

## Consumer Reference Group – Member biographies

Member	Biography
<p><b>Bev Hughson (Chair)</b></p>	<p>Ms Bev Hughson was a member of the inaugural AER Consumer Challenge Panel (CCP) and continues her role in the current iteration. She has over 30 years of experience in the energy industry, initially working at the Victorian Gas and Fuel Corporation in a variety of management roles in market research, corporate planning, marketing and wholesale market trading. Following gas industry restructuring and privatisation of the Gas and Fuel, Bev transferred to Origin Energy Retail Limited.</p> <p>At Origin, Bev had a number of responsibilities including managing the retail regulatory policy and strategy functions during a time of structural change. She was previously the national retail pricing and tariffs manager, responsible for gas and electricity pricing, including negotiating regulated pricing arrangements with state regulators in Victoria, South Australia, Queensland and NSW.</p> <p>In 2012, Bev established her own consulting company, Darach Energy Consulting Services, providing advice and support services to consumer organisations on energy related matters including participating on behalf of consumer organisations in the AER's Better Regulation Program and advising consumers on various aspects of the economic regulation of energy networks.</p> <p>Bev holds a Post Graduate Diploma in Applied Social Psychology, Masters in Business Administration and Masters in Commercial Law.</p>
<p><b>Kieran Donoghue (Deputy Chair)</b></p>	<p>Mr Kieran Donoghue is an independent consultant, specialising in energy policy, advocacy, analysis and strategic communications advice. Since founding Newgrange Consulting in late 2017, Kieran has provided advice to a diverse range of organisations, including the Energy Security Board, Energy Consumers Australia, the Business Council, Jemena, Engie and the Energy Retailers Association of New Zealand.</p> <p>Prior to founding Newgrange, Kieran was the energy policy lead at Australian Energy Council &amp; the Energy Supply Association. Before that he was Head of Network Financial issues at the British energy regulator Ofgem, specialising in issues such as the cost of capital, tax, regulatory accounting and financial modelling. He began his career as a chartered accountant in a range of corporate and advisory roles.</p>

<p><b>Allan Asher</b></p>	<p>Mr Allan Asher, a Barrister and Solicitor is a lifelong campaigner for consumer protection, human rights, fairness and equitable development.</p> <p>Currently serving as Chair and Managing Consultant of the Foundation for Effective Markets and Governance (FEMAG), he is also involved in consumer protection and governance projects across Asia Pacific and Southeast Asia.</p> <p>Allan has special interest in information technology and energy market reform and regulation. He has worked throughout the world on projects related to governance, consumer protection and regulation for development.</p> <p>Allan was Deputy Chair of the Australian Competition and Consumer Commission and a senior executive of The Australian Consumers Association (Choice), a board member of the UK Office of Fair Trading and Commonwealth Ombudsman. Allan was Chief Executive of EnergyWatch, a government established body focusing on energy policy and consumer protection in the UK.</p>
<p><b>Helen Bartley</b></p>	<p>As Principal Consultant with Bartley Consulting, Helen Bartley provides consumer research, evaluation and engagement advice drawing on over 25 years' experience as an independent Qualified Professional Researcher (The Research Society) and Accredited Statistician (Statistical Society of Australia). Helen's professional consulting experience includes government, not-for-profit, community organisations, health and education providers and corporate clients throughout Victoria, elsewhere in Australia and in New Zealand.</p> <p>As an independent research consultant, Helen has been engaged on several occasions to provide professional opinion as an expert witness on survey design and conduct to the Federal Court of Australia. Her research expertise has been acknowledged in over 15 years of post-graduate teaching and course development appointments in Applied Statistics, Survey Research, Survey Sampling and Statistical Computing at Swinburne University, as well as an invited Examiner of Master's Degree theses in Applied Statistics.</p> <p>Apart from her professional qualifications, Helen has a Master of Applied Science, Social Statistics (Swinburne University of Technology), and has also completed the Advanced Certificate of Engagement with the International Association of Public Participation (IAP2). She is an active member of The Research Society, the Statistical Society of Australia, the Australasian Evaluation Society and IAP2.</p>
<p><b>Ron Ben-David</b></p>	<p>For over 20 years, Dr Ron Ben-David served in the Victorian Public Service across a diverse range of senior policy, regulatory and administrative roles. He is currently a Professorial Fellow with the Monash Business School (in partnership with the Monash Sustainable Development Institute) and the principal of a small consultancy.</p>

	<p>As the chair of the Essential Services Commission between 2008 and 2019, he drove wide-ranging reforms in the regulation of the water, energy, local government and other sectors. These reforms focussed on modernising institutional and regulatory settings to place responsibility for clearly articulated, customer-focussed outcomes with the entities who were best placed to deliver those outcomes. He also led numerous inquiries into institutional arrangements governing statutory agencies in the health, justice and treasury portfolios.</p> <p>Prior to joining the Commission, Dr Ben-David served as a Deputy Secretary in the Department of Premier and Cabinet where he led reforms to administrative arrangements governing the Victorian public sector. Most notably, this included overseeing the development, negotiation and passage of the Public Administration Act 2004. During this time, Dr Ben-David was also responsible for overseeing and coordinating the state's policy response to emerging concerns about climate change. In 2008, he led the national secretariat for the Garnaut Climate Change Review.</p> <p>Dr Ben-David has written and presented on a wide range of topics including water reform, energy markets, competition policy, sustainability and economic philosophy.</p>
<p><b>Jo De Silva</b></p>	<p>Ms Jo De Silva is the Policy and Communications Lead at Energy and Water Ombudsman SA (EWOSA). In this role, Jo directs EWOSA's policy and communications program including researching and identifying emerging consumer trends with follow up collaboration to achieve better regulation, including compliance and enforcement outcomes for customers.</p> <p>Prior to EWOSA, Jo was the Senior Policy Officer responsible for energy policy at the South Australian Council of Social Service (SACOSS). In this role, Jo contributed to a number of AER regulatory processes. Jo's previous experience and her role at SACOSS has provided her with good links to a number of consumer organisations, the Essential Services Commission of South Australia (ESCOSA), government departments, Members of Parliament and their staff. Jo is a former member of the AER's Consumer Challenge Panel, the AER's Consumer Reference Group for Rate of return (2018) and was a convenor of the National Consumer Roundtable on Energy. Jo's previous work experience also includes Economics and Social Justice Adviser to Australian Greens Senator Bob Brown.</p>
<p><b>Craig Memery</b></p>	<p>Mr Craig Memery has represented energy users for the last decade, and now leads the Energy and Water Consumer Advocacy Program (EWCAP) at the Public Interest Advocacy Centre. EWCAP promotes access to affordable, sustainable energy and water for NSW households, through improvements in policy, regulation and</p>

	<p>markets that benefit all energy users and targeted supporting measures for people facing hardship and disadvantage.</p> <p>Craig is also a Board Director at Energy and Water Ombudsman NSW (EWON) and a member of the AEMC's Reliability Panel.</p> <p>Since joining the energy sector in 2002, Craig has managed demand- and supply-side energy projects; provided economic, technical and policy advice to government, community and private sectors; sat on numerous advisory panels and representative groups; designed and delivered training programs; engaged with consumers and communities across Australia; and provided thought leadership both on long standing and emerging challenges for the sector.</p>
<p><b>Alex Oeser</b></p>	<p>Mr Alex Oeser has more than 15 years' experience working for a regulator in the energy and water industries and is currently a Director at Deloitte Access Economics. Prior to this Alex was a Senior Advisor at the Australian Energy Market Commission and previous Director at NSW Independent Pricing and Regulatory Tribunal (IPART).</p> <p>He has substantial experience in designing regulatory frameworks for the cost of capital and financeability.</p> <p>Alex has strong expertise in finance, regulation, and economics and communicating complex information in plain English for meaningful consumer engagement.</p> <p>Alex holds a Masters of Finance and is currently completing his Masters of Global Law.</p>
<p><b>Energy Consumers Australia</b></p>	<p>Energy Consumers Australia (ECA) is the independent, national voice for residential and small business energy consumers.</p> <p>ECA enables residential and small business energy consumers to have their voices heard by the sector by working with other consumer groups to gather evidence-based research with a national perspective, distil it to key viewpoints, and feed it back to the market to influence outcomes.</p>