



Building Trust Together

18

energy
businesses

18

written
Disclosures

16

CEO
meetings

4

public
forums

18

public
submissions

“The CEOs have acknowledged the energy sector needs to connect with its customers to build trust and this requires a clear understanding of the diverse needs of their customer base.”

Dr Wendy Craik AM - Chair Independent Accountability Panel



Six Themes



Know your Customers and Communities



Go Above and Beyond Compliance



Leverage High-Impact Points for Change Together



Develop Metrics and Report on Progress



Close the Loop on Initiatives



Elevate and Optimise Dispute Resolution

32 recommendations

Direction of travel to build trust

- **Understand the needs** of different customer groups starting with affordability and vulnerability.
- **Make specific commitments:** Have a plan with clear goals for delivering specific improvements for those different customer groups, with metrics, targets and timeframes, adequate resource allocations and linked KPIs
- **Become proactive** to assist customers to get the best value and a fair outcome
- **Go High:** Adopt the leading practices seen in year 1
- **Work Together with Focus:** Use the Energy Charter and CEO leadership to work collaboratively on high impact projects to give greatest outcomes for customers
- **Jointly advocate** to get better outcomes for customers
- **Elevate the customer voice** in governance, strategy and dispute resolution

Business views

“Energy prices are higher than customers expect, and energy pricing has become confusing, with different products and offers, conditional discounting and practices that make it hard for consumers to confidently choose a retailer.”

Frank Calabria - CEO Origin

“We do have an important role to play and we actually have to be above reproach in how we participate in the market.”

Richard Van Breda - CEO Stanwell

“We know we’ve got a lot more to do.”

Rebecca Kardos - CEO Aurora

“For us it has been an opportunity to look in the mirror. We have self-reflected and challenged ourselves to better demonstrate our commitment to customers and uphold our corporate value which is ‘customers at the heart of what we do.’”

Frank Tudor - MD Jemena

“As participants in the Charter we share responsibility for its success and we want others in our industry, who have not yet come on board, to see what we have accomplished in this first year. The Charter should be such a powerful force for customers that those others can’t help but lend their support.”

Catherine Tanna - MD Energy Australia

Customer Voice

“We talk to people who are not literate in their own language and not literate in English and who cannot imagine making a phone call.”

Asha Ramzan - Voices for Power

“We thought that was a great step forward and a great commitment by the organisations involved to take that step.”

Robyn Robinson - COTA

“The Energy Charter is about making aspirational goals real and it’s about going beyond what you would ordinarily do.”

Dean Lombard - Renew

“It’s diverse and its multi-layered and its not just what’s the price? What’s affordable? It’s individual circumstances.”

Lee Choon Siau - COTA Volunteer

“The critical thing with this Charter will not be what the CEOs write; it will not be what the CEOs do; it will be the cultural change that they deliver at the ground level.”

Kerry Latter - Canegrowers Mackay

“You can have a CEO or board who is very keen on driving these Principles but they have to go right through to the call centre, to changing the meter and to all those touch points in terms of where the ordinary consumer actually interacts with the company.”

Rose McGrath - QCOSS