



Australian Government
Department of Industry

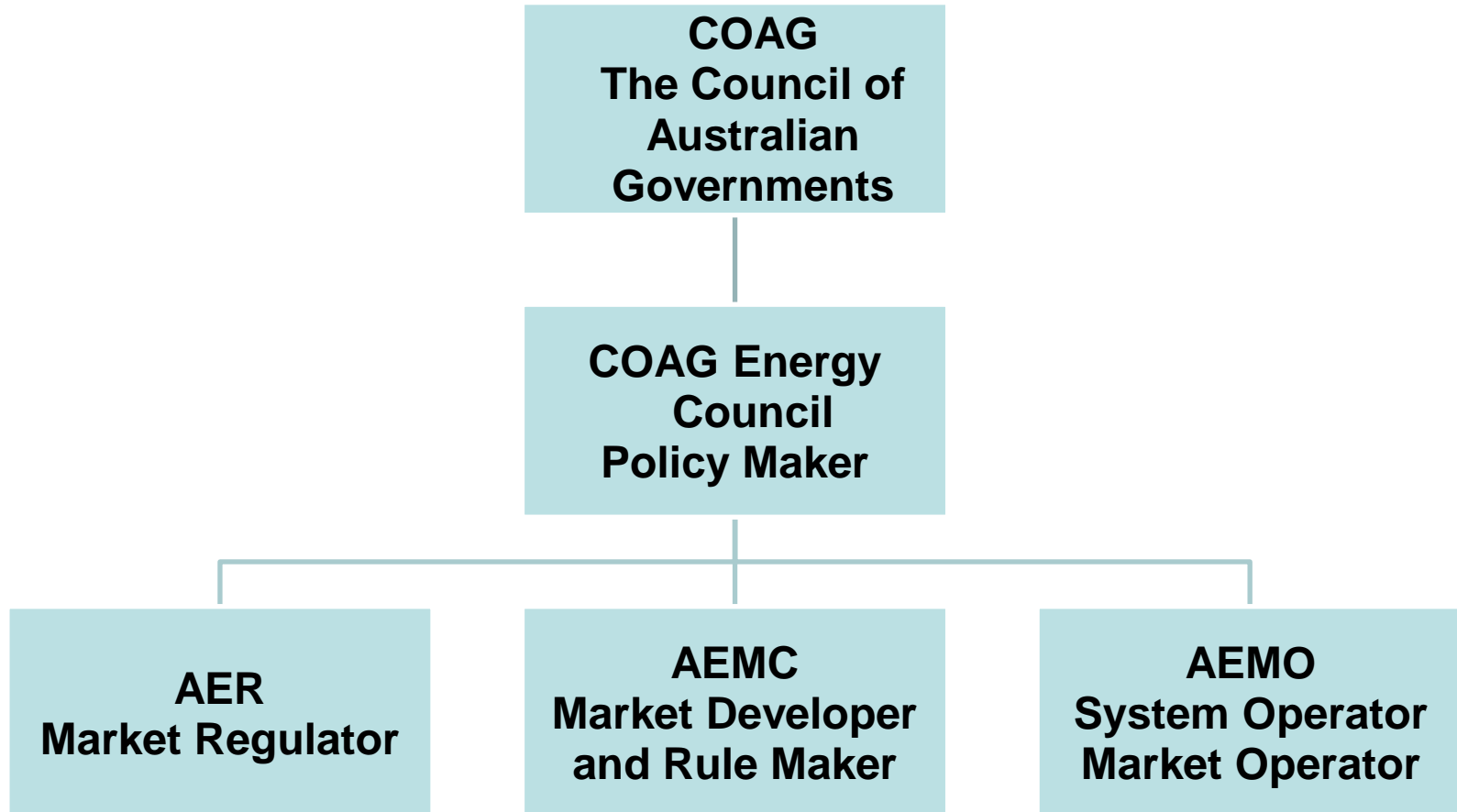
Consumer engagement in regulatory decision making

Brendan Morling, Department of Industry,
Australia

27 August 2014



Energy Market Institutions



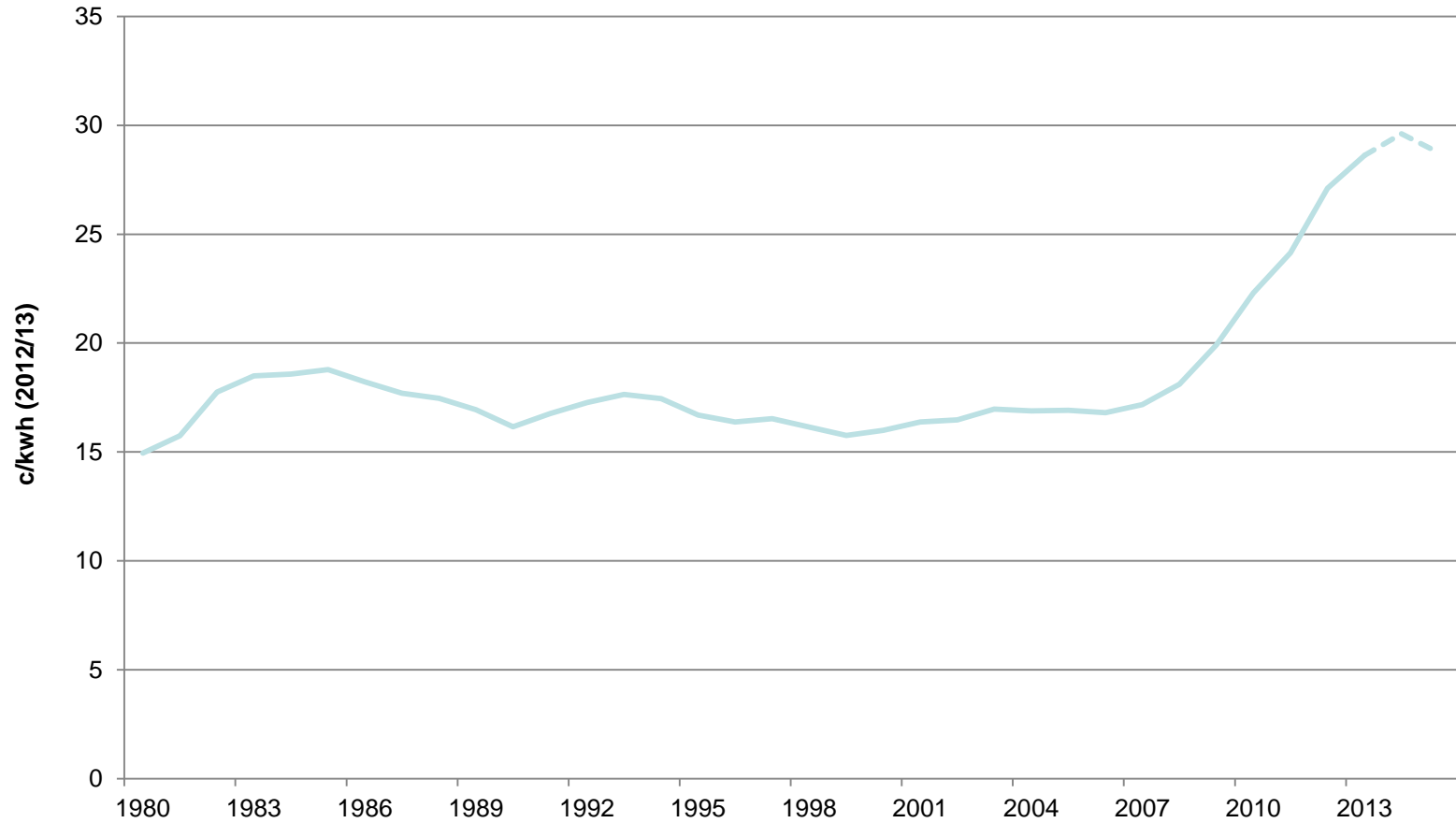


Objective in national energy laws

‘...to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers...’



Electricity price trends (real)





Strong, balanced & proactive voice for Australian energy consumers:

- Input into regulatory and energy market reform activities
- Liaison, communication & collaboration role with consumers and consumer advocates
- Building national and jurisdictional capacity through research & knowledge development
- Liaison with energy market participants, market bodies, governments and energy ombudsmen.



- Limited Merits Review
 - Re-inforced central role of 'long term interests of consumers' in reviewing regulatory decisions
- Consumer Challenge Panel
 - Central role for consumers in regulatory determination processes
- Network Planning and Expansion
 - Annual planning reports, demand side engagement plans, regulatory investment tests
- Consumer engagement guidelines
 - Principles & outcomes for network engagement processes
- Demand side reforms
 - Empowering consumers, enhancing competition & optimising DSP to achieve efficient outcomes