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Resetting customer outcomes

Energy Networks Australia (ENA) has welcomed the release of the Australian Energy Regulator's *Better Resets Handbook – Towards consumer-centric network proposals*.

The handbook is designed to support network efforts to develop regulatory proposals that closely reflect what customers want and value.

Regulatory resets occur every five years and determine how much money networks can spend and recover from customers to safely and reliably deliver network services.

ENA Chief Executive Officer Andrew Dillon said the handbook was strongly supported by the sector and was an important shift that recognised the value of genuine customer engagement.

“More and more, Australians are in a position to understand and choose how, when and where their energy comes from whether it be from solar, wind, or battery storage,” Mr Dillon said.

“As a result, networks are working hard to understand their customers’ needs and reflect those needs in regulatory proposals.

“The Better Resets Handbook will support network efforts to deliver the technologies and services that help enable the transition to lower emissions while keeping costs to customers as low as possible.”

Mr Dillon said the collaboration between the AER, networks and the wider industry had been pleasing to see and had resulted in better regulatory processes.

“This is a win for better regulation and for consumer outcomes,” he said.

For a web-based version of this media release, [click here](#).

ENDS

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Energy Networks Australia is the national industry body representing Australia's electricity transmission and distribution and gas distribution networks. Our members provide more than 16 million electricity and gas connections to almost every home and business across Australia.