



# **EUCG – role, expectations and observations**

Energy Charter Independent Accountability  
Panel Public Forum  
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# What I'll cover today

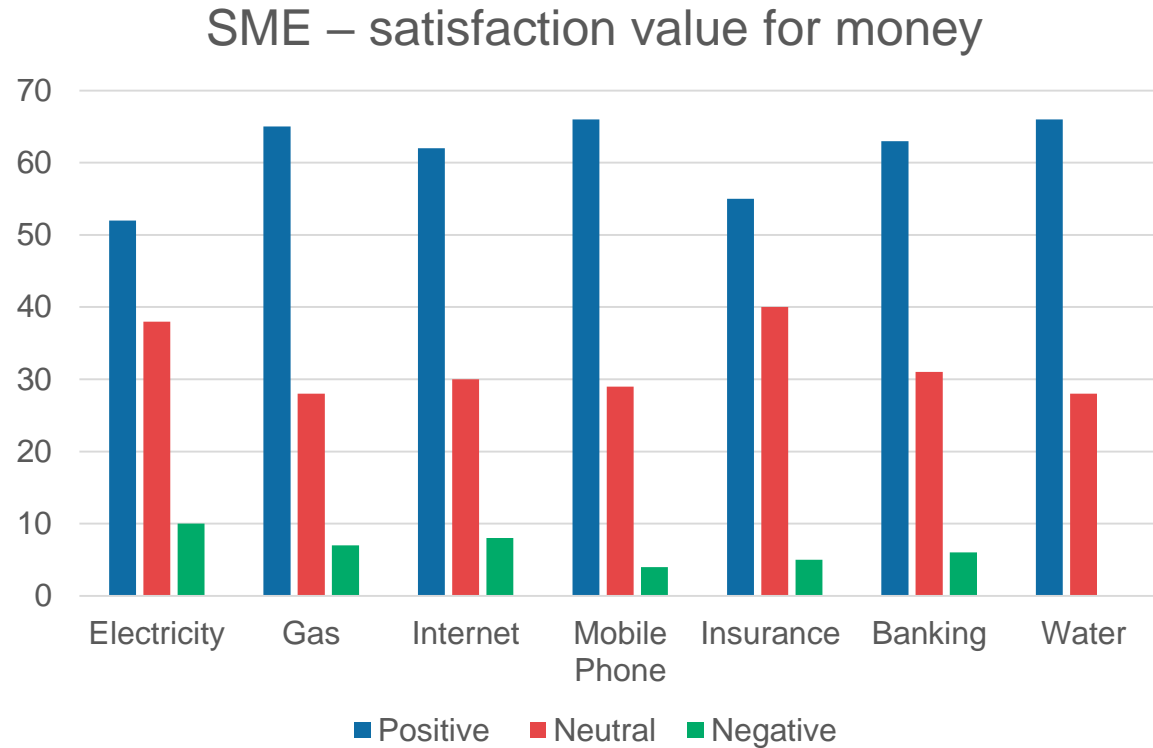
1. Explain ECA and EUCG role
2. Relay EUCG guidance pre-disclosure
3. Offer early observations about disclosures



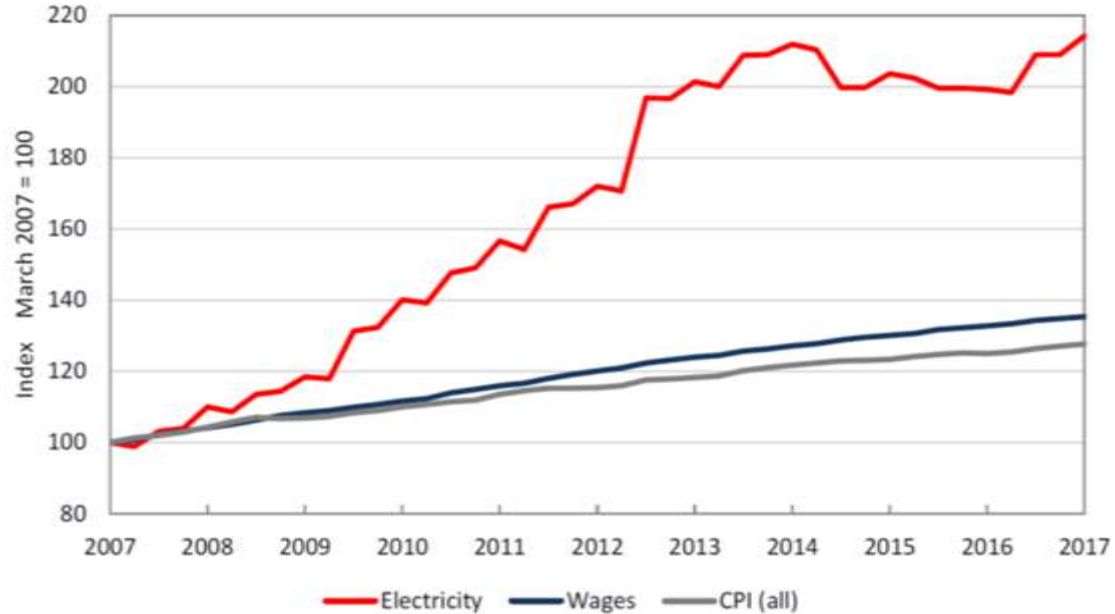
# The End User Consultative Group (EUCG)

- St Vincent de Paul
- The Australian Council of Social Service
- The South Australian Council of Social Service
- The Australian Industry Group
- The Consumer Action Law Centre
- The New South Wales Business Chamber
- The Public Interest Advocacy Centre
- The Energy Users Association of Australia
- The Council of the Ageing
- Chemistry Australia
- Canegrowers
- Tasmanian Small Business Council

# Electricity value for money trails other services



# Energy prices have increased faster than wages



Source: ABS, Consumer Price Index 6401.0 and ABS, Wages Price index 6345.0, Australia.

# Why The Energy Charter?

*“We are taking a chance on the Energy Charter because we sense that we’re at an inflexion point in the life of the sector. And we don’t see any other viable path through extraordinary complexity and uncertainty associated with*

- Consumer expectations and indeed entirely new ways of living and working*
- Technology flipping traditional supply and business models on their heads*
- Policy priorities driving transformation towards a cleaner and more sustainable energy system*
- Realigning investor expectations*

*... without open and honest dialogue about the very real challenges both consumers and businesses are facing with affordability, and reliability and sustainability, for a service that you cannot choose to go without and in a sector where the outcome depends on each part of the supply chain playing its part, and a sharing an overall vision for much better consumer outcomes a service that you can’t choose to do without.”*

*Rosemary Sinclair, CEO Energy Consumers Australia  
Energy Charter Launch, 31 January 2019*

## What the EUCG wanted to see in the disclosures

1. The EUCG wanted to see clear ***intent*** in terms of a commitment by the leaders of the businesses to work to the Energy Charter principles in a very real and authentic way.
2. And a ***trajectory***, in terms of the ‘how’ the companies were planning to address the issues they’d identified in their disclosures.

# Public consultation

At the core of the Energy Charter is understanding the customer.

The Panel needs feedback from you about your needs, preferences and priorities, so that it can evaluate the disclosures.





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