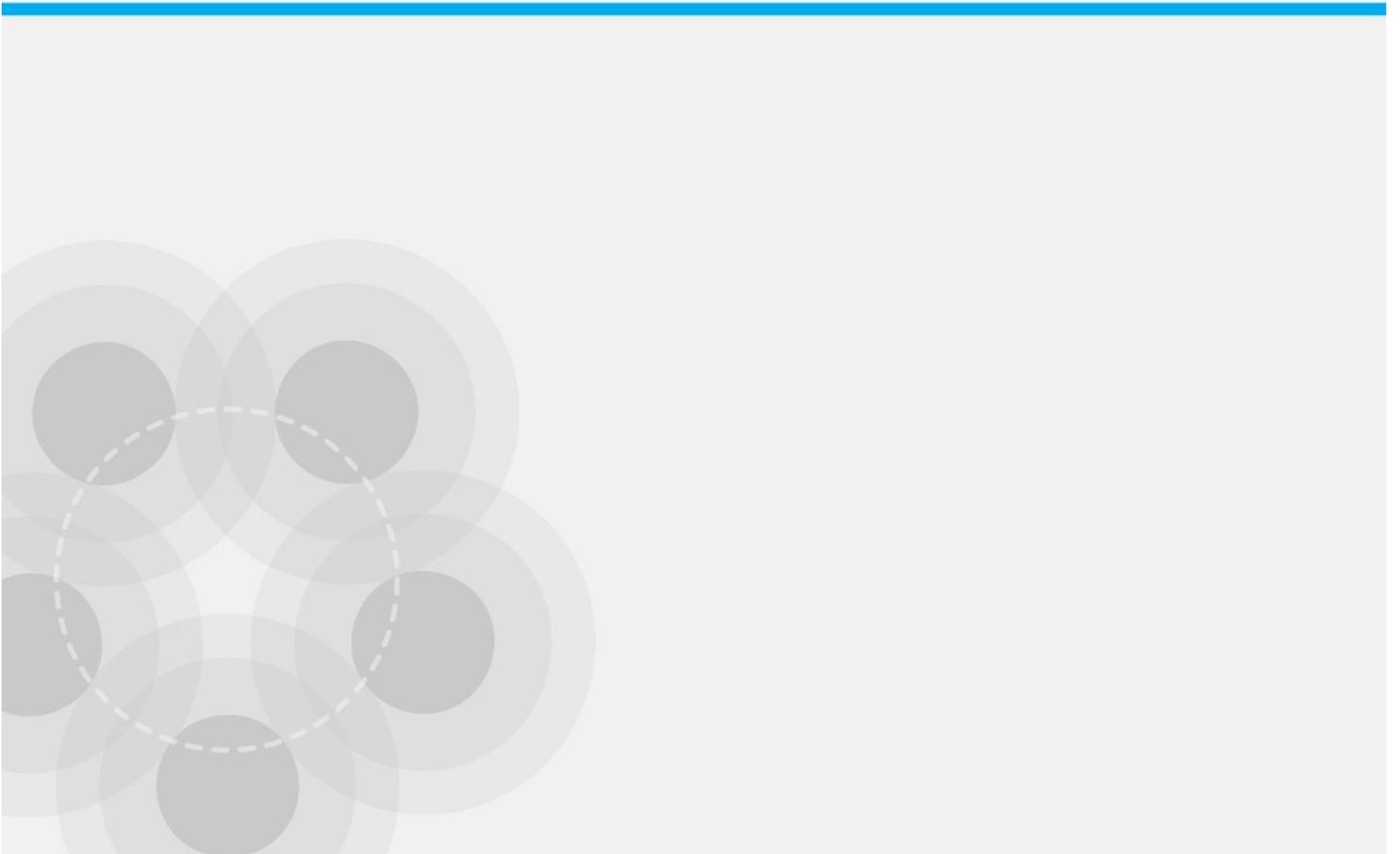
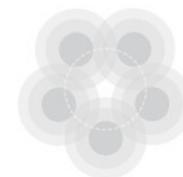




The Energy
Charter
**INDEPENDENT
ACCOUNTABILITY
PANEL**

Have your say
Call for submissions
October 2020





Have your say: call for submissions

[The Energy Charter](#) is an industry-led, whole-of-sector initiative to address customer expectations of the energy industry. Energy businesses across the energy supply chain have committed to this initiative to progress the culture and develop the solutions required to deliver energy in line with community expectations.

The [Energy Charter Independent Accountability Panel](#) was established to assess the progress of the energy companies that are Signatories to the Energy Charter Principles.

The Panel has received the second year’s disclosures from the Signatories to the Energy Charter and met with CEOs in a series of interviews. The 2020 disclosures and recordings of the CEO interviews are available on the Panel’s website [here](#).

The Panel is now seeking customer and other stakeholder feedback on these reports from the Signatories on their progress in delivering on the Energy Charter Principles. The Chair of the three-person Independent Accountability Panel, Clare Petre, that the Panel is keen to hear from customers and stakeholders about the extent to which the industry is becoming more customer centric and building trust.

“The Independent Accountability Panel’s role is to provide an independent view of the Signatories’ performance in delivering for their customers against the Energy Charter Principles and to identify areas needing further improvement. The experience of customers and other stakeholders is central to our understanding of the impact of the Energy Charter and to guide our assessment,” said Clare Petre.

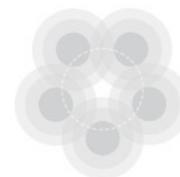
After reviewing the disclosures and customer and stakeholder feedback, the Independent Accountability Panel will publish a public report by 4 December 2020.

Guiding questions

The Panel is seeking **specific, succinct and constructive feedback** via these submissions.

The Disclosures for 2020 relate to the period from **1 July 2019 to 30 June 2020** and **submissions should similarly address this period**. The Panel would appreciate responses which **focus on the following general questions**, which the Panel seeks to address in its report.

Question	
1	Are there examples of practices or conduct by Australian energy businesses that are consistent with the Energy Charter Principles and Principles in Action , which should be more widely encouraged?
2	Are there examples of practices or conduct by Australian energy businesses which are not in alignment with the Energy Charter Principles and Principles in Action , and where improvements should be made?
3	Are there emerging or innovative technology, systems, practices or processes that can help energy businesses move closer toward the Principles of the Energy Charter?
4	Are there examples of customer-centric approaches, processes or metrics in other Australian industries, or internationally , which might be adopted by Australian energy businesses to better meet the Energy Charter Principles?
5	For particular Principles, what metrics might be most appropriate to assess and measure progress over time – and why?



How to make a submission

You can make a submission by writing to the Panel by **5pm Sydney time on 30 October** by either:

1. Sending your submission to submissions@theenergycharter.com.au
2. Through the Panel's [Contact Us page](#).

Publication

The Panel will publish submissions which **respond directly to the Disclosures**, the degree to which Signatories and the Australian energy industry in general are progressing towards meeting the Energy Charter Principles, and means by which the businesses might attain best practices.

Submissions will be published to the [Panel website](#) in full. The Panel may use its discretion to publish a de-identified submission i.e. where the submitter's name and contact details are supplied to the Panel and the submitter has requested the Panel to withhold their name from publication.

Complaints about your energy provider

It is not the role of the Panel, nor does it have the capacity, to respond to individual complaints about your energy provider(s). Submissions are not an appropriate mechanism to raise complaints unless they are used as case examples. To make an individual complaint where you are seeking resolution, you should first contact your electricity or gas retailer or distributor (if relevant). If that does not resolve your issue you can contact the Ombudsman in your State or territory.

See this [ACCC Fact Sheet](#) for more information.

Energy Ombudsman contact details

Energy & Water Ombudsman Queensland	1800 662 837	www.ewoq.com.au
Energy & Water Ombudsman NSW	1800 246 545	www.ewon.com.au
ACT Civil & Administrative Tribunal	02 6207 1740	www.acat.act.gov.au
Energy & Water Ombudsman (Victoria)	1800 500 509	www.ewov.com.au
Energy & Water Ombudsman South Australia	1800 665 565	www.ewosa.com.au
Energy Ombudsman Tasmania	1800 001 170	www.energyombudsman.tas.gov.au
Ombudsman NT	1800 806 380	www.ombudsman.nt.gov.au
Energy & Water Ombudsman Western Australia	1800 754 004	www.ombudsman.wa.gov.au

Questions?

If you have any questions, please contact the Panel via haveyoursay@theenergycharterpanel.com.au.