



# 2019 WRAP UP

## our vision TOGETHER DELIVER ENERGY FOR A BETTER AUSTRALIA

**31<sup>st</sup>**  
JAN 2019  
launch of the Energy Charter  
in Sydney

annual  
disclosures

**18 SIGNATORY DISCLOSURES**  
500+ PAGES OF INDUSTRY DISCLOSURES

**19** CEOs  
ORGANISATIONS

independent  
accountability  
panel

**6** NEW joined in  
2019  
SIGNATORIES

**4 HIGH-STANDING EXPERTS**  
32 RECOMMENDATIONS IN A 119 PAGE REPORT

engagement + collaboration

**50+ STAKEHOLDERS** attending forums across Brisbane, Sydney, Melbourne and online

**4 CEO COUNCIL MEETINGS**

**6 INDUSTRY WORKING GROUP WORKSHOPS**

**2 END-USER CONSULTATIVE GROUP WORKSHOPS**  
20+ End-User Consultative Group members

**8 #BETTERTOGETHER INITIATIVES**  
60+ @ #BetterTogether workshop

**COLLABORATION WITH THIRD PARTY ORGANISATIONS**  
Thriving Communities Partnership, FIAP and The Ethics Centre

**50+ PIECES OF MEDIA COVERAGE**  
including widespread social media

**4 ENERGY REGULATORS SUPPORTIVE** of the Energy Charter

**8 HIGH PROFILE SPEAKING ENGAGEMENTS**

**4 MEDIA RELEASES + 4 THOUGHT-LEADERSHIP BLOGS**

**5 LETTERS FROM FEDERAL + STATE  
ENERGY MINISTERS** supporting the Energy Charter

**1 ENERGY CHARTER** announced by the Scottish Government



**100'S OF HUMANS**  
ACROSS THE ENERGY SECTOR INSPIRED BY THE ENERGY  
CHARTER TO DELIVER BETTER CUSTOMER OUTCOMES



The Energy  
Charter



# QUOTES FROM **our stakeholders** 2019

rosemary  
sinclair  
CEO OF ENERGY CONSUMERS  
AUSTRALIA



**VEHICLE FOR AUTHENTIC CONVERSATIONS**

AEMC RETAIL ENERGY COMPETITION REVIEW RELEASED  
**strongly endorsing**  
THE ENERGY CHARTER AND ENCOURAGING INDUSTRY SUPPORT AND SIGN-UP  
ON 28 JUNE 2019

THE **principles** OF THE CHARTER, SUCH AS THE **commitment** TO IMPROVE ENERGY **affordability** ALIGN WITH THE OVERARCHING OBJECTIVES OF THE RECOMMENDATIONS MADE BY THE ACCC IN ITS REPI REPORT AND THE ACCC IS ENCOURAGED BY THE ENERGY BUSINESS SIGNING UP TO THE CHARTER.

ACCC ELECTRICITY MONITORING REPORT MARCH 2019

**THE ENERGY CHARTER DESIGNED TO IMPROVE INDUSTRY BEHAVIOUR, COULD WORK IN LIEU OF REGULATORY CHANGES.**  
SYDNEY MORNING HERALD MARCH 2019

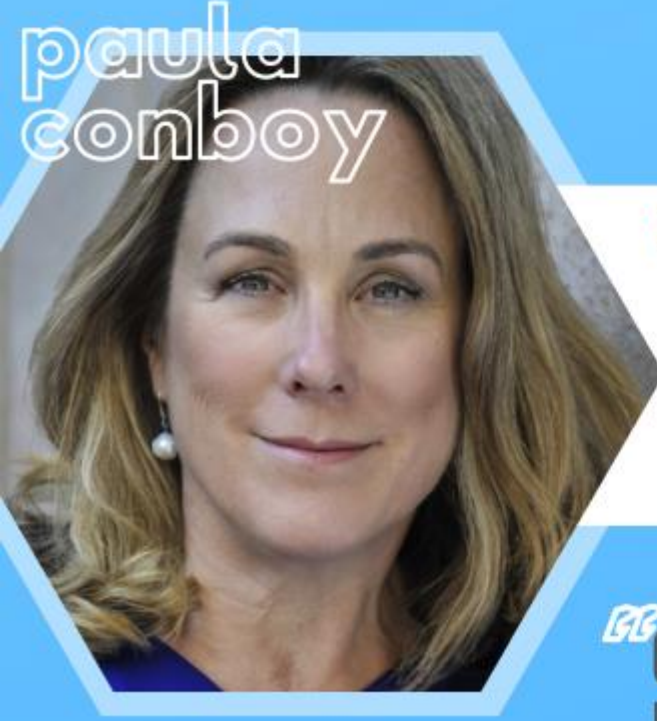


john  
cleland  
CHAIR OF CEO COUNCIL

**TO ACHIEVE ULTIMATELY BETTER OUTCOMES FOR CUSTOMERS AND A HIGHER LEVEL OF COLLABORATION ACROSS THE INDUSTRY**  
DURING AN INTERVIEW WITH ABC RADIO NATIONAL

AEMC DRAFT DETERMINATION ON WHOLESALE DEMAND RESPONSE REFERS TO THE ENERGY CHARTER AS A POSSIBLE VEHICLE FOR COMMITMENTS  
ON 18 JULY 2019

SUBMISSIONS ON THE AER CUSTOMER SERVICE INCENTIVE SCHEME ISSUES PAPER EXPRESSLY REFERRED TO THE **opportunity** FOR THE ENERGY CHARTER TO PLAY A ROLE



paula  
conboy

**PREVS CHAIR AUSTRALIAN ENERGY REGULATOR** CALLED OUT THE ENERGY CHARTER IN THE CONTEXT OF SUCCESSFUL BUSINESSES IN HER SPEECH AT ACCC AER CONFERENCE ON **1 AUGUST 2019**

**CAPACITY BUILDING WITHIN SIGNATORIES FOR COLLABORATION AND COOPERATION**  
ENERGY CONSUMERS AUSTRALIA