

This artwork was produced by [Jordan Lovegrove](#) for the Energy Charter. It tells the story of energy, how it connects all of Australia and the Energy Charter's commitment to create a better energy future for all Australians.

Charting a Better Energy Future

ENERGY CHARTER DISCLOSURE 2022-23

Empowering one another to deliver
better energy outcomes for all



The Energy
Charter

Acknowledgement of Country

We proudly acknowledge the Traditional Custodians of the land on which we work and live and pay respect to their Elders, past and present.

We recognise and value the continuing rich culture and the contribution of Aboriginal and Torres Strait Islander people.

About the Energy Charter

We are the [Energy Charter](#): a national coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.

Our purpose is to empower one another across the energy supply chain to deliver better energy outcomes for customers and communities. Our vision is that together, we can create a better energy future for all Australians.

There really is no other collaboration like us; and the work we do, together, has never been more important than it is today.

We are **#BETTERTOGETHER**

Our Guiding Values

BE OPEN
LEARN &
IMPROVE

THINK
BIG
BE BOLD

BE
INVESTED
MAKE A DIFFERENCE

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Our Five Principles



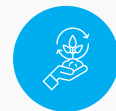
Principle 1

We will put customers at the centre of our business and the energy system.



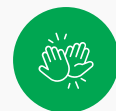
Principle 2

We will improve energy affordability for customers.



Principle 3

We will provide energy safely, sustainably and reliably.



Principle 4

We will improve the customer experience.

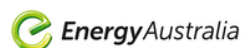


Principle 5

We will support customers facing vulnerable circumstances.



Energy Charter Signatories



#BetterTogether Collaborators



Energy Charter Supporter





Message from our CEO Council Chair

Since our inception in 2019, our ambition has always been clear: keeping customers at the centre of the design and delivery of energy solutions. By doing this, we believe we can create a better energy future for all Australians.

While having a clear focus brings us together, what really matters is how we move from ambition to impact.

For all our Signatories, navigating the changing needs of customers and communities in a complex environment, while also transitioning to a lower carbon future, is both exciting and challenging. More than ever, this period of significant transformation requires a system-wide view and most importantly, collaboration across the entire supply chain.

The Energy Charter's purpose is to empower one another across the energy supply chain to deliver better energy outcomes for customers and communities. That's why finding common ground and enabling collaboration across a diverse representation of stakeholders is at the heart of what we do.

Working as a CEO-led coalition, the scale of what we can achieve relies on the trust, collaboration and the collective efforts of our Signatories, community and customer partners and many stakeholders. We recognise the steadfast work of our Signatories and Customer and Community Outcome Groups who have come together over the past year to address some of the most pressing challenges for customers and communities in our sector.

Our new highlights section in this Energy Charter Disclosure is testament to our efforts and the outcomes we have achieved for customers and communities across Australia.

This year, we welcomed SA Power Networks and AusNet Services as Full Signatories and Marinus Link and Energy Estate as #BetterTogether Collaborators. We are proud to have our first renewable developer on board and look forward to others in the renewable energy sector joining us.

In May, we released the Better Practice Social Licence Guideline in collaboration with the agriculture sector. This work has helped to build greater understanding of the impacts of hosting energy transmission infrastructure and provides practical guidance on how to better manage impacts and deliver shared value for landholders and communities.

In June, we launched the Knock to Stay Connected Customer Code, a nationally consistent, customer-led approach aimed at keeping customers connected to their energy.

In July, the "Keep the money. It's yours." National Concessions Engagement and Awareness Campaign was launched, targeting the 60% of Australians who are not accessing energy concessions they're entitled to. Over 20 community organisations partnered with us to get this important message out which was featured through national media.

While our impact is often harder to measure, we are heartened by the progress we are making.

Thank you to our Signatories, Independent Chairs, End-User Consultative Group and Customer and Community Outcome Group members for your continued support and active collaboration. By working #BetterTogether, and leading the way, we can continue to put customers and communities at the centre of our businesses and the energy system. We can chart a better future for us all, together.



Guy Chalkley
CEO Council Chair 2023
CEO Endeavour Energy

Message from our Executive Director

At the Energy Charter, our role is to bring the right people together on the right issues and to facilitate the conversations that lead to action and ultimately better outcomes. That's the value we bring to the process of driving better energy outcomes for customers and communities.

This year, we have seen again that being a unique CEO-led coalition is critical. Leading from the top inspires change: it signals the importance of collaboration, garners support within organisations and across the sector and helps to create lasting impact. Thank you to all our leaders for your ongoing support, guidance and vision.

Charting a better future is an iterative process. Each year, we grow our reach and impact through our #BetterTogether initiatives and remain agile to meeting customer and community expectations in an energy system that's rapidly transforming. The purpose of this Disclosure is twofold: to provide an overview of the progress we have made over the past year across #BetterTogether initiatives and through the Accountability Process, and to inform where we focus our efforts in the future.

Our decision to decentralise the Accountability Process based on a 3-Year Strategic Review last year, has proven to be positive overall. It has enabled more targeted and meaningful engagement between Signatories and their customer and community groups. It has also put the onus on Signatories to better support their customers to engage in the process. As we mature, the key will be to continue to strike the right balance between accountability and making the process as easy as possible for stakeholders to engage and provide their feedback on how we can do better.

In this Disclosure, we provide a summary of #BetterTogether initiatives and their outcomes, our observations on the collective maturity self-assessments and a summary view of themes across all Signatory Disclosures. Overall, the maturity of Signatories has continued to trend in the right direction, however at a pace that reflects the growing complexity of cost-of-living and transition challenges for our customers and communities.

Looking to the future, it's clear we must stay the course with our #BetterTogether initiatives and Communities of Practice to address growing cost-of-living pressures and social licence challenges. There is always more we can do. We are also committed to developing an Impact Framework to demonstrate how our collective work is making a difference for customers and communities.

We continue to encourage the difficult conversations to amplify the customers' needs. To bridge the gap between 'hard-to-do' and 'can-do'; to go beyond what any one of us could achieve alone. We hold ourselves and others to account in our pursuit of keeping humans at the centre of the energy system. #BetterTogether, we are charting a better energy future.



Sabiene Heindl
Executive Director
The Energy Charter

Our Collaboration Highlights

60+



Customer and Community Outcome Group members across social service, agriculture, conservation, community, environmental, landholder, medical profession, renewables, financial counselling, water, small business and First Nations groups

12



#BetterTogether initiatives

250+



Collaborators across 3 Communities of Practices

15



Energy Charter Disclosures

16



Community of Practice gatherings

55+



Customer Code Signatories across 3 national codes

90+



Collaborators in 5 Ag Energy Social Licence Roundtables

50+



National Landholder Engagement Training attendees

Up to

80%



Of energy disconnections avoided through the Knock to Stay Connected Customer Code

3



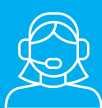
Collaboration Memos of Understanding with Water Services Association Australia, Thriving Communities Partnership and RE-Alliance

Our Signatories' operations in delivering electricity + gas



Customers + communities

=



Retail

8

+



Distribution

10

+



Transmission

9

+



Generation

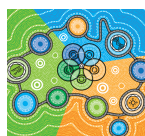
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2022-23 Timeline



Dec 2023

Energy Charter CEO Forum: Charting a Better Energy Future



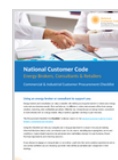
Aug 2023

Energy Charter First Nations artwork



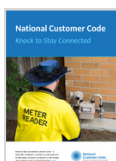
Oct 2023

National Landholder Engagement Training



Aug 2023

Commercial and Industrial Customer Procurement Checklist



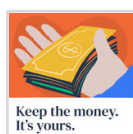
Jun 2023

National Customer Code Knock to Stay Connected



May 2023

Inaugural Resilience Community of Practice



Jul 2023

National Concessions Awareness + Engagement Campaign



May 2023

Better Practice Social Licence Guideline



Apr 2023

Better Practice First Nations Community Engagement Toolkit



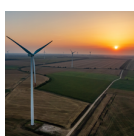
Dec 2022

Cost-of-Living Statement of Support (SoS)



Oct 2022

Inaugural Ag + Energy Social Licence Roundtable



Feb 2023

Collaboration Memorandum of Understanding with RE-Alliance



Nov 2022

Disaster Response Playbook



Looking Ahead

We are in a period of significant transformation; and through that, customers and communities are experiencing cumulative pressures of energy affordability, cost-of-living and the transition to a lower carbon future. The need for the Energy Charter's system-thinking approach and commitment to collaboration is self-evident.

Our CEO Council's priority focus on cost-of-living supports and social licence will continue in 2024. While progress is being made individually by Signatories and collectively through the platform of the Energy Charter, undoubtedly more can be done to support our customers and communities through this deepening period of complexity and challenge.

In 2024, our energy will be focused on delivering the following:

1. The Energy Charter Impact Framework to assess our individual and collective impact
2. Investment in the Industry Funding Model for Financial Counselling
3. Greater transparency on the evaluation of underground and overhead transmission lines
4. The Better Practice Guideline on Regenerative Renewables
5. Ongoing Ag Energy Social Licence Roundtables and Landholder Engagement Training
6. Energy literacy train-the-trainer programs delivered with community partners in Northern Territory, South Australia, Tasmania and Western Australia
7. Continuing collaboration through our #BetterTogether initiatives, Communities of Practice and Collaborative Memorandums of Understanding to deliver better outcomes to our customers and communities.

Impact Summary

The Energy Charter produces outcomes that no other existing framework, body or individual business can achieve on its own. – Tracy Collier, Founder Action with Impact

We are developing an Impact Framework to assess our individual and collective impact through the Energy Charter. Deep-dive insights research conducted by [Action with Impact](#) reinforces that we consistently:

- Create a trusted national platform to raise awareness and share customer and community opportunities across the entire energy sector
- Provide a framework approach to understanding challenges and respond collaboratively to bridge the gap between ‘hard-to-do’ and ‘can-do’ with a big and bold mindset
- Build a trusted space to share learnings, have difficult conversations and scale solutions that benefit customers and communities
- Leverage a ‘building block’ structure through the #BetterTogether framework to create pathways from research and insights to action and impact
- Align CEOs to a shared accountability model, to transparently self-assess maturity and commit to better outcomes for customers and communities.

Some of our collective achievements are evident in the #BetterTogether and Community of Practice summaries below. Each #BetterTogether initiative allows us to build on learnings and activities to drive sector-level culture change in an agile and responsive way, allowing the entire sector to act in a rapidly changing environment to align with the needs of customers and communities.

PRIORITY #BetterTogether Initiatives

The Priority #BetterTogether initiatives provide a platform to collectively achieve better outcomes for customers and communities in response to our two key priority areas: [Energy Transition \(Principles 1, 3 + 4\)](#) and [Energy Affordability \(Principles 2 + 5\)](#).

Priority #BetterTogether initiatives are endorsed by the Energy Charter CEO Council to deliver strategic priorities for our customers and communities.

These supplement our #BetterTogether initiatives and Communities of Practice set out on page 14.



ENERGY TRANSITION

Not leaving anyone behind in the energy transition



ENERGY AFFORDABILITY

Support for customers in vulnerable circumstances



ENERGY TRANSITION

Not leaving anyone behind
in the energy transition



Better Practice Social Licence Guideline

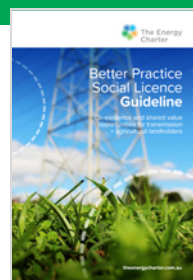
The [Better Practice Social Licence Guideline](#) was co-developed by landholder, agricultural and community representatives together with transmission businesses to build a shared understanding of the impacts and potential benefits associated with hosting energy transmission infrastructure for agricultural landholders. It contains a list of practical Priority Action Areas, together with Better Practice Opportunities for businesses to implement on the ground to deliver shared benefit.

What have we achieved?

- Collaborated across landholder, agricultural and community representatives and transmission businesses nationally
- Launched the [Better Practice Social Licence Guideline](#) (May 2023) with the National Farmers' Federation and Australian Energy Infrastructure Commissioner
- Committed to a 6-month progress review and 12-month reports on implementation, with independent review by Farm Renewables Consulting Director, Karin Stark, funded by Energy Consumers Australia in 2024.

"Transmission businesses achieving social acceptance, through implementing actions from the Better Practice Social Licence Guidelines is not just about connecting power; it's about connecting with people and communities. In this partnership lies the true power to drive sustainable progress, harmonizing energy infrastructure with community well-being."

Karin Stark, Director Farm
Renewables Consulting



"The move to establish the Ag Energy Social Licence Roundtable is providing a pathway for agriculture peak bodies to work directly with transmission and distribution businesses across jurisdictions. This groundbreaking initiative is an important vehicle enabling the agriculture sector direct dialogue with the Energy Charter's Signatories, to build understanding, close cultural gaps and jointly identify solutions."

Joy Thomas, Chair of the Ag +
Energy Social Licence Roundtable

Ag + Energy Social Licence Roundtable

At the request of the Ag Energy Taskforce, the [Ag + Energy Social Licence Roundtable](#) creates a strategic coordination and collaboration platform, identifying strategic issues at the nexus of energy and agriculture and encourages collaboration for solutions. Applying a social licence lens to all discussions, it identifies what's working and areas for continuous improvement, encouraging and tracking action through our energy and agriculture networks.

What have we achieved?

- Delivered four Roundtables online and one in-person in Dubbo, NSW with the Renewables in Ag Conference
- Collaborated with 90+ representatives from across the ag, energy and community sectors
- Elevated Ag Energy Taskforce discussions to a strategic level, feeding into relevant processes including through the Australian Energy Market Operator and other relevant government departments and market bodies.

National Landholder Engagement Training

Encouraged by the Australian Energy Infrastructure Commissioner, the [National Landholder Engagement Training](#) focused on upskilling and supporting those responsible for working directly with impacted landholders in the build of renewable energy assets to help them do their job well, while keeping themselves and landholders physically and emotionally safe.

What have we achieved?

- Trained 50+ landholder and community engagement team members across Australia
- Led discussions with 15+ subject matter experts and landholders covering four key areas:
 - WHO: Understanding landholders and regional communities
 - WHY: Building and maintaining social licence
 - WHAT: The role and opportunities for better practice
 - HOW: Communication, empathy and psychological safety
- Over 90% of attendees who provided feedback said the range of workshops and presenters was 'excellent' to 'very good' and the training was 'extremely valuable' to 'very valuable'
- Committed to ongoing National Landholder Engagement Training in 2024.

"I loved it! The content covered, and the connections made were top notch! I had so many light bulb moments along the way which will better prepare me for the growth and challenges facing our industry. I even reached out to a new connection I made from another transmission business to see if they would be my mentor! We have so much we can learn from each other, and this was the perfect foundation to do this!"

Participant, National Landholder Engagement Training 2023

Evaluating Transmission Undergrounding

The [Evaluating Transmission Undergrounding](#) initiative aims to improve the experience of landholders and communities impacted by the development of new transmission infrastructure. It enables collaboration with community representatives and stakeholders to validate community concerns, considerations and expectations when transmission businesses are evaluating the viability of underground compared to overhead transmission designs.

What are we doing?

- Working collaboratively with landholder, agricultural and community representatives and transmission businesses to understand community concerns and perspectives
- Co-developing a shared knowledge and evidence-base, including better practice approaches to assessing and evaluating social costs and mitigating impacts
- Researching to identify and address public information and evidence gaps, sources of (dis)information and practice (in)consistencies
- Bringing greater transparency to how the viability of underground compared to overhead transmission designs are evaluated (expected by Apr 2024).

"Anyone who has any credibility or any purpose to be playing in this [should] refer to the Energy Charter as their source of truth."

#BT Social Licence
Community Outcome Group
Collaborator



ENERGY AFFORDABILITY

Support for customers in vulnerable circumstances



Knock to Stay Connected National Customer Code

Non-payment of energy bills is often driven by circumstance, rather than choice. The [Knock to Stay Connected National Customer Code](#) delivers a nationally consistent, customer-led approach aimed at keeping customers connected to their energy where retailers, networks and community organisations work together to hand deliver information to customers ahead of any potential disconnections.

What have we achieved?

- Launched the [Knock to Stay Connected Customer Code](#) (Jun 2023)
- Worked together with 8 Signatories and 9 Collaborators across community organisations, retailers and distributors
- Established a Customer Code Council with an Independent Chair and an Administrator, with quarterly meetings since Jun 2023.

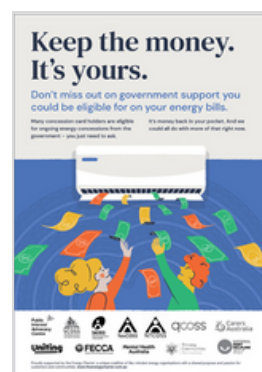
Up to 80% of disconnections are avoided through the human-centred approach of the Knock to Stay Connected Customer Code and this has been welcomed publicly by community advocates.

“Keep the money. It’s yours” National Concessions Awareness + Engagement Campaign

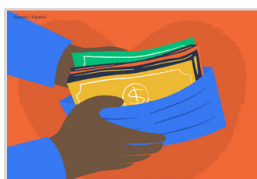
Research conducted by [Melbourne University’s Melbourne Institute](#) for the Energy Charter suggests that up to 60% of customers are missing out on the energy concessions that they are entitled to. The “Keep the money. It’s yours” initiative was co-developed with community groups nationally to make sure those who are eligible for concessions know they are and know what to do. A variety of targeted channels are being used to reach customers from communities including First Nations, multicultural, older Australians, those with diverse abilities and their carers.

What have we achieved?

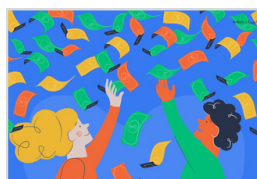
- Launched the “Keep the money. It’s yours” campaign nationally (Jul 2023)
- Collaborated with 13 community collaborators and 4 advisors
- Designed [240+ pieces of collateral](#) including an Auslan and English captioned video and assets created in 11 identified languages
- Created Indigenous artwork versions designed by Ngarrindjeri artist, Jordan Lovegrove
- Featured the campaign through national media including Channel 7 Sunrise and 10 News Radio in NSW and SA (Nov 2023).



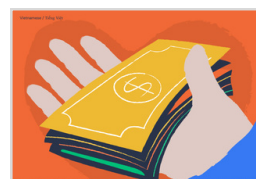
Melbourne University’s Melbourne Institute “Pulse of the Nation” impact research on whether the “Keep the money. It’s yours.” has positively encouraged people to access energy concessions will be released publicly in early 2024.



Guarde su dinero.
Es suyo.



احتفظ بالمال.
إنه لك.



Hãy giữ khoản tiền đó.
Nó là của quý vị.



Energy Literacy Train-the-Trainer

There are clear social benefits in building community understanding of energy; however, it requires genuine commitment and support. The [Energy Literacy, Train-the-Trainer](#) initiative partners with community groups in Northern Territory, South Australia, Tasmania and Western Australia to increase energy usage capability in the community. Based on the successful “Voices for Power” pilot initiative run in Western Sydney by Sydney Alliance, the model trains and mentors a cohort of “Community Energy Trainers” who deliver culturally appropriate energy literacy workshops to diverse communities.

What are we doing?

- Facilitating energy business capability building workshops led by Collective Voices Consulting, Executive Director Dr Lucy Mercer-Mapstone
- Expanding energy literacy programs in NT, SA, TAS and WA, leveraging of the learnings “Voices for Power” pilot to be delivered in early 2024.

The “Voices for Power” train-the-trainer initiative in Western Sydney generated \$1.82m in net social benefits as assessed by the Australian Social Value Bank.

[Jemena Energy Charter Disclosure 2023](#)

Uniting Energy Support Program

Based on the findings from our [COVID-19 research](#), the [Uniting Energy Support Program](#) was designed to provide ongoing financial counselling support for energy customers who face vulnerability. This includes offering free tailored, one-on-one advice and assistance to help navigate bills, energy efficiency and access to support services. The program targets customers who lack awareness of the supports available to them, and who tend to disengage from their retailers as they build debt due to rising cost-of-living pressures combined with low income and housing affordability challenges.

What have we achieved?

- Worked with Uniting to provide multi-faceted energy advice using behaviour change models, direct support to engage with retailers, advocacy support and debt relief through relevant grants and rebates
- Supported Uniting to support 920 client cases from Jul 2021 to Oct 2023: 46% NSW, 36% Victoria and 18% QLD with others in SA and WA
- A large majority (72%) were women and almost 45% of overall cases were missing out on energy concessions they were eligible for
- Committed to ongoing sustainable investment in the Financial Counselling Industry Funding Model recommended through the Sylvan Review.

“Just being able to access that [Uniting Service] ... if it wasn't for that I don't even know where I would be to get my electricity bill down.”

Participant, Allanah, NSW

“It [the Uniting service] was just a lifeline when I really, really needed it... it didn't cost me anything, and it was just such a relief.”

Participant, Carrie, NSW

“Customers identified savings of \$650 per annum on average due to participating in the Uniting Energy Support Program.”

Matt Cairns, Senior Manager, Uniting Victoria and Tasmania

Other #BetterTogether Initiatives

Our [#BetterTogether initiatives](#) are designed with an innovation framework to leverage high impact areas for meaningful change through collaboration.



Principle 2



[National Customer Code for Energy Brokers, Consultants & Retailers](#)

Voluntary code to give large customers confidence that energy brokers, consultants and retailers are working to address some of the concerns identified by the Australian Competition & Consumer Commission (ACCC) in 2018.

Key achievements

- 37 Signatories across brokers, consultants and retailers
- Customer Code Council quarterly meetings since Oct 2020
- Series of ongoing Lunch + Learns with topics including solar, batteries, power purchase agreements and wholesale energy market trends
- Commercial and Industrial Customer Procurement Checklist.



Principle 2



[National Customer Code for Energy Comparators & Energy Moving Services](#)

Voluntary code to give residential and small business customers confidence that comparators and moving services are working to address some of the concerns identified by the ACCC in 2018.

Key achievements

- 12 Signatories across comparators, moving services and retailers
- Customer Code Council quarterly meetings since Mar 2022
- Series of Lunch + Learns with topics including mover customer research, wholesale market trends and the Consumer Data Right
- Signatories actively promoting the “Keep the money. It’s yours” National Concessions Awareness + Engagement Campaign on national media.



Principle 3



[Renewables + Biodiversity QLD](#)

In collaboration with [RE-Alliance \(under MoU\)](#), the conservation, environmental and energy sectors are collaborating on two key projects in Queensland.

Key achievements

- Mapping Biodiversity Constraints for Energy Development in QLD
- Better Practice Guideline on Regenerative Renewables due early 2024.



Principle 5



[Better Protections for Life Support Customers](#)

Based on research of 4,000 Life Support Customers outlined in the [Australian Energy Foundation Report](#), we partnered with the medical profession to prioritise support for customers who use Life Support Equipment in their homes.

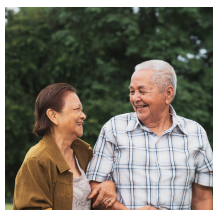
Key achievements

- Life Support Medical Advisory Group (LMAG) recommended prioritising certain medical equipment, introducing a National Template Medical Registration Form, developing a National Back-Up Plan Template and launching a Awareness + Engagement Campaign
- Broader Stakeholder Forums held in Oct-Nov 2023
- Proposal expected in 2024.



Communities of Practice

Our [Communities of Practice](#) provide opportunity for knowledge sharing and continuous improvement, including learning from other sectors.



Principle 1

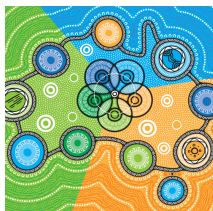


Know your Customers + Communities

Bi-monthly capacity building across energy + water ([Water Services Association of Australia MoU](#)) on accessible engagement and elevating lived experience and engagement with Australians.

Sessions

- Dec 2023: [Engagement that informs strategy and customer pricing](#)
- Oct 2023: [Stories from the frontline of the cost-of-living crunch](#)
- Aug 2023: [Support customers with financial and mental wellbeing](#)
- Jun 2023: [Engagement with older Australians](#)
- May 2023: [Lived experience voices](#)
- Mar 2023: [Inclusive and accessible engagement](#)
- Dec 2022: [Compassion in conflict](#)
- Nov 2022: [Customer voice at Board](#).



Principle 1



First Nations Better Practice Community Engagement

Bi-monthly capacity building across energy + water ([Water Services Association of Australia MoU](#)) on engagement and collaboration with First Nations communities and customers, led by First Nations leaders. All content from sessions is collated in the [First Nations Better Practice Community Engagement Toolkit](#).

Key achievements and sessions

- Dec 2023: Understanding culture, community and relationships
- Nov 2023: Empowering Indigenous success: Advancing First Nations business representation in Australia through procurement capacity building
- Aug 2023: Embedding Reconciliation Action Plans + First Nations engagement in Far North Qld
- Jun 2023: Bringing the Engagement Toolkit to life
- Apr 2023: First Nations Better Practice Community Engagement Toolkit launch
- Member of the Steering Committee Clean Energy Council First Nations.



Principle 4



Resilience

Bi-monthly capacity building with expert speakers, industry case studies and collaborative insight sharing aligned to the [Disaster Response Playbook](#).

Key achievements and sessions

- Nov 2023: [Preparing well for the bushfire season ahead](#)
- Sep 2023: [Preparedness, disruptions and impact](#)
- Jul 2023: [Responding to trauma](#)
- May 2023: [NSW Floods: New tech and collaboration](#)
- Nov 2022: Disaster Response Playbook launch.

#BetterTogether Collaborators

✓ Collaborator ✓ Lead

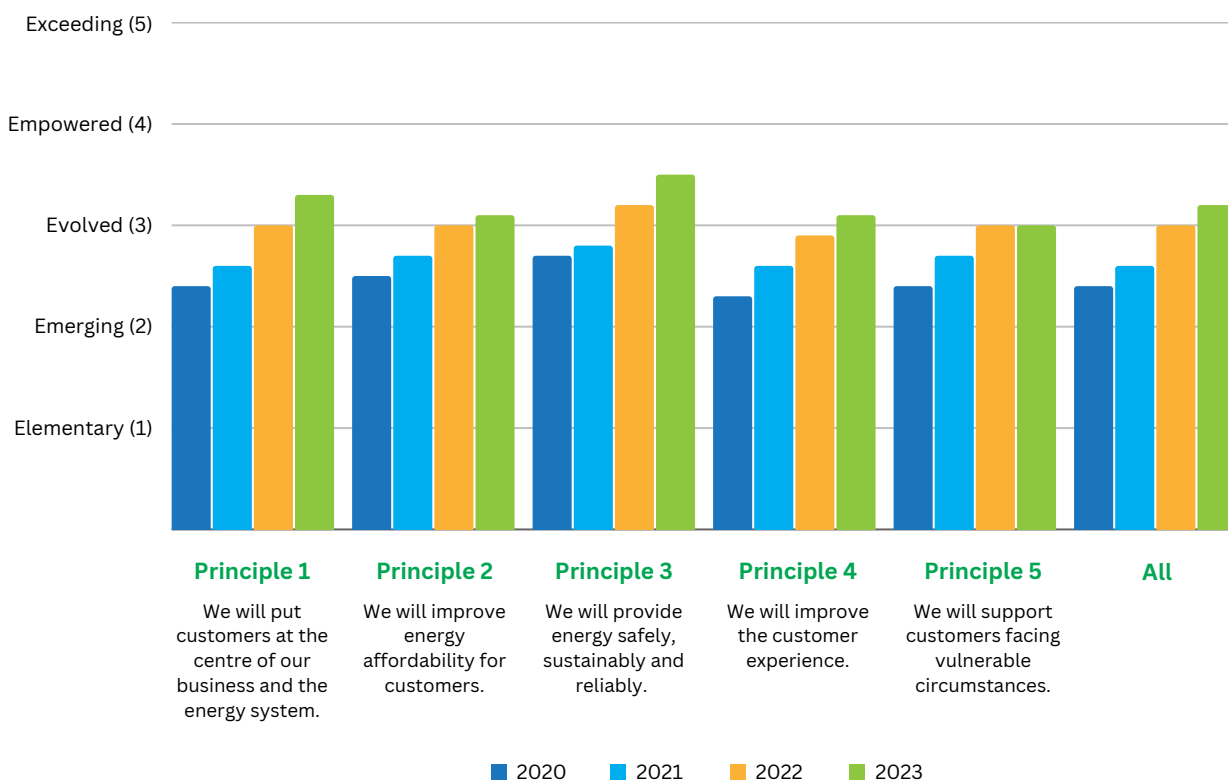
Signatories	PRIORITY #BetterTogether Initiatives					#BetterTogether Initiatives				Communities of Practice		
	Landholder Community + Social Licence	Customer Code Knock to Stay Connected	Concessions Awareness + Engagement	Energy Literacy Train-the-Trainer Expansion	Uniting Energy Support Program	Customer Code Energy Brokers, Consultants and Retailers	Customer Code Energy Comparators and Moving Services	Renewables + Biodiversity Qld	Life Support Customers	Know your Customers + Communities	First Nations Engagement	Resilience
APA					✓					✓	✓	✓
Aurora Energy		✓	✓			✓			✓	✓		✓
Ausgrid		✓	✓	✓					✓	✓	✓	✓
AusNet Services	✓											✓
AGIG		✓	✓			✓			✓	✓		✓
CS Energy			✓		✓	✓		✓		✓	✓	✓
Endeavour Energy		✓	✓	✓	✓				✓	✓	✓	✓
EnergyAustralia		✓	✓	✓		✓	✓		✓		✓	
Energy Qld		✓			✓			✓	✓	✓	✓	✓
Essential Energy		✓	✓		✓				✓	✓	✓	✓
Horizon Power				✓						✓	✓	
Jacana Energy			✓	✓						✓	✓	
Jemena		✓	✓	✓	✓				✓	✓	✓	✓
Powerlink Qld	✓		✓		✓			✓		✓	✓	✓
SA Power Networks		✓		✓					✓	✓	✓	✓
TasNetworks	✓	✓	✓	✓	✓				✓	✓	✓	✓
Transgrid	✓										✓	
#BT Collaborators and Supporters												
Marinus Link	✓									✓		✓
Powershop									✓	✓		✓
Energy Estate								✓		✓	✓	
AEMO	✓									✓	✓	

Growing Maturity

Every year, our Signatories self-assess their maturity against the [Energy Charter Maturity Model](#), indicating where on the maturity scale they are, where they intend to progress to, over what period and how they plan to achieve this, as set out in the [Disclosures 2022-23](#). These are tested and validated with their customer and community councils.

Across all Signatories there has been incremental growth across all five principles with self-assessed maturity moving from an average level of Evolved (3) towards the lower end of Empowered (4). This translates towards an empowered and proactive approach to the Principles in Action and customer outcomes measured and managed (as per the Maturity Model). Maturity remains slow but steady, reflecting the extent of the challenges for customers and communities, and the increasing willingness of Signatories to respond to these with a view to real outcomes.

Signatory Maturity Assessments





Disclosure Focus Areas

The energy transition (Principles 1, 3 + 4), energy affordability and supporting customers in vulnerable circumstances (Principles 2 + 5) remain central to our Signatories' actions and commitments in the [Disclosures 2022-23](#). There is recognition that for customers and communities these themes are intricately entwined.

Other key themes across Disclosures reflect the following:

1. Engagement and customer voice in decision making (Principle 1)
2. Resilience preparedness, response and recovery (Principle 3)
3. Fixing the customer experience (Principle 4).

Broadly, Customer Satisfaction Scores for individual Signatories (shared in each Disclosure on the back of CEO commitments to transparency in 2020) are tracking more positively. Yet there is still plenty of work to do and these are appropriately accompanied by genuine commitments to do better. Research into trust factors, employee engagement, customer experience and social licence has matured and become more commonplace.

Signatories in the Northern Territory, Queensland and Western Australia established their first-ever customer councils to give customers and stakeholders a stronger voice in decision-making. Those Signatories, now with more mature engagement strategies, continued to uplift their engagement with customers and communities, with the addition of embedded People's Panels and winning the prestigious Energy Consumer Australia Consumer Engagement Award 2023.

Energy transition: social licence challenges

The energy transition is at the end of the beginning. As the renewable energy infrastructure build starts to become a reality, social licence issues increasingly challenge the sector. In some jurisdictions, market-led approaches to Renewable Energy Zones have been announced enabling the delivery of innovative approaches to landholder engagement and compensation packages. Community Benefit Sharing programs led by communities have allowed for rich conversations and a deepening of understanding of community concerns and shared value legacy opportunities. Across-the-board commitments to improving how businesses work with landholders and communities are evident.

Innovation is also gathering pace with newer technologies such as neighbourhood batteries, electric vehicle charging, stand-alone power systems, microgrids, pole-mounted low-voltage batteries, virtual power plants and smart energy management devices edging closer to business-as-usual by leveraging customer trials and pilots. At an energy generation level, strong commitments have been made towards renewable energy across solar, wind and offshore wind, renewable gas, biomethane, hydrogen, battery storage and firming capacity (flexible energy supply).

We have also observed a huge uplift in engagement and partnership with First Nations communities, reflected in the number of inaugural Reconciliation Action Plans launched across Signatories. There are deepening commitments across many Signatories to improve the quality and depth of relationships with First Nations Communities to ensure respect for their rights and interests, particularly in the build of renewable infrastructure on Country.

Resilience remains of critical concern to communities following extreme heat, flooding and bushfire events in recent years with forecasts for increased severity and accelerated incidence. Many Signatories were involved in significant disaster response efforts in 2023. Improvements also include leveraging of digital twin technology and significant system security investments.

Energy affordability: cost-of-living pressures continuing to rise

Almost half of all Australians are having difficulty in making ends meet ([SEC Newgate Mood of the Nation, Oct 2023](#)), with close to 1 in 4 concerned about energy bills. Initiatives to support customers include the [Australian-first Priority Services Register](#), operational efficiencies to reduce customer care waiting times, increased hardship funding, support for energy efficiency, concessions awareness and the increased use of lived customer experience to guide business decision-making.

To help deliver more affordable energy, dynamic pricing mechanisms, co-designed residential and small customer network tariffs and solar retail products have been piloted, together with increasing the capacity for residential solar connections. Some Signatories have celebrated improvements in efficiency, lowering their cost to serve customers. Others have focused on specific customer cohorts, recognising the unique challenges for example, in remote Aboriginal and Torres Strait Islander communities.

For commercial and industrial customers, improvements have included retail transformation projects with improved retail portals and billing accuracy, together with a focus on supporting energy efficiency. The development of 100% renewable energy products is part of a partnership strategy to assist customers to achieve their own net zero ambitions.



Our Governance and Accountability Frameworks

Core to the Energy Charter is our commitment to strong governance and accountability. Appendix A outlines our governance structure, now with the addition of the CEO Executive Council and our Accountability Process, incorporating key engagement opportunities with customers and communities including the new 2023 CEO Forum: Charting a Better Energy Future.

Thank you for the feedback from the End-User Consultative Group, chaired independently by Cath Smith and representatives from Signatory Customer Council members on the 2023 Accountability Process (set out in Appendix B).

This year both our Queensland and Tasmanian Signatories conducted their CEO Accountability Forums jointly, allowing customer and community voices to be heard across the supply chain, and importantly aligning Signatories to common outcomes.

“They did a great job creating a safe and confidential space for honest conversation to take place. In alignment with every other role I have had, it was also empowering and rewarding as I felt (and believe all others did too) that feedback provided has been listened to and taken on board and will lead to improvements in the future.”

Advocate in Aurora Energy’s ‘lived experience session’



Thank You!

Independent Chairs and Administrator

- Cath Smith, End-User Consultative Group
- Joy Thomas, Ag Energy Social Licence Roundtable
- John Smith, National Customer Code Energy Brokers, Consultants & Retailers and National Customer Code Energy Comparators and Moving Services
- Anthony Cooper, Knock to Stay Connected Customer Code
- Anne Whitehouse, Customer Code Administrator

End-User Consultative Group

- Australian Capital Territory Council of Social Service
- Australian Council of Social Service
- Australian Industry Group
- Bundaberg Ag Food and Fibre Alliance
- Business New South Wales
- Council of the Ageing
- Energesis
- Energetic Communities Association
- Energy Consumers Australia
- Energy Policy Western Australia
- Energy Users Association of Australia
- Public Interest Advocacy Centre
- Queensland Council of Social Services
- South Australian Council of Social Service
- St Vincent de Paul
- Tasmanian Council of Social Service
- Tasmanian Small Business Council
- Uniting Care

Collaboration MoUs

- RE-Alliance
- Thriving Communities Partnership
- Water Services Association of Australia
- The Ethics Alliance (members)

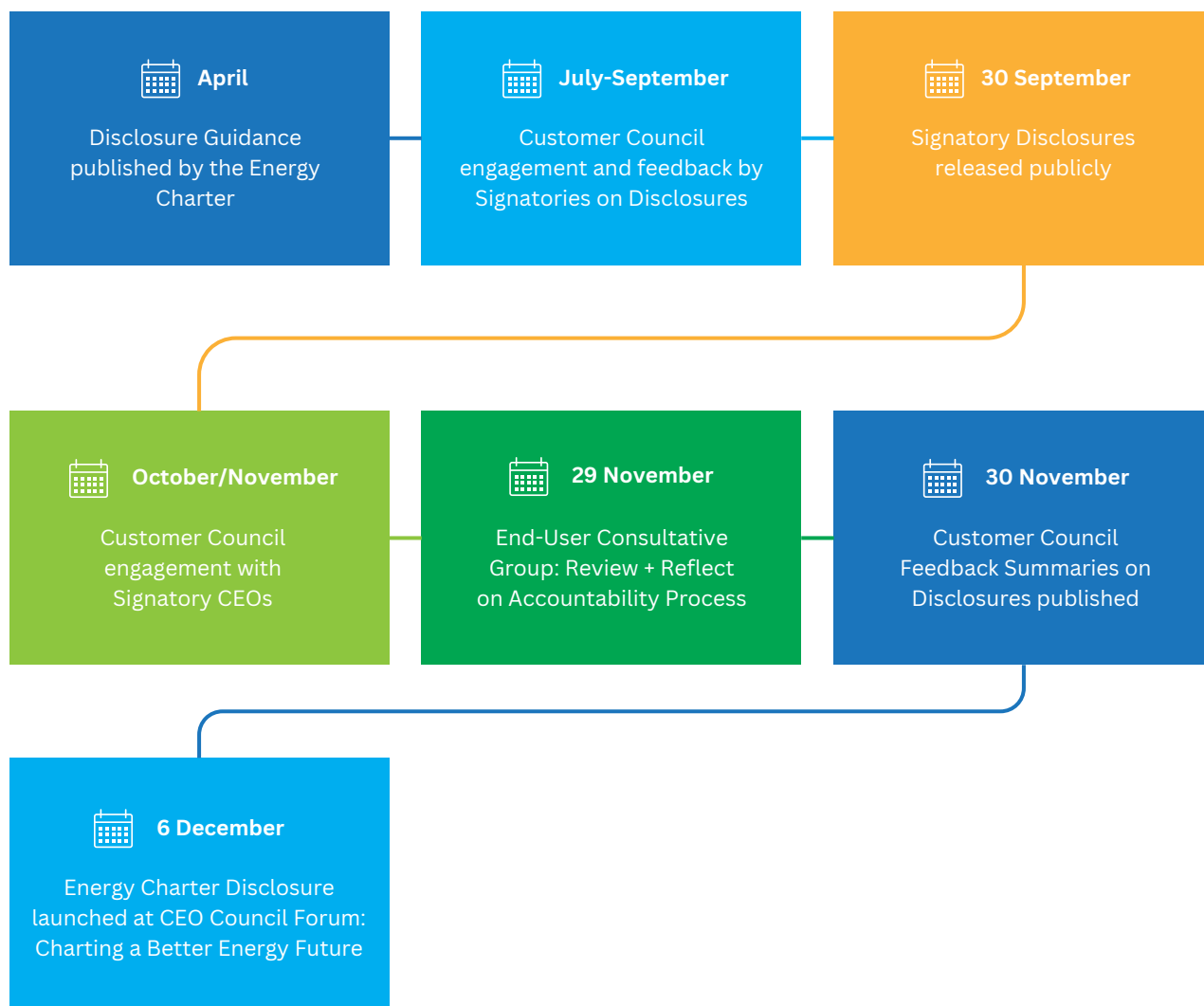
Consumer + Community Outcome Groups

- Adam Johnston, Consumer Advocate
- Ag Energy Taskforce
- Australia and New Zealand Energy and Water Ombudsman Network
- Australian Conservation Foundation
- Australian Energy Foundation
- Australian Energy Infrastructure Commissioner
- Australian Medical Association
- Beyond Zero Emissions
- Bundaberg Regional Irrigators Group
- Cairns and Far North Environment Centre
- Carers Australia
- Central Irrigators Trust
- Community Power Agency
- Consumer Policy Research Centre
- Cotton Australia
- Dairy Australia
- Farm Renewables Consulting
- Federation of Ethnic Communities Council
- Financial Counselling Australia
- International Sustainability Council
- Melbourne Institute, Melbourne University
- Mental Health Australia
- Murrumbidgee Irrigation
- National Debt Hotline
- National Farmers' Federation
- National Irrigators Council
- Next Economy
- New South Wales Farmers
- Northern Territory Council of Social Services
- Pioneer Valley Water
- Queensland Conservation Foundation
- Queensland Farmers' Federation
- RE-Alliance
- Royal Australian College of General Practitioners
- South Australian Financial Counsellors Association
- Sunrise Project
- Sydney Alliance
- Sydney Community Forum
- Tasmanian Farmers and Graziers Association
- Terrain
- Victorian Council of Social Services
- Victorian Farmers Federation
- World Wildlife Fund

Appendix A: Energy Charter Governance Framework



Appendix B: Accountability Process 2023*



*In 2023, two Signatories transitioned to a calendar year reporting cycle for their Disclosures to align with their external reporting processes.

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