

ENA/CSIRO Consumer Engagement
Handbook workshop

Why are we here?
An engagement snapshot

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Alternative Technology Association

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About ATA

- Not for profit, **community** organisation
- Established **1980**
- 6,000 members, mostly **households**
- 14 member-run branches
- Australia's largest **green publisher**
- Energy projects to **tackle poverty** overseas
- Energy policy and research
- **Advocacy** for Australian energy users

Tariff Structure Statement

ATA's views on networks TSS engagement

- Engagement that has been **most successful**
- What **hasn't worked**, or was less successful
- What we would like to see **more of**
- How successful engagement can be **measured**

Some observations are specific to our engagement on tariffs, most are more general

ATA and cost reflective pricing

Objective: Moving to **cost reflective** pricing structures with **opportunities** for consumers to **respond**, when supported by robust **protections** for **disadvantaged and vulnerable** consumers

- Engaged with **network pricing rule change** process in 2013/14 (with support of CAP)
- Engaging with networks, AER etc to influence **TSS proposals and approvals** in 2015/16 (with support of Energy Consumers Australia)

ATA's 2015/16 TSS project

- Engaging with **12 DNSPs, AER, Govts, others**
- Participating in stakeholder **workshops/forums**
- **Bilateral meetings** to explore issues in depth
- **Written submissions** to DNSPs and AER
- **Building capacity and collaborating** with other consumer advocates (and other stakeholders)
- Researching **consumer impacts** and preferences
- Contemplating stage 2: **TSS report card**

What's working, what's not: Approach

Working	Not working
Established culture of genuine engagement...	No acknowledgement of need to improve...
...or striving to get there	...or token effort to do so
Strategy-driven processes	Process-driven strategies
Clarity of purpose	Vague goals, loose plans
Openness	Excessive confidentiality
Open-mindedness	Disconnect

What's working, what's not: Actions

Working	Not working
Start talking early	Last minute chaos
Plan early, plan twice	Lack of adaptability
IDing your stakeholders	'What workshop yesterday?'
Accessible comms	Links to nowhere
Goldilocks information	Paperwarfare or info vacuum
Info by request	Limited information
Inquiry and enquiry	Assuming people speak up

What we'd like to see more of:

- Everything in the 'What's working' list
- Negotiated outcomes
- Deliberative processes
- Understanding consumers aren't homogenous
- Focus on understanding impacts of change on disadvantaged / vulnerable groups
- Proactive engagement on emerging issues

Measuring successful engagement

- Do your stakeholders **support** the outcomes, or at least **understand** your reasoning?
- Are you **keeping up** with change?
- Can you point to real **compromises** you have made as a result of engagement?
- Are stakeholders turning up and **coming back**?

Thank you. Questions?

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