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Energy sector must aim high to build trust with customers

The first Independent Accountability Panel Report published today has been welcomed by the Energy Charter signatories as they forge ahead on their path to improve customer outcomes.

The Report's 32 recommendations offer an ambitious roadmap for the world-first CEO led initiative that aims to deliver a more affordable, reliable and sustainable energy system for all Australians.

During its review, the Panel analysed disclosure reports submitted by 18 energy companies including generators, transmission companies, distributors and retailers. This was supported by a period of consultation which included CEO briefings, stakeholder forums and public submissions.

Chair of the Energy Charter CEO Council, John Cleland, said the inaugural Report was a defining moment for the Energy Charter and would guide signatories both individually and collectively in achieving tangible improvements for the customer.

"We welcome the Independent Accountability Panel's recommendations and are determined to turn them into action, to rebuild trust in the sector and improve affordability and customer satisfaction," said Mr Cleland.

"It is clear we need to dig deeper to know our customers, increase collaboration on high-impact initiatives across the entire energy supply chain, and take actions to advocate and support all customers so we can succeed together."

The Independent Accountability Panel, led by chair Dr Wendy Craik, published the Report. Among the Panel's recommendations were key themes to:

- Increase customer voice and experience at governance and strategic levels
- Together deliver high-impact initiatives for change such as tariff co-design and roll-out advocacy for customers facing vulnerability and access to distributed energy resources
- Measure, track and benchmark progress on customer outcomes across the sector, closing the loop on the impact of individual initiatives
- Elevate customer feedback and complaints strategically within each business

As signatories look to 2020, the Report provides guidance and motivation to continuously improve, listen and engage in open, honest conversations with customers and importantly, work together.

"We look forward to continuing to work with our customers, stakeholders and end-user representatives to develop a maturity framework to guide our next annual disclosures and inspire others to join," Mr Cleland said.

Formed in January this year, the Energy Charter is a CEO-led initiative of 19 Australian energy companies, including newest signatory Horizon Power, from across the energy supply chain. Companies are focused on embedding customer-centric culture across the sector, and delivering a more affordable, reliable and sustainable energy system. Signatories collectively service more than 10 million Australian energy customers.

For more information visit: www.theenergycharter.com.au.

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The Energy Charter signatories

ActewAGL, AGL, APA Group, Aurora Energy, Ausgrid, Australian Gas Infrastructure Group, Clean Co, CS Energy, Endeavour Energy, Energy Queensland Limited including Ergon Energy Network, Energex, Yurika and Ergon Energy Retail, EnergyAustralia, Essential Energy, Horizon Power, Jemena & Ovida, Meridian Energy Australia & Powershop Australia, Origin Energy, Powerlink Queensland, Stanwell and TransGrid.

The Independent Accountability Panel

The members of the Independent Accountability Panel are Wendy Craik AM (Chair), Andrew Richards, Cassandra Goldie and Phil Weickhardt. The Panel is independently hosted by Energy Consumers Australia. For more information [click here](#).

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