

2022

The Energy Charter

Disclosure Report



Empowering one another
to deliver better energy
outcomes for all



The Energy
Charter



Message from our Chair

Collaborating #BetterTogether

The energy sector is at pivotal point of change, with unprecedented activity in the wholesale energy market, the need to work with communities to ensure a fair and equitable transition to renewables and mounting cost-of-living pressures compounding existing energy affordability challenges for households and businesses.

While these challenges are as real as they are complex, no transition is easy, and we must set our ourselves up in a way that allows us to work across the supply chain and beyond the boundaries of our individual businesses.

We are now in the fourth year of the Energy Charter and as is evident in this year's Energy Charter Disclosure, we have continued to improve, working collaboratively as sector to deliver better outcomes for customers and communities across Australia. We are seeing more and more collaboration each year, with signatories working together on initiatives, including those that have presented longstanding pain points for customers (such as life support) and newer challenges (such as energy transition).

We've also been responsive to the broader challenges facing our nation, most notably the ongoing impacts of the COVID-19 pandemic. Together, we've supported thousands of Australians most impacted by COVID-19 to better manage their energy bills and access support programs, committing more than \$1.5 million in September 2021-22.

However, reflecting on the past 12 months there is as much to celebrate as there is work to be done.

It is this need that underpinned the Energy Charter 3-Year Strategic Review and decision to place a greater focus on cross-sector collaboration through the #BetterTogether (#BT) initiatives to continue to deliver better outcomes for customers at this critical time of unprecedented change. The #BT initiatives not only enable 'whole-of-system' collaboration, but they have also elevated a small number of initiatives as key strategic priorities for collaborative action.

With the accelerating pace of the energy transition and the need to ensure that nobody is left behind, this has included a Priority #BT on Landholder and Community Social Licence. This initiative will see the development of practical social licence guidelines for co-existence between transmission infrastructure and agricultural communities, as well as a bi-annual strategic roundtable with leaders from the energy and agriculture sectors to discuss emerging issues in the energy transition, identify what's working and areas for continuous improvement.

Leveraging the success of signatory trials and pilots, #BT Knock to Stay Connected has also been elevated as a Priority #BT to deliver a nationally consistent, customer-led approach aimed at keeping customers connected to their energy. The CEO Council also chose to elevate cost of living as a priority for collective action, acknowledging that in the broader context of rising inflation, proactive action on energy affordability is critical.

Core to the outcomes of the Strategic Review was also an acknowledgement that as a sector responsible for delivering essential services, we are accountable for delivering an energy system that works for all Australians, now and into the future.



As signatories, we do this by being transparent on our maturity, achievements and aspirations against the Energy Charter Principles. The annual Energy Charter disclosure process remains central to the Energy Charter architecture and an ongoing commitment of all Full Signatories. However, through the review process we took the opportunity to evolve our processes recognising the value of direct engagement with customer and community representatives. Our new decentralised accountability model prioritises the creation of effective feedback loops to help us reflect on our maturity, understand what we've done well, where we can improve, and critically, how we can work together to deliver better outcomes for our customers and communities.

The evolution of the Energy Charter has also seen us appoint Cath Smith as the Independent Chair of our End-User Consultative Group and extend a very warm welcome to Jacana Energy and TasNetworks who joined us as Full Signatories, along with SA Power Networks who joined us as a #BT Collaborator. It has been a pleasure to see our signatory base expand, and wonderful to see signatories now represented in every State and Territory.

Undoubtedly, we are, better together.

Rebecca Kardos
Chair of the CEO Council
CEO Aurora Energy



1. The Energy Charter Strategic Review

The Energy Charter launched in January 2019. Since that time the sector has changed considerably, with an accelerating focus on energy transition and ensuring that customers in vulnerable circumstances, particularly those impacted by COVID-19, are better supported.

After three years of operation, the 3-Year Strategic Review was undertaken to identify opportunities for delivering better customer and community outcomes and address areas for improvement, including those called out by the End-User Consultative Group (EUCG).

Through this process, customer representatives and stakeholders identified that the Energy Charter is uniquely positioned to bring the energy supply chain together for whole-of-system alignment and action, while also supporting individual businesses to do better.

Feedback also reinforced that the Energy Charter has delivered real value for customers and communities across the whole supply chain. Its most valued aspects were collaboration, building trusted relationships and knowledge sharing. There was also a desire to shift the focus from looking backwards through the accountability process, to looking forward delivering bigger outcomes through the #BT initiatives.

On 30 March 2022, the CEO Council accepted the recommendations from the Strategic Review to:

- a. Elevate the #BT program as the Energy Charter flagship with program success the key measure of Energy Charter success
- b. Replace the Independent Accountability Panel (IAP) process with a decentralised accountability framework comprising effective 'feedback loops' leveraging existing stakeholder engagement structures
- c. Clarify certain Energy Charter commitments and its role regarding advocacy

As a result, the Energy Charter is placing greater focus on cross-sector collaboration through its #BT initiatives to continue to deliver better outcomes for customers at a time of unprecedented change in the energy industry.

To ensure the Energy Charter is set up to meet ongoing challenges, the elevated Energy Charter #BT program enables a 'whole-of-system' collaborative approach and prioritise certain #BT initiatives (announced by the CEO Council annually).

Many of the challenges facing energy customers such as ensuring an equitable energy transition and improved support for vulnerable customers cannot be meaningfully achieved by individual energy businesses. These need the entire supply chain to come together and identify solutions for all customer segments.

[Energy Charter Full Signatories](#) will continue to focus on accountability publishing annual signatory disclosure reports demonstrating how they performed against the Energy Charter principles. However, the accountability framework will leverage existing business' stakeholder consultation structures, rather than through the IAP.

Signatories will provide support and capability building to their customer or community councils (or their equivalents) to ensure that they are empowered to hold them to account. Clare Petre, the former IAP Chair will provide an independent review of this decentralised accountability mechanism at the end of 2022 to ensure that it is robust and authentic.



2. How we responded to the IAP recommendations

“Charter Signatories demonstrated improvement against the five Energy Charter Principles. However, in general Signatories have not acted on the two key challenges of affordability and the energy transition with the boldness, vision and urgency that the Panel called for last year.”
(IAP Report Fact Sheet 2021, page 1)

In its 2021 Report, the IAP made recommendations with a focus on two key themes:

1. Support for customers in vulnerable circumstances

2. Not leaving anyone behind in the energy transition

This Energy Charter disclosure responds directly to these two key themes, highlighting collaborative signatory responses generated through our [#BTs](#), which expand on the actions taken by individual signatories as reflected in their 2021-22 Energy Charter disclosures.

The #BTs are collaborative initiatives that focus on delivering tangible customer and community outcomes. Using the #BT Innovation Framework of ‘ideate, incubate and accelerate’, it encourages signatories from across the supply chain, customer representatives and other stakeholders to co-design and collaborate with a focus on customers and communities. Following the 3-Year Strategic Review, there are three types of initiatives:

1. Priority #BTs: Collaborative action to address strategic priorities endorsed by the CEO Council
2. #BTs: Leverage high impact areas for meaningful change
3. Community of Practice (CoP): Opportunity for insights, collaboration, co-design and knowledge sharing particularly across parts of the energy sector and/or other sectors

1. Support for customers in vulnerable circumstances

“Last year we characterised the Energy Charter reporting period – with its natural disasters and COVID-19 context – as unprecedented. During 2020-21, this period of upheaval and stress continued for many energy customers and worsened for some, in particular for people already doing it tough.”

(IAP Report 2021, page 2)

> #BetterTogether \$1.5 million COVID support

Why? The impact of COVID-19 was evidenced in four quarterly waves of [COVID-19 Customer Vulnerability research](#) conducted by Deloitte from September 2021-22 (Principle 5). It found that renters, JobSeekers, young people and those from culturally and linguistically diverse (CALD) communities were feeling the greatest impacts of COVID-19 and that:

- Two thirds of respondents had growing concerns about impacts COVID-19, with increased stress and depression levels
- Employment conditions had worsened: with one third of respondents experiencing a decrease in household income and discretionary spending dropping significantly
- 27 per cent of respondents who needed energy bill support were not confident to obtain it. 12 per cent of those respondents said that they didn’t receive support because they didn’t know how to access it

We have:

- Supported thousands of Australians most impacted by COVID-19 to better manage their energy bills and access support programs, committing more than \$1.5 million from September 2021-22 to deliver and augment a range of programs across Australia, including with community organisations.



- Provided a range of support programs including:
 - A new Uniting Energy Support Program focused on delivering tailored, one-on-one advice and assistance to energy customers across New South Wales, Queensland and Victoria
 - Care Inc. Energy Support Voucher Program in the Australian Capital Territory
 - Implementation of dedicated customer relationship officers and provision of pre-payment opt-in products in regional Western Australia
 - Dedicated hardship support for business owners in Tasmania
 - Online energy literacy and easy to digest information on how to reduce and understand electricity bills for energy users in Queensland
 - Essential care packages to Aboriginal and Torres Strait Islander communities
 - A range of community partnership programs including with Food Bank, Food Share and other local charities

Uniting Energy Support Program

The Uniting Energy Support Program involves connecting customers to eligible concessions, providing tailored energy efficiency advice, applying emergency relief payments, supporting customers to re-engage with their retailers and referrals to other services for wrap-around support.

“The collaboration across Energy Charter businesses to support community organisations like Uniting is a step change for customers facing vulnerability. Not only does it create a sustainable approach for ongoing support programs, it also aligns the energy supply chain in a way that we have not seen before. Uniting is proud to be working with Energy Charter businesses in supporting those in the community who need it the most.”

– Matt Cairns, Senior Manager, Uniting Vic.Tas.

The Uniting Energy Support Program focused on delivering tailored, one-on-one advice and assistance to energy customers across New South Wales, Queensland and Victoria by community organisation Uniting. Over \$200,000 was being injected into the program by APA Group, CS Energy, EnergyAustralia, Energy Queensland, Endeavour Energy, Essential Energy, Jemena and Powerlink Queensland.

Collaborators: Aurora Energy, AGIG, APA Group, CS Energy, EnergyAustralia, Energy Queensland including Energex, Ergon Energy Network, Ergon Retail and Yurika, Endeavour Energy, Essential Energy, Horizon Power, Jemena, Powerlink Queensland and Transgrid.

> **PRIORITY #BetterTogether Knock to Stay Connected**

Why? National trials demonstrated that 60-80 per cent of energy disconnections can be avoided when retailers, networks and community organisations work together to hand deliver information to customers on where they can get support to keep their energy on prior to disconnection (Principle 4).

We have:

- Conducted and shared insights from “knock before you disconnect” trials across Queensland, New South Wales, Victoria and South Australia
- Worked with community groups to co-design information for customers

We are making a difference by reducing the number of energy disconnections for customers in vulnerable circumstances by co-designing a national Customer Code to:

- Highlight clear commitments to customers by providing them with support to help them avoid energy disconnection
- Build better practice guidelines on how to implement Knock to Stay Connected across energy networks and retailers to ensure better customer outcomes
- Develop consistent business processes at the backend
- Measure customer and industry impacts and outcomes
- Implement independent governance mechanisms to foster an ongoing community of organisations and customer representatives to share better practice

We will deliver the Customer Code to Knock Stay Connected – a nationally consistent, customer-led approach aimed at keeping customers connected to their energy by Q2 2023.



Collaborators: Trials have been run by *Essential Energy* (who kicked off the “Knock before you Disconnect” initiative), *AGIG*, *EnergyAustralia*, *Energy Queensland*, *Endeavour Energy* and *SA Power Networks*. *Jemena*, *TasNetworks* and *Aurora Energy* are also involved in this initiative.

> #BetterTogether Life Support

Why? The Australian Energy Foundation Report on [Clean reliable energy for people on life support at home](#) (funded by Energy Consumers Australia) highlighted a number of pain points and opportunities for life support customers (LSCs) and industry in ensuring the customer experience for bona fide life support customers is enhanced (Principle 5).

We have:

- Set up a Life Support Expert Advisory Panel (LMAG) with the Australian Medical Association, the Royal Australian College of General Practitioners, the Royal Australasian College of Physicians and consumer representatives on how life support status is determined and administered
- Collaborated with the water sector to understand incident management and vulnerable customer prioritisation

We are making a difference by determining better ways to prioritise support for LSCs to save customers’ lives.

We will deliver LMAG recommendations on a new definition for LSCs by the end of 2022, with a view to progressing an appropriate Australian Energy Market Commission Rule Change proposal to prioritise LSCs and offer targeted support.

Collaborators: Led by *AGIG* and *SA Power Networks*, with support from *Ausgrid*, *Essential Energy*, *Endeavour Energy*, *EnergyAustralia*, *AGL* and *Powershop*, in collaboration with medical doctors, colleges and LSC customer representatives.

> #BetterTogether Energy Literacy for CALD Communities

Why? 44 per cent of Australians have low English literacy, including many from Culturally and Linguistically Diverse (CALD) communities, therefore customer communications such as energy bills, letters and service updates need to be more accessible to truly address their affordability concerns (Principle 5).

We have:

- Co-designed and supported the roll-out of Voices for

Power an innovative energy literacy online ‘train the trainer’ program run by the Sydney Alliance, a collaboration of community leaders and institutions from seven CALD communities in Sydney

- Involved 44 community leaders from 12 community and ethnic associations throughout the co-design process. Through these partnerships, the team trained 15 energy trainers to co-facilitate at least one energy module. These energy trainers came from Chinese, Nepali, Indian, Arabic and Spanish speaking backgrounds

We are making a difference by building of the capacity of community organisations to support their CALD community members to take control of their energy concerns, adopt simple energy safety practices, negotiate a better deal and improve energy affordability. In 2021, eight co-designed workshops, training 157 community members and reached 630 people

Collaborators: Led by *Jemena*, *Ausgrid* and *Endeavour Energy* in partnership with Sydney Alliance.

> PRIORITY #BetterTogether Cost of Living Support

Why? 87 per cent of Australians are concerned that energy will become unaffordable for them over the next three years and just 40 per cent have confidence that the overall energy market is acting in their long-term interests, according to the Energy Consumer Sentiment Survey published by Energy Consumers Australia (June 2022) (Principle 5).

We are:

- Working with the CEO Council to elevate cost of living as a priority for collective action
- Working with signatories and customer representatives to develop a shared view of the outcomes and learnings from the \$1.5 million COVID-19 support package, and other support measures, to formulate options for meaningful action on cost of living, specifically targeted at supporting those experiencing vulnerability and disadvantage

We are making a difference by proposing a list of options through the framework of Prevention, Support and Relief (PSR) to the IWG, EUCG and CEO Council for collaborative cost of living support for customers and communities. It is expected that support initiatives will be announced in late 2022.



2.

Not leaving anyone behind in the energy transition

“The time has come for everyone involved in the supply of energy to Australian households and businesses to move on from the early skirmishes of energy transition and return focus to consumer and economic objectives.”

(IAP Report 2021, page 2)

> **PRIORITY #BetterTogether Landholder and Community Engagement**

Why? As Australia moves towards a renewable energy future, a growing number of agricultural landholders are being approached to host electricity transmission infrastructure of their land. This has the potential to impact lives and livelihoods, making landholders, communities and their representatives critical partners and stakeholders in the delivery of major energy transition projects. The energy sector has a responsibility to recognise and minimise identified impacts and work towards agreeable and reasonable outcomes for everyone, building social licence and shared value (Principle 3).

We have:

- Launched a [#BetterTogether Better Practice Landholder and Community Engagement Guide](#) in August 2021 which shares the high-level principles to help guide our engagement with communities, assist in the management of impacts and guide any mutual value opportunities which may exist
- Commenced landholder and community research with KPMG to co-design practical guidelines for co-existence between transmission infrastructure and agriculture to mitigate negative impacts and prioritise shared value through the energy transition

We are making a difference by:

- Bringing energy and ag-sector representatives together to better understand the impacts of electricity transmission infrastructure on agricultural landholders
- Providing an opportunity for agricultural landholders to define what shared-value approaches should look like and could include at a practical level

We will:

- Host a bi-annual strategic roundtable with leaders from the energy and agriculture sectors to discuss strategic emerging issues in the energy transition, identify what's working and areas for continuous improvement from October 2022
- Work collaboratively with conservation and energy organisations to co-design solutions that deliver better outcomes in the intersection between biodiversity and renewable energy infrastructure
- Release practical guidelines for co-existence between electricity transmission infrastructure, agricultural landholders and their communities.

The guidelines will:

1. Provide a clear (plain English) understanding of the practical impacts that energy transmission infrastructure may have on agricultural operations.
2. Identify:
 - a. Potential benefits of co-existence between
 - b. Practical modifications and mitigations that could be considered, by both agricultural operators and transmission infrastructure businesses, to minimise potential impact
 - c. Potential opportunities to improve co-existence outcomes, to dually support sustainable agricultural production and transmission planning and operation

Collaborators: Led by *Transgrid, Powerlink Queensland, TasNetworks* and *ElectraNet* in collaboration with landholder representatives and other community stakeholders through a Community Outcomes Group (including the Ag Energy Taskforce, National Farmers Federation, Queensland Farmers' Federation, NSW Farmers Federation, Victorian Farmers Federation, AgForce Queensland, RE Alliance and Cotton Australia).



3. Driving better outcomes for customers

Other #BT collaborative initiatives are also underway leveraging the unique collaborative platform of the Energy Charter. These are detailed below.

Principle 1: We will put customers at the centre of our business and the energy system

> Community of Practice: Know your customers and community

Overview: Driving robust and fit-for-purpose customer, community and stakeholder engagement activities to shape business culture and decision making based on the voice of the customer.

Outcomes: This is an ongoing Community of Practice (CoP), and since inception, has developed a range of digital resources supporting Energy Charter signatories to ensure a diverse range of customer and community voices are heard at all levels within businesses and across the sector to shape the expectations of the energy industry. In 2022 the focus of is on 'insights sharing' together with the water sector to support signatories to learn and build capability around knowing their customers and community.

Outputs: [Shared Learning Platform](#)

[#BetterTogether – Know your Customers and Communities initiative in action](#) [#BetterTogether – Collaborating for better customer engagement](#) [#BetterTogether – Supporting Consumer Advocacy](#) [Better Practice Customer Engagement Toolkit](#) [Better Practice Consumer Advocacy Support Guide](#) [#BetterTogether](#)

Collaborators: Led by *Essential Energy* and Melbourne Water, with participants from across Energy Charter signatories. Run in collaboration with the Water Services Association of Australia under the [WE \(water + energy\) Collaborate MoU](#).

> #BT First Nations Engagement

Overview: Collaborating to improve engagement practices and behaviour towards Aboriginal and Torres Strait Islander customers and communities within the energy and water sectors by supporting First Nations leaders to share better practice case studies and practical tips to community engagement.

Outcomes: Strategic review of #BT First Nations to identify future focus options drawing on key insights from a series

of First Nation listening sessions and engagement workshops held been Aug '21 and March '22 including WE (water and energy) First Nations Listening session (200+ attendees), #BT First Nations Engagement Workshop and Horizon Power Aboriginal Engagement Framework listening session.

Collaborators: Led by *TasNetworks*, *Essential Energy*, *Energy Queensland*, *Horizon Power*, *Transgrid*, *EWON*, *SA Water*, *Sydney Water*, *Water Corporation*, *Greater Western Water* and other water and energy businesses and advocates. In collaboration with the Water Services Association of Australia under the [WE \(water + energy\) Collaborate MoU](#).

Next steps: Co-designing an 'Induction toolkit' where better practice case studies and practical experience provide examples of how problems have been addressed previously and what outcomes were achieved. The induction toolkit will be in digital format and will support community engagement with First Nations communities across major energy transition projects.

Principle 2: We will improve energy affordability for customers

> #BT Customer Code for Energy Brokers, Consultants and Retailers

Overview: The Customer Code improves outcomes for customers, particularly those in commercial and industrial markets, by driving a principles-based National Customer Code for Energy Brokers, Consultants and Retailers, with independent Chair and Administrator. The Code is administered by an Independent Administrator and Customer Code Council with independent Chair.

Outcomes: There are 40+ energy brokers, consultants and retailer signatories who continue to learn and share through National Customer Code events and resources. For example, in May 2022, a Customer Code Roundtable focused on how we can collaborate to solve customer pain points across industry. Lunch + Learn session on the CDR (May 2022). Support for customers with the impact of rising wholesale prices and global settlements is being actively discussed.

Outputs: [National Customer Code for Energy Brokers, Consultants and Retailers](#) [Checklist for energy contract procurement](#) [Customer Code Complaints Process](#)

Collaborators: The Customer Code Council is made up of *EnergyAustralia*, *CS Energy*, *Aurora Energy*, *Horizon Power* together with brokers, consultants, customer representatives and independent Chair, John Smith.



> #BT Customer Code for Energy Comparators and Moving Services

Overview: The Customer Code raises the standards of practice, strengthens trust and confidence and delivers better outcomes for residential and small business customers through commercial comparators and moving services, as recommended by the ACCC Retail Electricity Pricing Report 2018.

Outcomes: The Comparator Code was launched on 1 June 2022 after Code Builder co-design during 2021 and extensive stakeholder consultation in early 2022. The Comparator Code Council, Independent Chair and Administrator have been appointed.

Outputs: [National Customer Code for Energy Comparators and Moving Services](#) [Customer Code Complaints Process](#)

Collaborators: The Customer Code Council is made up of EnergyAustralia, Simply Energy and AGL Australia together with comparators, moving services and customer representatives and independent Chair, John Smith.

Principle 3: We will provide energy safely, sustainably and reliably

> CoP Transitioning Communities

Overview: Developing and sharing insights on better practice community empowerment for transition as many of our communities will be impacted by Australia's transition to a lower carbon generation mix. While this may have economic impacts, there are also opportunities for communities to benefit from the transition.

Collaborators: CS Energy, APA, EnergyAustralia, Essential Energy, Jemena and Powerlink.

Outcomes: Series of discussions with insights from external participants including Dr Charlie Ogilvie, Director of Strategy for COP26, Dr Amanda Cahill of The Next Economy, Karen Cain, CEO La Trobe Valley Authority and Chris Parker, Director of The Ethics Alliance.

Principle 4: We will improve the customer experience

> #BT Resilience

Overview: Supporting customers before, during and after a disaster event by co-designing a 'Disaster Response Playbook' for the energy sector with clearly defined roles, processes and use of emergency response agency information. This will enable a more coordinated and process driven approach to customer support during this time. The playbook will help inform what type of information needs to be shared with who and in what time frame. It draws on the [Thriving Communities Partnership Disaster Planning and Recovery Research](#).

Collaborators: Led by Ausgrid in collaboration with AGIG, Energy Queensland, Powershop, TasNetworks, SA Power Networks, Endeavour and Essential Energy.

Next steps: Launch the Disaster Response Playbook in the form of a framework with shared language to plan coordinated processes to support customers before, during and after a disaster event, by end of 2022.

Completed #BTs during 2021-22

Principle 1 - #BetterTogether- Customer Voice @ Board (completed Jun 2021)

Principle 1 - #BetterTogether- Future Energy Skills (completed Jul 2021)

Principle 2 - #BetterTogether- DEIP Access and Pricing Package (completed Aug 2021)

Principle 4 - #BetterTogether- 24/7 Connections (completed Sept 2021)

Principle 4 - #BetterTogether- Victorian Gas New Connections (completed Sept 2021)

Principle 5 - #BetterTogether- COVID-19 Customer Vulnerability Research (completed Sept 2021)

Energy Charter Red Cross Blood Challenge

In the first three months of 2022, all Energy Charter signatories again leant into the Red Cross Blood Challenge, achieving 1,274 donations. Given one donation has the power to save three lives, this equates to 3,822 lives saved.



Congratulations to award winners from the Energy Charter Blood Challenge:

- Most Total Donations – Energy Queensland
- Most New Donations – SA Power Networks
- Most Plasma Donations- Energy Queensland

Collaborations

In 2021-22 we continued to collaborate with the Water Services Association of Australia under the [WE \(water + energy\) Collaborate MoU](#), with a focus on CoP Know your Customers and Communities and #BT First Nations Engagement.

In addition, we signed an MoU with [Thriving Communities Partnership](#) (TCP) a charitable not for profit organisation that enables collaboration across multiple sectors including business, academia, government, NGOs and those with lived experience.

4. Our future focus

While there is as much to celebrate at the Energy Charter over the last 12 months, there continues to be more work to be done.

The energy transition represents one of the most significant challenges in our lifetime. The scale and pace of change required to build a low-carbon future cannot be underestimated. The burning question is: how do we enable the energy transformation and ensure more sustainable, reliable and affordable outcomes for customers and communities?

The answer lies in our willingness to work together. At the Energy Charter, we are a unique coalition of like-minded organisations with a shared purpose and passion for customers in the energy sector.

Our purpose is to empower one another across the energy supply chain to deliver better energy outcomes for customers and communities. To live up to our vision that together, we can create a better energy future for all Australians. For us, the opportunity is to keep humans at the centre of the design and delivery of energy solutions; to navigate the changing needs of customers and communities as we transform to a cleaner energy future.

There is no other collaboration like us; and the work we do, together, has never been more important than it is today. Our strengths are our CEO-led guidance and our diverse representation across industry, customer and community groups.

But what gives us power, is our ability to take a whole-of-sector view; to collaborate, innovate and strive for better. To share knowledge and connections from all sides and, importantly, to proactively co-design solutions.

In the coming 12 months, Energy Charter signatories and collaborators will:

- Continue with big-picture thinking and bold conversations
- Drive tangible outcomes with #BT initiatives to address pain points for customers and communities
- Remain focused on accountability and transparency to show how our individual and collaborative actions make a difference

There is no doubt that transitioning to a low-emissions future needs ongoing collaboration. Over the next 12 months our role will be to encourage the difficult conversations and to amplify the customer's needs. To bridge the gap between 'hard-to-do' and 'can-do'; to go beyond what any one of us could achieve alone.

We thank the growing collective of Energy Charter Champions across signatories, stakeholders and end-user groups that have embraced the transformative culture change needed to put customers at the centre of the energy system.

Together, we are the Energy Charter.
Empowering one another
to deliver better energy outcomes for all.