

Foresighting Forum 2017

#energyfuture17

Consumer participation and
protection

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“The energy market is changing and becoming more complex. How can we smooth the transition for all consumers?”

“Concessions frameworks are complex, inconsistent across the NEM and not always available to those who need them.”

“Some consumers can’t access the new energy market, while for others that can little is known about their preferences and how they can respond, for example to price signals.”

“Traditional consumer protections (for example access to Energy and Water Ombudsman schemes) do not apply to increasingly large segments of the energy market.”

Foresighting Forum 2016

What are the challenges for consumer participation?



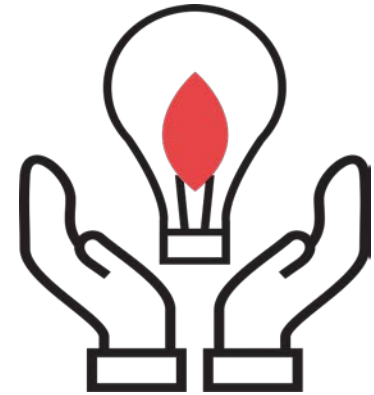
“Confusopoly”

Promoting consumer confidence and trust needed to navigate more complex energy services market



Sharing the benefits

Addressing the barriers to vulnerable consumers participating in new energy services market



A safety net

Supporting vulnerable consumers with adequate and accessible energy concessions and consumer protection frameworks

Opportunities for collaboration – Foresighting Forum 2016

Priority Issues	Resolution	Opportunities & collaboration
Tariffs (CRNP)	<ul style="list-style-type: none"> national scale/covers consumer driven build trust 	<ul style="list-style-type: none"> trusted organization to lead
Consumer protection (exemptions)	<ul style="list-style-type: none"> comparison of dispute resolution address impact of exemptions on consumers 	<ul style="list-style-type: none"> consumers + govt + industry research into BE response to tariffs
Vulnerable customer support frameworks	<ul style="list-style-type: none"> shared responsibility opportunities in next/gen new approach to solving the problem use of BE slow national processes 	<ul style="list-style-type: none"> Good thinking - AEMC Affordability Roundtable Stronger role for retailer? RCA co leader with AEC - trust willingness to participate high

Cost reflective pricing

- consumer-driven conversation to build trust
- behavioural research into consumer responses (demand response)

Consumer protection

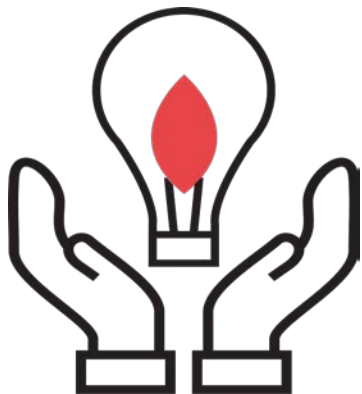
- access to dispute resolution
- impact of exemptions

Support frameworks for vulnerable consumers

- concessions frameworks
- build on AEMC work and Affordability RoundTable

State of knowledge

February 2017



COST REFLECTIVE PRICING (and demand response)

- Energeia, *Network Pricing*
- Citysmart (with QUT, Energex), *Changing needs of consumers in new energy markets**
- UNSW, *A tool for analysing the impacts of changes in tariffs**
- RMIT, *Smart home options for households**

CONSUMER PROTECTION

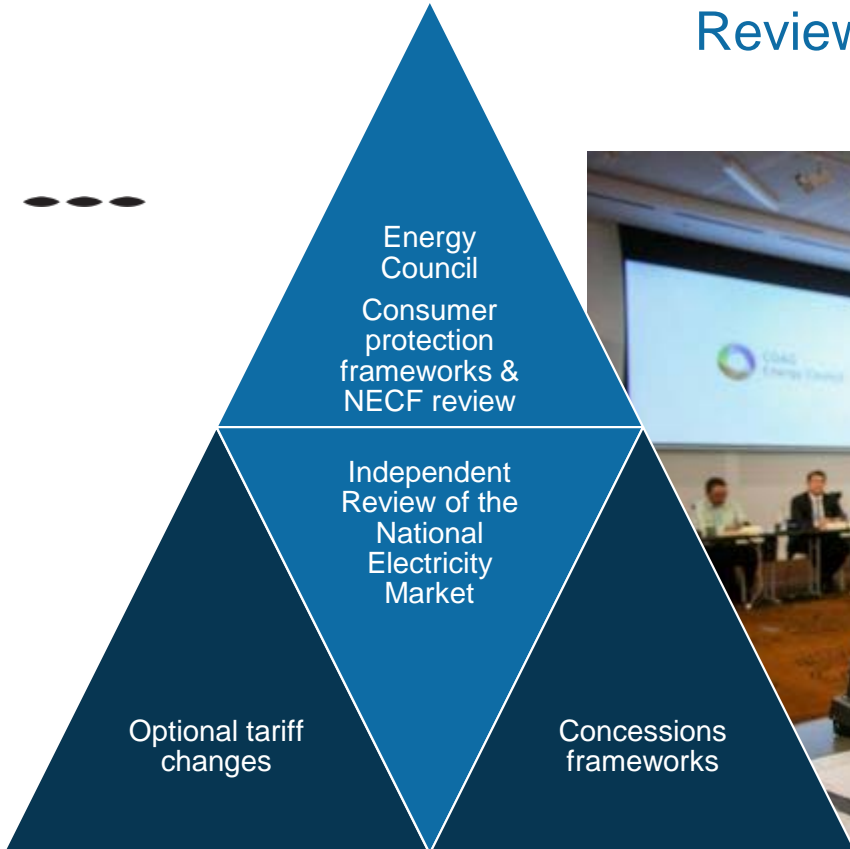
- Consumer Action, *Power Transformed*
- ANZEWON, *Access to dispute resolution*
- SACOSS, *Embedded networks**
- ATA, *Consumer protection*
- QCOSS, *Emerging issues for tenants**
- Submissions to EC consultation papers

SUPPORT FRAMEWORKS FOR VULNERABLE CONSUMERS

- QPC, *Electricity Pricing Inquiry*
- AEMC, *Retail Competition Review & Newgate Research, Understanding vulnerable customer experiences and needs*
- ERAA Concessions Working Group, *Best practice approach for concessions*
- NEPP Priority 4, *Supporting vulnerable consumers*
- Low Income Energy Efficiency Program pilots

What can we take forward

Review and policy processes 2017



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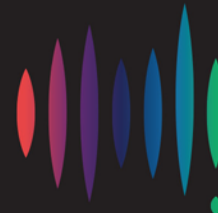
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