

# NATIONAL CONSUMER ROUNDTABLE ON ENERGY A G E N D A

Date: Thursday 16th February, 2017  
 Venue: The Hobart Function and Conference Centre, 1 Elizabeth Street, Hobart  
 Facilitator: Bob Weymouth  
 Convenor: Jo De Silva

<b>DAY 1</b>			
<b>Key themes: Market governance and customer protections</b>			
<b>TIME</b>	<b>SESSION TITLE</b>	<b>PURPOSE</b>	<b>PRESENTER/NOTES</b>
8:45 - 9:00	<i>Coffee</i>		
9:00 -10:00	<b><u>New member induction</u></b>	<ul style="list-style-type: none"> <li>• Overview of energy policy and market nationally</li> </ul>	Presentation and discussions – for new members, but established members are welcome to join and share insights
10:00 -10:30	<i>Morning Tea</i>		
10:30 – 11:00	Welcome and introductions	<ul style="list-style-type: none"> <li>• Overview of agenda</li> </ul>	Bob Weymouth, facilitator
11:00 – 12:00	Customer Protection Frameworks	<ul style="list-style-type: none"> <li>• Updates from organisations currently working on framework issues</li> <li>• Identification of key strategic policy considerations</li> </ul>	Facilitated discussion
12:00 – 1:00	<i>Lunch</i>		
1:00 – 2:30	Australian Energy Market Commission	<ul style="list-style-type: none"> <li>• Current work on prices and system security and reliability</li> <li>• Key governance issues and AEMC role in context of major market reviews underway</li> <li>• Reliability Panel – projects in 2017</li> </ul>	John Pierce, AEMC Anne Pearson, AEMC Presentations followed by discussion
2:30 – 2:45	<i>Tea break</i>		
2:45 – 3:30	Concurrent sessions: <ul style="list-style-type: none"> <li>- Cost reflective network tariffs</li> <li>- Metering contestability emerging issues and challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Breakout sessions to enable deep dive policy discussions</li> </ul>	Facilitated discussions
<b>SCHEDULED BREAK</b>			
5:00 – 6.30pm	<i>Drinks, Hobart Function and Conference Centre (including discussion of climate and energy policy alignment)</i>		

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<b>DAY 2</b>			
<b>Key themes: Gas, breadth of advocacy and customer protections</b>			
<b>TIME</b>	<b>SESSION TITLE</b>	<b>PURPOSE</b>	<b>PRESENTER/NOTES</b>
<b>8:45 - 9:00</b>	<i>Coffee</i>		
9:00 – 10:00	Gas Wholesale Review	<ul style="list-style-type: none"> <li>• Updates on current work streams and emerging issues</li> </ul>	Gavin Dufty, SVdP Kristal Burry, PIAC Presentations followed by discussion
10:00 – 10:30	Network mapping	<ul style="list-style-type: none"> <li>• Overview of current agencies</li> </ul>	Presentation of who is working on what – picture of advocacy effort both state and national Bob Weymouth to identify key thematic
<b>10:30 - 11:00</b>	<i>Morning tea</i>		
11:00 – 11:30	Network mapping continued	<ul style="list-style-type: none"> <li>• Overview of current agencies</li> </ul>	Discussion on interaction between climate and energy policy, incorporating affordability and system security issues
11:30 – 12:00	CSOs including concessions	<ul style="list-style-type: none"> <li>• Review of current activity</li> <li>• Identification of any gaps</li> </ul>	State updates followed by documenting key gaps
<b>12:00 – 1:00</b>	<i>Lunch</i>		
1:00 – 2:00	Customer Protection Frameworks 2: Embedded Networks and Emerging Products and Services	<ul style="list-style-type: none"> <li>• Strategic priorities</li> </ul>	Damian Moyse, ATA Presentations followed by discussion
2:00 – 3:00	Emerging issues	<ul style="list-style-type: none"> <li>• Discussion on emerging topics of interest</li> </ul>	Bob Weymouth to lead discussion of key themes
<b>3:00 - 3:30</b>	<i>Afternoon tea</i>		
3:30 – 4:00	Check out and feedback forms		
<b>4:00pm</b>	<i>Close Day 2</i>		

## Action items

Item	Responsible	Timeframe
Explore alternatives to Yahoo Groups for NEM Chat	SACOSS to speak with ATA	WIP
Circulate speakers presentations	SACOSS	WIP
Find out who our jurisdiction system security coordinators are	All RT participants	Next RT
Next RT as consultative session for AEMC's review	SACOSS/ AEMC?	
Review the balance between external and internal speakers	SACOSS and RTSC	
Application to ECA for RT funding 2017/18	SACOSS	WIP
Review of funding arrangements- a desire for longer term sustainability	RTSC	
<p data-bbox="114 655 1359 694"><u>Suggestions for future RT sessions (from discussions during Hobart RT and also from feedback forms):</u></p> <p data-bbox="114 694 1359 732">What are people working on, want help with, or would like to collaborate on?</p> <p data-bbox="114 732 1359 770">A debate style session</p> <p data-bbox="114 770 1359 809">A session that allows for discussion of current issues</p> <p data-bbox="114 809 1359 847">AEMC Strategic Review/Embedded Network Review</p> <p data-bbox="114 847 1359 885">Energy Affordability, housing and climate change</p> <p data-bbox="114 885 1359 924">Dialogue with other sectors e.g. those involved in social housing</p> <p data-bbox="114 924 1359 962">What is the energy market transitioning to? (What's the vision, direction, shape of the energy market?)</p> <p data-bbox="114 962 1359 1000">Finkel Review</p>	SACOSS & RTSC?	

## Appendix C: Roundtable Feedback Form Analysis (17 responses)

### Ratings

Aspect	Average	Comments (taken from low & high scores)
New member induction	9	<ul style="list-style-type: none"> <li>• Very good. A hard copy of slides would also help follow along</li> </ul>
Customer protection frameworks	7	<ul style="list-style-type: none"> <li>• Good discussion on concessions but some gaps</li> <li>• Not enough on specific measures beyond concessions</li> </ul>
Australian Energy Market Commission	7.5	<ul style="list-style-type: none"> <li>• Anne was good and willing to consult. John's best session to date</li> <li>• Little explanation of some complex issues discussed</li> </ul>
Cost reflective network tariffs	7.7	<ul style="list-style-type: none"> <li>• Useful</li> <li>• Interesting discussion but a bit meandering</li> </ul>
Metering contestability emerging issues and challenges	8.3	<ul style="list-style-type: none"> <li>• Good identification of key issues emerging, though a need for solutions</li> </ul>
Gas wholesale review	7.6	<ul style="list-style-type: none"> <li>• Good summary of complexity</li> </ul>
Network mapping	6.5	<ul style="list-style-type: none"> <li>• Good debate, but could have focused on agreement rather than debate on difference</li> <li>• Not enough specifics on practicalities on what we are and can do for vulnerable people</li> </ul>
CSOs including concessions	6.9	<ul style="list-style-type: none"> <li>• Not enough specifics on practicalities on what we are and can do for vulnerable people</li> </ul>
Embedded networks and emerging products and services	8	<ul style="list-style-type: none"> <li>• Good to see progressing</li> <li>• Not clear of the purpose of the session</li> </ul>
Emerging issues	8.1	<ul style="list-style-type: none"> <li>• Useful discussion</li> <li>• More opportunity to bring up more work areas would be good</li> </ul>
Venue & Catering	8.3	<ul style="list-style-type: none"> <li>• Room excellent, food okay.</li> <li>• "Venue 10, catering 5"</li> </ul>
Accommodation	9.3	<ul style="list-style-type: none"> <li>• Fine</li> <li>• Clean/comfortable but noisy</li> </ul>
Facilitator	9.7	<ul style="list-style-type: none"> <li>• Kept it rolling</li> <li>• Did his best under the circumstances (Jo being away)</li> </ul>

**Question 1: What did you like most about this Roundtable meeting?**

<b>Response</b>	<b>No.</b>
Balance between internal & external speakers	2
Meeting people	2
Industry presentation session (AEMC)	3
Fluid structure allowing for time to talk about relevant issues	2
Technical knowledge sharing (gas)	2
Finkel	2
Collaborative discussion	7
Ability to discuss complex issues	1
Collegiality	1
Table set up	1

**Question 2: What did you like least about this Roundtable meeting?**

<b>Response</b>	<b>No.</b>
Some conversations became too complex, especially for new participants	1
Need more about post roundtable action	1
Needs more active facilitation for outcomes, i.e. strategies, coordinating collaboration	2
Network mapping	1
Would like a session on what other organisations are working on	1
Jo's absence	1
Sessions became repetitive	1
The number of unstructured sessions	3

**Question 3: Is there anything specific you would like to see on the Agenda for future Roundtable meetings?**

<b>Response</b>	<b>No.</b>
Update from roundtable participants about their current work	1
A session that allows for discussion of a current issue	1
Presentations by external organisations such as those involved in social housing	2
Dialogue with other sectors on ways to tackle competition failure	1
AEMC Strategic Review	3
Embedded Network Review	1
What's happening in housing space to address energy affordability	1
Minimum standards for renters	1

Energy efficiency for renters	1
More discussion of joint work potential	1
Debate on climate change, housing and energy affordability	4
More diversity in the types of attendees	1
More external speakers	1

**Question 4: What do you value most about the Roundtable in general?**

<b>Response</b>	<b>No.</b>
Networking	7
Sharing information/ideas	8
Expertise of other advocates	2
Getting updated on national issues	2
Gas Wholesale Markets	1
Learning about the NEM	1
Humour	1

**Question 5: see ratings on page 1**

**Question 6:**

**Other comments**

- I start from very low knowledge base and this was all new to me.
- A well run roundtable
- Thanks again to SACOSS for organising this Roundtable. And thanks to all for lovely flowers and words, I shall miss the Roundtable as some kind of entity. (Kath McLean)
- We didn't really use the information collected prior to the RT. Could this be readdressed next time or shared in some other way
- Eliza (SACOSS) did an excellent job
- Love the venue and Hobart
- Food could have been better

**National Consumer Roundtable on Energy – Hobart 2017**  
**Organisation Delegates List**

Anglicare Tasmania
Consumer Policy Research Centre
Energy Consumers Australia
WA Council of Social Service
Brotherhood of St Laurence
Alternative Technology Association
Consumer Action Law Centre
New South Wales Council of Social Service
Care Inc. Financial Counselling Service
South Australian Council of Social Service
Victorian Council of Social Service
St Vincent de Paul Society Victoria
Ethnic Communities' Council of NSW
Consumer Action Law Centre
Tasmanian Council of Social Service
Queensland Council of Social Service
Total Environment Centre
Uniting Communities
Kildonan UnitingCare
Council on the Ageing Queensland
Council on the Ageing Tasmania
Public Interest Advocacy Centre
Sustainable Living Tasmania