

AER Draft Better Resets Handbook

Initial Networks Perspectives

AER Stakeholder Forum, 6 October 2021

Draft Handbook: building on the progress so far

- » Networks strongly support this AER initiative
- » Collaboration and engagement across networks, customers, consumer advocates and regulators has delivered clearly better outcomes
 - Examples: Consumer Challenge Panel, innovation in individual network engagement processes, New Reg partnership and trial
- » Power of competition and reputational incentives – Energy Network Consumer Engagement Awards in partnership with Energy Consumers Australia
- » Outcomes that reflect the real preferences of consumers on prices and services critical → especially as expectations, and the nature and role of networks, evolve

Three areas for further consideration

1. Setting expectations for proposals: balancing flexibility and adaptability

- how can we best adjust expectations on a well justified proposal to new issues and approaches?

2. Ensuring a ‘lifting all boats’ approach: continued focus to maximise effectiveness of all reviews supported

- considering the diversity of network circumstances and challenges → proportionate and targeted approaches will benefit consumers, regulator and networks in all reviews
- where feasible, early AER involvement in pre-lodgement processes will bring benefits to reviews in both targeted review and the current review streams

3. Taking a ‘whole of system’ approach

- opportunities to achieve efficiencies and avoid unnecessary customer costs through consideration of some ‘legacy’ reset information requirements, and how these might be streamlined