

Wendy Craik
Chair, Independent Accountability Panel
The Energy Charter

3 July 2019

Dear Wendy,

The Energy Charter Independent Accountability Panel - Managing Conflicts of Interest

The EUAA is acutely aware of the need for the Energy Charter Independent Accountability Panel to adopt sound corporate governance principles, including to be as open and transparent as possible in all its dealings with stakeholders including charter signatories, consumers, regulatory bodies and governments. This is vital to building stakeholder trust in both the Energy Charter and independent accountability process and to achieving the long-term cultural shift that the energy industry needs to make.

In recent years the EUAA has adopted a strategy of reaching out to the energy industry so that a more collegiate working arrangement can be achieved between the industry and its customers. As a result, a broad range of energy companies have joined the EUAA as supporting members or corporate partners.

These companies are clearly identified on the EUAA website and at events including the EUAA National Conference.

Below is a list of EUAA member companies that are also signatories to the Energy Charter:

- Powerlink
- Transgrid
- Ausgrid
- Ausnet Services
- Stanwell
- Essential Energy
- Energy Australia
- Jemena
- Australian Gas Infrastructure Group
- AGL

In addition to this, EUAA representatives are active participants on a number of formal customer councils of the following charter signatories:

- Powerlink
- Transgrid
- Ausgrid
- Ausnet Services
- Essential Energy
- Jemena

During the course of the next few months, EUAA representatives may have an opportunity to participate in discussions with these signatories regarding the Customer Charter or more importantly their initial disclosures that will be submitted to the Independent Accountability Panel.

To avoid any perception that these signatories may be gaining an unfair advantage and to avoid any potential conflicts of interest, the following protocols will be observed by EUAA staff.

Until such time that signatories submit their disclosure statements to the Independent Accountability Panel, EUAA staff:

- Will not receive any documentation from these signatories relating to their disclosures to the Independent Accountability Panel. This will include material relating to inputs to the disclosure statement and the draft disclosure statement itself.
- Will not discuss any aspects of the signatory's disclosure statements either verbally or via email.
- Will excuse themselves from any discussion relating to the charter disclosures including at formal customer council meetings or the End User Consultative Group (EUCG).

All EUAA staff will be asked to comply with the above protocols. In addition, the EUAA will communicate this to the relevant signatories themselves so as to avoid the unintentional provision of information relating to their disclosure statement.

Once signatory's disclosure statements have been submitted to the Independent Accountability Panel, EUAA staff can re-engage with signatories as per usual.

We are happy for this undertaking to be made public on the Energy Charter website.

We trust this will be satisfactory.

Kind regards

A handwritten signature in black ink, appearing to read 'A Richards', written in a cursive style.

Andrew Richards
Chief Executive Officer
Energy Users Association of Australia