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| IntroductionThe National Consumer Roundtable on Energy (Roundtable) is an informal coalition of national and jurisdictional energy consumer advocates primarily focussed on policy dialogue and strategic collaboration. This document outlines a high level strategic plan and work plan for the Roundtable. Noting that the Work Plan is to be viewed as a guiding document subject to further work and consideration by the Roundtable. The Roundtable provides participating organisations and consumer advocates more broadly an ability to better deliver their desired outcomes for small energy consumers. Noting that the Roundtable itself is not an organisation and does not undertake work in its own name or right. The Roundtable will achieve this by: * Agreeing specific focus areas for the Roundtable via an internal prioritisation and governance process. This recognises that the Roundtable and participating organisations have limited resources and it is important to focus work effort on priority areas.
* Enabling collaboration, open dialogue, strategising and information sharing across participating organisations via means such as face to face meetings, online forums and teleconferences.
* Co-ordinating and sharing work effort on agreed priority areas to enable improved effectiveness and efficiency by leveraging access to the resources of participating organisations.
* Leveraging access to the communications channels and networks of participating organisations to better and more widely disseminate shared messaging of:
	+ Key outcomes and successes of the Roundtable and participating organisations
	+ Issues impacting consumers and desired changes to address these issues
	+ Opportunities for further evolving and developing the energy markets in the long term interests of consumers
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| VisionSmall energy consumers in Australia are well served by the sector which embeds consumer interests in all facets.  |
| MissionTo better enable participant organisations to deliver outcomes at national and state levels that are in the long term interests of small energy consumers, with a focus on the consumption and production of electricity and gas. |

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| OutcomesThe key outcomes from the Roundtable are externally focussed. Internal outcomes are designed to support the achievement of external outcomes. Further detail on initial views of the focus areas is contained in the work plan. The specific focus areas and KPIs for these outcomes are to be developed as part of the governance process and internal capability development of the Roundtable.  |
| *External* * Improved effectiveness of participating organisations in delivering policy change and regulatory framework impacts that are in the long term interests of consumers.
* Increased communication and awareness of shared perspectives and priority focus areas for the Roundtable and consumers.
* Increased communication and awareness of the impact of the work of the Roundtable on the long term interests of consumers.
 | *Internal* * Improved, enhanced, newly developed internal processes and capabilities to assist in achieving the desired consumer outcomes.
* Enhanced understanding of energy markets and energy market issues impacting consumers of participants and participating organisations
* Improved participant access to information sharing and collaboration opportunities.
* A sustainable participation model which includes ensuring a conscious focus on developing a strong and upcoming group of new energy consumer advocates.
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| ActionsThe key actions are designed to improve the effectiveness, efficiency and longer term sustainability of the Roundtable.Further details on the possible processes is contained in the work plan, but the specific actions are to be developed as part of the ongoing operation of the Roundtable. |
| *External* * Co-ordinated work effort and leveraging of participating organisations broader network and resource base
* Integrated stakeholder management and engagement across participating organisations
* Shared positioning and messaging that leverages the communications channels and networks of participating organisations
 | *Internal** Develop prioritisation process to identify focus areas.
* Enhance knowledge sharing and collaboration capabilities including reviewing appropriate technological tools and practices.
* Continued evolution and enhancement of capacity building initiatives such as master classes
* Develop a specific initiative focussed on succession planning and new consumer advocate development.
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**National Consumer Roundtable on Energy**

**Workplan**

**Process**

The National Consumer Roundtable will focus its attention on both proactive and reactive focus areas. This recognises that there are some matters that the Roundtable can proactively plan and pursue and other areas where they need to respond to change or be reactive.

Within this context the Roundtable will meet twice a year (a change from three times per year) to primarily focus on proactive matters and discuss views on reactive items. In addition, the Roundtable will establish 3 - 4 enabling groups of up to 6 participants which will operate to progress collective action on agreed issues (reactive and proactive).

The reactive groups will form as the relevant external process provides e.g. release of ACCC Inquiry Final Report. The Roundtable governance will reflect the need for improved coordination in between Roundtable meetings. The purpose of any internal capacity building will be the ability to achieve external influence and achieve the mission and vision.

**Governance and operating model (high level draft)**

The governance and operating model for the Roundtable is subject to discussion and review but will likely consist of three layers:

* Steering committee – the steering committee will comprise 7 representatives from participating organisations. It will be governed by a terms of reference and have responsibility for setting the broad strategic direction and priority focus areas for the Roundtable and make any major decisions delegated to it within the terms of reference such as the review of the strategic plan and preparation for the biannual meetings.
* Convenor – the steering committee (and Roundtable if required) will appoint a Convenor who will provide administrative, operational and secretariat support to the Roundtable. This is currently Jo De Silva, SACOSS.
* Participants – the participants will be subdivided into active and passive.
	+ The active participants will be expected to be involved in one or more enabling groups and directly assist in achieving the mission and vision. These participants will also attend the biannual meetings of the Roundtable and be involved in some aspects of the planning and operation of the Roundtable. The steering committee will comprise of active participants.
	+ The passive participants are primarily there to assist in gathering energy market knowledge and insights for their organisation and if possible assist the Roundtable by communicating any agreed messages from the Roundtable to their constituents. They would be similar to ‘observers’ at Roundtable meetings, they would subscribe to NEMChat and attend masterclasses. They would not be expected to be involved in the enabling groups or in the broader activity of the Roundtable. To assist in managing costs and efficiency there may be a limit on the number of passive participants and there may also be an expectation for passive participants to pay for a component of the cost related to their attendance at master classes or biannual meetings.

**Focus areas**

This section documents the current thoughts on the priority focus areas for internal and external matters.

These lists need to be periodically reviewed and fine-tuned by the steering committee on a 6 monthly basis to prioritise ensure relevance and achievability.

**External (draft)**

| Timeframe | Proactive | Reactive |
| --- | --- | --- |
| H2 2018 | * Resourcing consumer engagement
* DER (shared messaging)
* Financing for integrated system planning/market transitions
* ACL / Complementary measures
 | * ACCC / Thwaites
* NEG
* Integrated System Plan
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| H1 2019 | * Market transitions
* Gas supply
* RAB
* 5 min settlement
 | * NECF / VIC Code
* Consumer Data
* New REG 2.0
* AER VCR
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| H2 2019 | * Role of storage
* Community impacts & transition of generation
 | * Post Federal / State Election Commitments
* RAB / Networks
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| 2020+ | * Future of the grid (demand tariffs, batteries, EVs etc)
 | * Update of NECF/ACL
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**Example of process for managing a proactive focus area**

*Financing for integrated system planning / market transitions*

1. Enabling group develops primer – gauge Roundtable member interest
2. Undertake situation analysis/Information gathering/Knowledge sharing using tools such as:

🡪Masterclass

🡪NEMChat

1. Identify individual organisation to lead on issue (as opposed to Roundtable prosecutes issue)
2. Roundtable supports lead organisation as required and assists in co-ordination
3. Regular feedback to Roundtable about progress on issue through Roundtable Steering Committee
4. Roundtable and enabling group develops shared messaging and leverages Roundtable channels and networks to disseminate updates progress, outcomes and impacts on consumers.
5. Report to ECA

**Example of process for managing a reactive focus area**

*ACCC*

1. Roundtable enabling group undertakes Situation Analysis covering items such as:
	* Briefing - 101
	* Impacts
	* Timelines
2. Identify areas of commonality + disagreement amongst Roundtable participants
3. Agree broad position in common areas amongst Roundtable participants
4. Identify lead organisation to prosecute broad position
5. Roundtable supports lead organisation through Roundtable Steering Committee and co-ordination assistance
6. Feedback to Roundtable about progress on issue
7. Roundtable and enabling group develops shared messaging and leverages Roundtable channels and networks to disseminate updates progress, outcomes and impacts on consumers.
8. Report to ECA

**Internal (draft)**

| Timeframe | Proactive |
| --- | --- |
| H2 2018 | * Induction materials
	+ Refresh/enhance existing packs
* Knowledge sharing
	+ Develop agenda / topic list
	+ Identify resources to assist in work delivery
	+ Assess appropriateness of tools such as NEMChat
* Governance
	+ Steering committee review TOR
	+ Develop prioritisation process for focus areas
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| H1 2019 | * Induction materials
	+ Skills/experience matrix
* Governance
	+ Stakeholder management plan
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| H2 2019 | * Induction materials
	+ Develop/maintain packs
* Knowledge sharing
	+ Develop agenda / topic list
	+ Identify resources
	+ Replace and / or enhance tools such as NEMChat
* Governance
	+ Succession planning
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| 2020+ | * Induction materials
	+ NEMChat (or equivalent) guide
* Knowledge sharing
	+ Develop agenda / topic list
	+ Identify resources
	+ NEMChat (or equivalent)
* Governance
	+ New member recruitment plan
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