

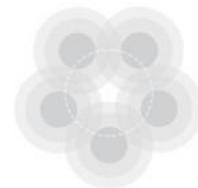
The Energy
Charter
**INDEPENDENT
ACCOUNTABILITY
PANEL**

Have Your Say

Stakeholder Forums & Call for Submissions

October 2021





Have Your Say: Stakeholder Forums & 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 third year's Disclosures from the Signatories to the Energy Charter. The 2021 Disclosures are now available on the Panel's website [here](#).

As you may already be aware, the Panel is holding a series of Stakeholder Forums via Zoom and you are warmly encouraged to attend. The six Forums are scheduled as follows:

Thursday 7 October 2021

Stakeholder Forum 2021 – Tasmania – 9:30AM AEDT

[2021 IAP Stakeholder Forum - Tasmania Tickets, Thu 07/10/2021 at 9:30 am | Eventbrite](#)

Stakeholder Forum 2021 – South Australia – 12PM AEDT/11:30AM ACDT

[2021 IAP Stakeholder Forum - South Australia Tickets, Thu 07/10/2021 at 11:30 am | Eventbrite](#)

Stakeholder Forum 2021 - Western Australia – 2:30PM AEDT/11:30AM AWST

[2021 IAP Stakeholder Forum - WA Tickets, Thu 07/10/2021 at 11:30 am | Eventbrite](#)

Tuesday 12 October 2021

Stakeholder Forum 2021 – New South Wales & ACT – 9AM AEDT

[2021 IAP Stakeholder Forum - NSW & ACT Tickets, Tue 12/10/2021 at 9:00 am | Eventbrite](#)

Stakeholder Forum 2021 – Victoria – 11:30AM AEDT

[2021 IAP Stakeholder Forum - Victoria Tickets, Tue 12/10/2021 at 11:30 am | Eventbrite](#)

Stakeholder Forum 2021 – Queensland – 3:30PM AEDT/2:30PM AEST

[2021 IAP Stakeholder Forum - Queensland Tickets, Tue 12/10/2021 at 2:30 pm | Eventbrite](#)

Note local time zones with NSW, Victoria, South Australia, Tasmania and the ACT observing Daylight Saving from October 3.

These Forums offer a great opportunity for you to provide feedback on the performance of energy companies that are Signatories to the Energy Charter.

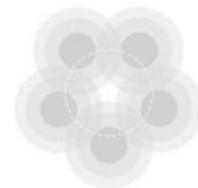
The Panel will conduct interviews with Signatory CEOs between 15 October and 29 October 2021. Recordings of these interviews will be available for review on the IAP website.

The Panel is keen to hear from customers and stakeholders about the extent to which the Signatories are delivering on the Energy Charter Principles, building on the Panel's recommendations from previous years, and genuinely putting customers at the centre of their business.

The Chair of the three-person Independent Accountability Panel is Clare Petre.

“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 experiences of customers and other stakeholders are 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 to be released by 4 December 2021.

Guide to submissions

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

The Disclosures for 2021 relate to the period from **1 July 2020 to 30 June 2021** and **submissions should similarly address this period.**

The Panel would appreciate responses that:

- outline your experience and/or the experience of your clients/stakeholders with the companies that are Signatories to the Energy Charter – what are the main issues you have identified for customers during this year?
- indicate those areas where you consider the Signatories are in alignment with the objectives of the Energy Charter and the reasons for this, including examples of new best practice
- indicate those areas where you consider the Signatories are not in alignment with the objectives of the Energy Charter and the reasons for this, including any serious concern, with views about action that needs to be taken.

Do you have any comments on the recommendations in the Panel's 2020 report and how they have, or have not, been addressed by the Signatories?

What areas of improvement would you like to see in the delivery of services to customers by Energy Charter Signatories, either individually or as an industry?

How to make a submission

You can make a submission by writing to the Panel by **5pm AEDT on 6 November 2021** by either:

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

All submissions will be acknowledged by the Panel – please contact us, as soon as possible after the close off time, if you do not receive an acknowledgement.

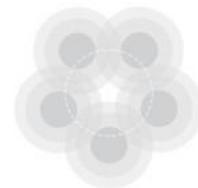
Publication

The Panel will only publish submissions which **respond directly to the Disclosures**, and that fall within the Guide set out above.

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 that the Panel 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.