

2022

Energy Charter  
Stakeholder Feedback Report



## FEEDBACK SUMMARY

Ausgrid provided an overview of the key achievements, commitments and maturity ranking from our FY22 Energy Charter Disclosure at our Customer Consultative Committee (CCC) meeting on 16 November. The following report provides a summary of their feedback.

### Overall reflections

There was positive recognition of the outcomes Ausgrid has delivered for customers. It was agreed that the CCC will develop an outcomes-based approach to assess our maturity for the FY23 report. Members suggested that Ausgrid should focus on one or two game changing customer initiatives that addressed a known pain point. Further they suggested that each signatory CEO share their top two initiatives at an upcoming CEO Council meeting and then report on the outcomes. This would support the strongest initiatives being filtered down through the other Charter businesses.

### Feedback by Principle

- **Principle 1** - Recognised governance and monitoring systems Ausgrid has embedded and the improvements they have delivered.
- **Principle 2** - Our customer engagement for the next regulatory proposal, with its focus on getting the balance between affordability and preparing our grid for the future right, was recognised as being comprehensive and with the right focus. Members suggested that views on affordability should be more holistic, as electrification increases and elements of household budgets shift to account for this.
- **Principle 3** – Members would like to see the work Ausgrid has done on network and community resilience lifted here as it links to improved safety and reliability outcomes.
- **Principle 4** – Members suggest Ausgrid could refer to the Customer Service Incentive Scheme (CSIS) principles for FY23 report.
- **Principle 5** - Customer advocates were supportive of the work Ausgrid is doing to address the needs of vulnerable customers. The work AER is doing with the Game Changer discussions to achieve sector wide support for vulnerable customers was noted and members were comfortable waiting the outcomes of this process, before agreeing on additional funded activities. Members commented that the needs of small business cannot be forgotten in any vulnerable customer strategy. Members would support advocacy for initiatives that improve energy efficiency for vulnerable customers to reduce energy costs.

### Comment on maturity self-assessment

CCC members supported Ausgrid's self-assessed FY22 maturity rating of 'Empowered' and agreed to work together on what outcomes would need to be delivered to reach 'Exceeding'. Members challenged us if it was possible to reach "exceeding" especially for Principle 4 and 5. If is practically not possible with ever changing consumer expectations, would it be good to have an amended finish line? Members supported 'Empowered' to be the goal for FY23.

CCC members noted the difficulty Energy Charter self-assessment presents when they do not have visibility of other Charter members' self-assessment processes. While there are guidelines associated with the different maturity levels, it is very difficult for CCC members (even those who are on multiple member customer panels and participating in the same assessment for each Charter member) to compare different members' self-assessment against these high-level guidelines. This is a matter that the CCC will explore further with Ausgrid in the coming year.

Members noted that maturity is best expressed the richness in the culture change, how foundational the relationship between the community and Ausgrid people is, as seen in outcomes for customers and community members.

Members confirmed that the real strength of the Energy Charter, is less in the self-assessments, but in focused initiatives such as the better together initiatives, leveraging value of cross sector commitments.

### Ausgrid Response

Ausgrid will adopt feedback in the FY23 Energy Charter Disclosure Report.

### Ausgrid Customer Consultative Committee Members

Member	Organisation
Louise Benjamin	Independent Customer Advocate
Mark Byrne	Total Environment Centre
Rory Campbell	NSW Energy and Water Ombudsman (Observer)
Gavin Dufty	St Vincent's de Paul Society
Mark Grenning	Energy Users Association of Australia
Jan Kucic-Riker	Public Interest Advocacy Centre
Iain Maitland	Ethnic Communities Council NSW
Pete Newman	Council of the Aging
Mike Swanston	The Customer Advocate
Scott Clothier	Urban Development Institute of Australia
Janine Young	NSW Energy and Water Ombudsman (Observer)
Helen Sloan	Southern Sydney Organisation of Councils
Grant Stepa	Distributed Energy Services
Pascal Labouze	Transport advisory
Jo Parker	Financial Counselling Association of Australia
Ruby Heard	Alinga Energy Consulting
Simon Moore	Business NSW