

# EnergyAustralia Customer Council

## Summary

7 November 2022

### Council members

Jarrold Lenne  
Gavin Dufty  
Douglas McCloskey  
Simon Moore  
Robyn Robinson

### EA attendees

Sophie McGregor  
Paul Edwards  
Mark Collette  
Mark Brownfield  
Lisa Mavrodis  
Kerryn Graham

### Purpose:

EnergyAustralia held its second Customer Council meeting in November to discuss the publication of EnergyAustralia's Energy Charter disclosure and to gain insights and feedback from our customer council members.

### Outcomes:

#### What we heard you say:

- Cost of living pressures for customers in a broad sense is critical for energy retailers to focus on at present and Council members want us to ensure our disclosure focusses on what we are doing above and beyond the regulatory requirements
- We should ensure supports that we offer to customers (both those required plus those above and beyond) are simple and easy to access. It is human nature not to always self-select a hardship or vulnerability option
- There can be benefits for both vulnerable customers and the industry as a whole if access to smart meters is improved and tariffs are offered to encourage consumption when prices are lowest
- There can be benefits in learning from others who have leading practices in supporting vulnerable customers
- Council members appreciated being part of a strategic discussion that informs what EnergyAustralia chooses to do going forward, and they appreciated the opportunity to get to know more about EnergyAustralia, but when thinking about the format of a Customer Council in future, ultimately it needs to add value to EnergyAustralia

**What we will do as a result:**

- EnergyAustralia will prioritise promotion of regular payment options to all customers
- EnergyAustralia will prioritise clear communications with customers about the availability of energy supports and concessions and where to get help
- EnergyAustralia will work alongside other Energy Charter participants who also willing to advocate for change that will genuinely improve customer accessibility to concessions by making it easier for customers to access the concessions they are eligible for with least effort required for them
- EnergyAustralia will engage in discussions with others who are seen to have leading practices in supporting vulnerable customers to learn from them
- EnergyAustralia will seek to formalise the operating rhythm and objectives of Customer Council on an ongoing basis in Q1 2023.
- In addition, EnergyAustralia will also be seeking to streamline all our various reporting requirements and will be in discussions with the Energy Charter Directors around making our disclosures on a calendar year basis, with the next disclosure covering the 2023 calendar year, to be published no later than March 2024.