

Consumer Advocacy Training

March 2022





Best-practice approaches to consumer engagement must involve seeing the problem from the consumer's point of view. This applies to Tariff Reforms.

Energy Consumers Australia



A **national voice** for residential and small business energy consumers.

We work to **understand and ensure consumers have their expectations and needs met** through a modern, flexible and resilient energy system.



We proactively shape a vision for the future, **influence and work with others** to drive change across the energy system to benefit consumers.

We influence the shape of the energy system **now and in the future** by **creating a trusted voice** for residential and small business consumers.



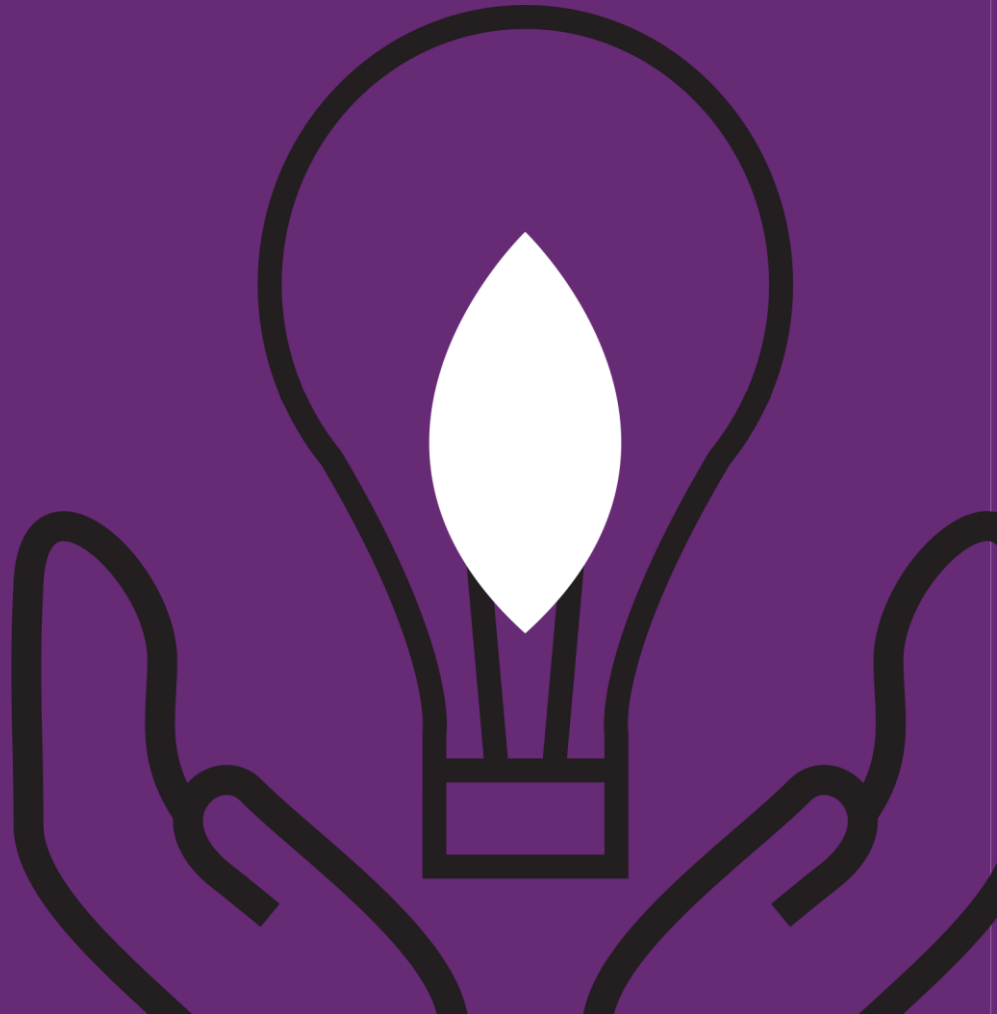
Main topic



How can we support you
and help amplify your voice?

1

The current context



Consumer engagement is improving but challenges remain...



1

Experienced advocates need their voices to be amplified for more effective outcomes.

2

Some new voices are less experienced in the regulatory process and may need support with capacity training.

3

Mismatch between the regulatory perspective and the consumer point of view.

4

Strategic changes and decisions with ramifications for next 30-50 years are happening fast.

5

How do we protect the long-term interests of existing customers as well as future energy customers?

2

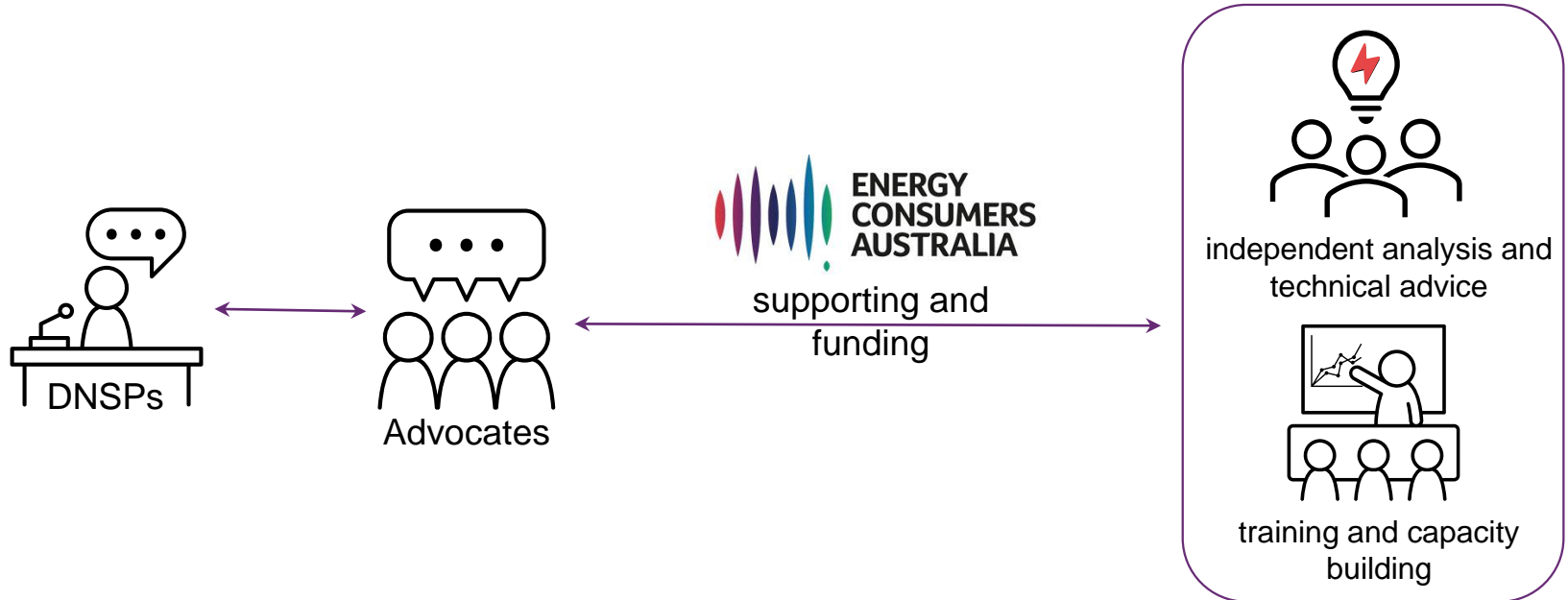
Our strategic position on network issues

Opportunity for active engagement on strategic network issues and supporting role for new and experienced customer advocates in resets and tariff reforms



ECA's strategic engagement approach to resets and tariff reforms

- ECA can help you **build expertise** and help you **drive benefits** for all energy consumers.



We want your help to co-design this new approach!



1. How can we best provide support to you?
2. Are there other potential activities/projects you would like to see funding for?
3. What are your biggest challenges as a consumer advocate?



Please reach out!



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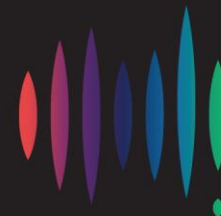
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