

Third party submissions

1. The Panel intends to provide opportunities for third parties to make submissions on the Signatories Disclosures.
2. At 12pm **Friday 4th October**, the Panel will publish an Issues Paper on its website calling for public submissions. Submissions will be due by **5pm Friday 25th October**.
3. The Panel will be seeking brief submissions that:
 - relate to the **six month period from January to June 2019**; and
 - respond **directly to the Disclosures**.
4. The Panel will not be able to make use of (or publish) submissions which are:
 - out of scope (such as matters of government policy outside the Signatories' influence)
 - confidential
 - lacking in substance or
 - in sub-standard-form, template submissions or prepared for other purposes, or with limited direct relevance to the development and success of the Energy Charter and its objectives.
5. The Charter is not a complaints resolution forum. As such, any submission that relates directly to an unresolved complaint that would normally be directed to the relevant Energy and Water Ombudsman, will be directed to those authorities for appropriate action. The Panel reserves the right to make reference to this type of submission as part of its overall assessment.

Stakeholder forums

1. The Panel will host three stakeholder forums (of similar format and content) in Sydney, Melbourne and Brisbane as well as a webinar with rural and regional focus.
2. These will:
 - be open to public attendance via website invitation and registration. Media will not be invited;
 - include stakeholder attendees based on ACOSS, EUAA, EUCG and ECA's Board engagement list – this may include regulators – as well as Signatory customer stakeholders;
 - be located at a “neutral” venue and Chaired by the Panel Chair;

- include a brief presentation by the Panel Expert on the Signatory Disclosures and public process to help focus discussion and subsequent public submissions; and
 - include a brief presentation by the Chair of the EUCG on the Energy Charter to frame and encourage response.
3. Signatory representation in the stakeholder forums will be limited in number and to observer status. The Panel has agreed to the following Signatory observers:
 - CEO Council Chair at the Melbourne stakeholder forum;
 - the Energy Charter Director at each forum; and
 - a limited (proportionate) number of Signatory stakeholder relations staff at each stakeholder forum. The number to be confirmed by the Panel Chair once registration for each forum is known.
 4. Each of the Stakeholder Forums and the webinar will be recorded and the audio recordings will be subsequently published on the Panel's website.
 5. The Panel will also summarise the main issues raised and discussed in the stakeholder forums and the webinar as part of its Report.

Interaction with the EUCG

The Panel will meet with the EUCG on at least two occasions to receive their views on the Disclosures and on the public submissions.

4. Panel Report

1. The Panel has appointed David Heard from Finncorn as the Panel Expert to assist the Panel with analysis and report writing.
2. The Panel will publish its Report, a 2 page Factsheet and a media release on its website by 5pm **Saturday 30th November 2019**.
3. The Final report, Factsheet and media release will be made available to Signatories, the Energy Charter Director and the Host CEO under embargo on **Thursday 28th November**, prior to publication on **Saturday 30th November**.
4. The Panel will endeavour to adopt a facilitative approach, rather than a name and shame approach, to encourage continuous improvement and better customer outcomes. Having said that, the Panel's Report will not shy away

from an honest and frank assessment of Disclosures against the Energy Charter Principles.

5. The Panel's initial views on the **format and structure of the Panel Report** include:

- structuring by Charter Principles;
- callout of best practices from specific submissions;
- identification of interesting issues or innovative practices;
- assessment of maturity, and where further progress is desired - by Principle and signatory; and
- comparison of Signatory viewpoint with feedback from the public Stakeholder forums, webinar and public submissions.

5. Governance review

After the Panel's report has been published the Panel will give feedback to the Chair of the CEO Council as input to the CEO Council Governance review. The Panel expects this feedback to cover the process in the first year including: timing, structure, public consultation, CEO consultation, costs, confidential material and the host role.

6. Panel Host deliverables

1. Arrange and support Stakeholder forums and the webinar
2. Arrange and support CEO meetings
3. Arrange Panel website to go live prior to 30 September 2019
4. Arrange confidential Panel working and storage facility and emails
5. Arrange template documents for Panel use – including letterhead, media release and report
6. Engage third party services to convert Panel reports into infographic or comms documents
7. Maintain the Panel website including uploading material to the Panel website
8. Convene Panel meetings
9. Provide administrative support to the Panel and expert whilst they prepare the Panel Report and
10. Participate in the CEO Council Governance review.