Graeme Neate AM
Australian Energy Market Commission	Kate Wild
Australian Energy Market Operator	Antara Mascarenhas
Energy Consumers Australia	Jacqueline Crawshaw

### AER Representatives

Chair	Paula Conboy
A/g General Manager, Policy and Performance	Kami Kaur
A/g Director, Consumer Engagement and Insights	Simone Tyson
Consumer Engagement and Insights team	Carly Weate, Pablo Albornoz
Director, Consumer Policy	Bronwen Jennings

**Apologies**

Ethnic Communities' Council NSW	Iain Maitland
National Retail Association	Ian Winterburn
AER (General Manager, Consumers and Markets Branch)	Sarah Proudfoot