

The national voice
for household and
small business
energy consumers.

Annual Report

20 25

Table of contents

From our Chair	3
From our CEO	4
Our promises and our purpose	6
Our 3-Year Plan	7
1. Equity	10
2. Value	12
3. Agency	14
4. Ownership	17
5. Control	19
6. Justice	22
7. Representation	25
Governance and corporate structure	31
Our Board	31
Our Reference Committee	35
Financial Performance Summary	36
Statement of Comprehensive Income	36
Statement of Financial Position	37
Statement of Cash Flow	38

Energy Consumers Australia respectfully acknowledges the Traditional Owners of Country throughout Australia. We recognise their connection and continuous care for the lands and waters where we live, learn, and work.



Dr Michael Schaper
Chair
Energy Consumers Australia

From our Chair

This year, we celebrated our 10th anniversary and saw some significant wins. These achievements are testament to the tireless efforts of Energy Consumers Australia (ECA) staff, working to promote the long-term interests of Australia’s 10.8 million household and 2.6 million small business energy consumers.

I’d especially also like to acknowledge and thank all the members of the ECA board – a dedicated group of directors who have helped provide strong guidance on the governance and policy settings of the organisation.

The next 10 years will demand a lot from us all, as the energy transition becomes less about ‘poles and wires’ and more about electrification, energy efficiency and consumer energy resources. Thanks to the work put in by so many people, I’m certain that ECA is ready for the challenge.

Our year in numbers

10.8 million	2.6 million	23
Households represented	Small businesses represented	Staff
11	48	1,600+
Reports published	Submissions to government and market bodies	Media mentions
46	16	\$2.13 million
Government, market body and industry forums where we represented consumer interests	New grants approved	Total grant funding approved

From our CEO



Dr Brendan French
CEO
Energy Consumers Australia

An annual report typically involves a long list of what an organisation has done over the course of a year. This is one of those years where the Energy Consumers Australia (ECA) team has done so much that mentioning everything would make this report longer than *War and Peace*. If I have to pick a couple of key activities for the year, they would have to include:

- Submitting our amendments to the National Gas Rules to ensure millions of Australians facing barriers to electrification or exiting the gas network will not be unfairly or financially punished.
- Releasing our latest Consumer Energy Report Card report and survey data, cementing our reputation as the leading research body in our field.
- Our continuing advocacy emphasising the need for stronger consumer protections across the energy market from the Default Market Offer to Consumer Energy Resources.
- Our identification and highlighting of the need for a new Integrated Distribution System Planning Process, which has led to an Australian Energy Market Commission's consultation paper on our proposed rule changes.
- Hosting our sold-out Foresighting Forum event, which showcased our 3-Year Plan, attracted national and international speakers, and sparked sector-wide conversations about concepts such as a consumer duty and tariff reform.

However, this annual report is not an account of how busy we have been. Instead, it focuses squarely on the consumer impacts we have helped achieve over the 12 months. For us, our activities are merely the start of the work because what matters most is the results we've achieved for consumers from all that effort. Households and small businesses pay for us, and ultimately for the entire energy system, and we should have to prove our worth to them every year.

Our guiding light in producing this report is our new 3-Year Plan, which lays out 7 targets which need to be true in order for Australia's energy system to be meeting the needs of all consumers. In this document, we're reporting against these targets to show where and how we have had impact for consumers and moved the gauge closer to achieving them.

Stepping back from the many individual wins and examples of good outcomes detailed below, this year it feels like there has been a fundamental shift in the way the energy sector is thinking about consumers. Energy Consumers Australia was established to ensure consumer voices were heard in the room, but this year we've seen a number of cases where the needs of consumers have set the agenda, instead of consumer advocates having to respond to others' agendas. Consumer voices are increasingly shaping the design of decision-making processes and being engaged at the earliest stages. Consumer advocates are no longer just identifying the issues and calling for change but also helping to co-design the mechanisms through which consultations occur.

The increased demand for consumer perspectives is a positive step, and critical given that we are now in the 'messy middle' of the energy transition. However, it also comes with resourcing demands for the consumer advocacy sector as a whole. The scope of what needs to be achieved for consumers to have a decarbonised and democratised energy system that balances costs and benefits fairly – and doesn't add to social and economic inequities – is vast, and we are unable work alone. Encouraging and participating in a community of influential, diverse voices representing long-term household and small business interests has been a major focus for us in FY25.

So much of our impact this year has been achieved through these collaborations with grant recipients and stakeholders from all walks of life. I've been particularly proud of our work with First Nations organisations such as Original Power and the First Nations Clean Energy Network, including through a major collaboration grant. This was a long overdue step, and we will work hard to continue to earn the trust these partnerships deserve.

Leading Energy Consumers Australia at such a critical time in the energy transition is a personal privilege. I am grateful to the Board for their support and thank them for their guidance over the year.

Finally, and most importantly, I'd like to thank the team here for their enormous hard work over the past year. Their dedication to delivering 'Bold ideas, Expert analysis and Faultless execution' – the three promises underpinning our work – was unquestionable. With their help and expertise, I look forward to another highly productive, and impactful, year ahead.

Our promises and our purpose

Energy Consumers Australia promotes the long-term interests of households and small businesses by providing and enabling evidence-based advocacy to the energy sector on issues that affect consumers.

We do this by:

- Researching consumer expectations, values, and needs for the energy market through regular surveys, focus groups and forums, and sharing recommendations from the findings of this research with the energy sector to influence policy development.
- Engaging in energy sector processes, including meeting with industry and governments and making submissions, to make sure the needs of households and small businesses are considered by decision-makers.
- Funding work by other organisations (via our Grants Program) that provides a strong evidence base for positive system changes that will benefit households and small businesses.
- Working collaboratively with other organisations to promote the needs of consumers in the energy sector.
- Helping build the capability of other organisations to be able to advocate to the energy market on behalf of diverse consumer groups.
- Serving as trusted thought leaders and experts, where we can identify emerging challenges and bring key stakeholders together to collaboratively forge solutions that drive meaningful impact.



Guiding our work are three promises, which serve as our commitment to ourselves, our stakeholders, and to households and small businesses. They are the measure by which we test our ambition, our decisions, and our success.



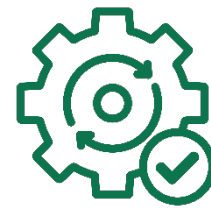
Bold ideas

We invest in clever and creative ideas that will deliver the greatest impact for households and small businesses.



Expert analysis

We are the 'go-to' source offering data and insights, expertly framed from the consumer perspective.



Faultless execution

We are efficient and effective in bringing our ideas into reality, to the benefit of all consumers and the system itself.

Our 3-Year Plan

We want to see an energy system that is fair, affordable, reliable, and meets the needs of everyone – and an energy transition that enables all Australians to thrive. Last year we undertook an extensive consultation and strategic planning process to consider what would need to happen to get to that vision of the future. This year we began bringing that vision to life. We distilled our findings into seven targets that will need to be true for consumers, to say that vision has been achieved:

	<h3>Equity</h3>	<p>I pay a fair share of the energy transition</p>
	<h3>Value</h3>	<p>I pay a fair share for the energy I use</p>
	<h3>Agency</h3>	<p>I can make optimal energy decisions</p>
	<h3>Ownership</h3>	<p>I benefit from the energy transition</p>
	<h3>Control</h3>	<p>I can manage my energy consumption</p>
	<h3>Justice</h3>	<p>I have the energy I need</p>
	<h3>Representation</h3>	<p>I have powerful advocates working in my long-term interests</p>

Under each of these targets is a series of objectives, which you can see in the following document. These are the stepping stones to achieving each target.

Our [3-Year Plan](#) guides what we do and how we achieve beneficial change for consumers. All the examples of our activities and grants, the outcomes from these and the flow-on consumer impacts we've seen, are outlined in the sections below against the seven targets they relate to.

Prioritising our objectives and working in coalition with others

This ambitious plan can't be achieved by us alone – it requires a coordinated effort across the entire sector: governments and market bodies, industry, and community organisations. This year, we began the work in partnership with our stakeholders.

To be most effective, we must strategically prioritise the work we do, driven by where we see the greatest need, biggest gaps or greatest opportunities, and recognising we can't do everything at once, in coalition with others. On the next page, we list the 36 objectives in our 3-Year Plan and show the priority objectives which formed our workplan for FY25, alongside the objectives that are aligned to a grant that we supported this year.



Participants in a workshop organised by the First Nations Clean Energy Network, Outback Communities Authority, and Flinders Ranges Council, supported by our grants program, discussing impacts of outages in the Flinders Ranges, following an extreme weather event. [Find out more on our website.](#)

Our Objectives

Key



TIER 1

This is a focus objective for Energy Consumers Australia this financial year (FY25)



GRANT

We have awarded a grant related to this objective in this financial year (FY25)

1 Equity

I pay a fair share of the energy transition



Households and small businesses pay a fair and affordable price for gas as long as they use it. ★

Energy markets signal the right investments from the right parties in the right places operating in the right ways at the right times, making it fit for the energy system we have. ★

The proportion of costs consumers, industry and governments are paying for the energy transition is publicly available. ★

Financial and political investment in innovative smart energy solutions for households, small businesses and communities multiplies demonstrably. ★

2 Value

I pay a fair share for the energy I use



Government policies signal the least cost fuel for consumers. ★

Electricity distribution network efficiency significantly improves, with corresponding reductions in network tariffs. Electricity distribution network efficiency is tracked and compared. ★

No further non-energy services paid via energy bills. ★

Retail price caps evolve to ensure households and small businesses pay no more than the fair maximum price. ★

To ensure costs are prudent and efficient, enhanced transparent and active monitoring of network and wholesale costs is introduced. ★

3 Agency

I can make optimal energy decisions



Households and small businesses have a comprehensive, trusted, and well-publicised one-stop-shop to access information and guidance. ★

Households and small businesses have tailored, trusted, and well-publicised advice and support. ★

Mandatory longevity labelling on all gas appliances. Minimum energy efficiency standards and expanded mandatory disclosure for energy appliances at point-of-sale. ★

Communications, products, and services from energy companies are sufficiently simple and behaviourally informed for households and small businesses to act on them. ★

A clear, unified narrative on the energy transition, including the role for households and small businesses, is provided to consumers. ★

4 Ownership

I benefit from the energy transition



Through the transition households, small business and communities are recognised and offered fair value for the service they provide to the system. ★

ECA counters misinformation by communicating the full range of individual and shared benefits of the transition to net zero to consumers. ★

All households and small businesses can invest in and access consumer energy resources, regardless of physical circumstances. ★

Incentives and assistance for electrification for residential and small business renters are in place, with firm plans for all social housing stock to be upgraded. ★

5 Control

I can manage my energy consumption



There are minimum energy efficiency standards for all rental properties. ★

There is mandatory disclosure of energy efficiency ratings at point-of-sale or lease for all homes and businesses. All homes have undergone a comprehensive energy efficiency assessment. ★

All households and small businesses can easily plan to improve the energy efficiency of their home or premises. ★

Governments have committed to retrofitting the worst performing homes directly or via incentives. ★

Households and small businesses can access independent and robust redress regarding upgrades, installation, and appliances. ★

Households and small businesses can access, and easily understand, information that helps them manage consumption and cost. ★

All consumers can use, charge, and pay for their electric vehicle conveniently and fairly. ★

6 Justice

I have the energy I need



Everybody in financial hardship keeps access to energy. ★

Measures to assist households in financial stress are delivering effective and sustainable help. ★

An overarching market obligation - such as a duty of care - ensures that energy products and services are fair and affordable, and consumers are confident they will be protected from harm. ★

The gap between households and small businesses who can and can't afford their energy bills has demonstrably reduced. ★

Every community at risk of climate impact has an energy resilience plan which clearly articulates roles and responsibilities. ★

7 Representation

I have powerful advocates working in my long-term interests



Advocacy for households and small businesses consumers is embedded as an attitude and obligation for decision-makers. ★

ECA encourages and participates in a community of influential, diverse voices representing long-term household and small business interests. ★

ECA provides grants that demonstrably benefit household and small business interests in the energy transition. ★

ECA is the 'go to' for data and insights on household and small business energy consumers. ★

ECA is future-fit. ★

ECA's impact is known and measurable. ★



1. Equity

I pay a fair share of the energy transition

In FY24 our Stepping Up report outlined the consumer cost-benefits from electrification, and the risks of spiralling costs for consumers left on the gas network.

Over the last year, we have been building on this evidence base and working with stakeholders to drive critical national conversations about the future of the gas network for households and small businesses, and to support progress on improving Australia's gas rules to avoid spiralling costs for consumers who cannot easily electrify.

Highlights

In FY25, we submitted four gas rule change proposals to the Australian Energy Market Commission (AEMC). These rule change requests aim to ensure that consumer interests are prioritised as part of the gas transition, including by making sure remaining gas consumers are not left paying an unaffordable share for maintaining the whole gas network, and restricting the costs gas networks can recover from consumers.

Outcome: The AEMC is formally responding to these rule change proposals, publishing a consultation paper for the first of the four in June 2025.

Outcome: Our gas rule changes have started a national conversation on fairer consumer outcomes in the gas transition, attracting substantial media attention, including radio, digital and news media coverage. Senior industry and regulatory leaders have since been interviewed on the issue of accelerated depreciation and publicly responded to the concerns we raised.



For our **February 2025 submission** to the Australian Energy Regulator's (AER) draft determination on Jemena Gas Networks' access arrangement 2025 to 2030, we commissioned modelling by Dynamic Analysis to show the impacts for consumers. We argued accelerated depreciation should not be approved, as it shifts costs to households and small businesses.

Consumer impact: Under Australian energy laws, gas pipeline owners can pass on accelerated depreciation costs to consumers, meaning an additional \$100 to \$200 to bills. The **final AER determination**, released in May 2025, took positive steps to ease bill pressures for Jemena customers, including lowering capital expenditure. It will help ease bill pressures on Jemena consumers by reducing the amount of this extra cost they have to absorb.

Outcome: Our approach to this access arrangement process is replicable. We plan to use this model to make similar submissions to these cyclical market processes in FY26.

In February 2025 we also **published analysis** looking at how households use gas and their attitudes towards electrification, using data from our new Consumer Energy Report Card survey.

Consumer impact: Alongside our *Stepping Up* report, the data from our Consumer Energy Report Card survey has provided an evidence base for change for state and local governments, with a number introducing reforms to encourage consumer electrification and to protect consumers who face barriers to transitioning off the gas network.

Victoria's Regulatory Impact Statement (RIS), which comes into effect in 2026-27, will provide Victorian homeowners with the certainty they need to electrify while protecting people on low incomes and renters from being stuck on the gas network and facing increased costs. The City of Sydney has also **voted to ban gas appliances** being installed in new homes and **namechecked our *Stepping Up* report** as part of its evidence to take this action.

Grant case study

St Vincent de Paul – Tariff Tracking Energy Price and Market Analysis

Australian households face growing challenges in understanding and navigating an increasingly complex energy retail market. Many consumers are unaware of available tariffs, how they change over time, and the resulting impacts on household energy costs. Understanding this information is more important than ever as the energy landscape evolves, and must consider challenges such as the integration of consumer energy resources, the future role of gas, and changing patterns of generation.

To raise awareness on these matters, the St Vincent de Paul Society has conducted independent, consumer-focused tracking and analysis of residential energy tariffs since 2010. This analysis is the only timely, independent, and consumer-driven analysis of the retail market and associated price trends, policy shifts, and their real-world implications for households and fills a critical gap in the energy policy space. It is a trusted, accessible resource for policymakers, regulators, and consumer advocates who rely on accurate, up-to-date information to inform regulatory processes, policy design, and advocacy efforts. By enhancing transparency in the energy market, this work empowers more equitable and evidence-based decision-making.



2. Value

I pay a fair share for the energy I use

Network costs, which make up about half of the average household energy bill, are rising significantly. If the sector simply builds more networks as more Australians go all-electric, instead of using the networks we have more efficiently, the benefits of lower-cost renewable energy will be offset by these costs.

However, under the current rules, there are few real requirements or incentives for networks to be more efficient. Tackling this issue has been a major focus of our work in FY25.

Highlights

In January 2025, we submitted a **rule change request** to the AEMC aimed at strengthening distribution system planning processes, including improved utilisation and transparency of network data, and tackling the asymmetry of information between distribution networks and third-party participants, which results in sub-optimal consumer outcomes.

We have since collaborated with a wide range of stakeholders to build support for the rule change, which we believe will lead to a more consumer-focused, efficient energy system. If the rule change is successful, it will also be a key enabler for the sector to adopt the utilisation metrics produced by the University of Technology Sydney (UTS) in a project we grant-funded last year.

Outcome: The AEMC commenced public consultation on the rule change proposal in June 2025, and it has already received some strong support from the sector.

In August 2024, we published an analysis report challenging the justification for mandating all residential and small business customers be moved to 'cost-reflective' tariffs.

Data from our December 2024 Consumer Energy Report Card survey showed that many Australian households are receiving limited benefits from dynamic pricing structures like time of use and demand tariffs. In fact, for many households with limited ability to shift their consumption away from peak times, and especially those with energy-inefficient homes and appliances, dynamic pricing just leads to much higher bills.

Using the survey data, we published another analysis report showing that very few consumers on these tariffs are adjusting large loads like heating and cooling, which would enable them to realise the greatest cost savings from being on a complex tariff. We believe dynamic pricing is great for those who can get the benefit, but protections need to be in place for those who can't. In FY25 we leveraged this evidence to influence reforms in retail pricing. The AEMC's Pricing Review is looking into many of the same retail pricing issues we highlighted and we have been engaging with them extensively on this.

We worked closely with several advocates on a joint submission to the Essential Services Commission on the Victorian Default Offer (VDO) Review 2025-26 Draft Decision. The alliance brought extensive insight into consumers' experience of the Victorian electricity market and the effects of energy hardship and poverty.

Consumer impact: The 2025-26 VDO kept electricity costs stable and lower for Victorian consumers than other jurisdictions.

We argued publicly and repeatedly that the Default Market Offer (DMO) is not working effectively for consumers, meaning they are paying higher prices.

Outcome: Our advocacy was instrumental in the government calling for a review of the DMO. We hope this will lead to a fairer default price system that will protect consumers from rising energy costs.

Grant case study

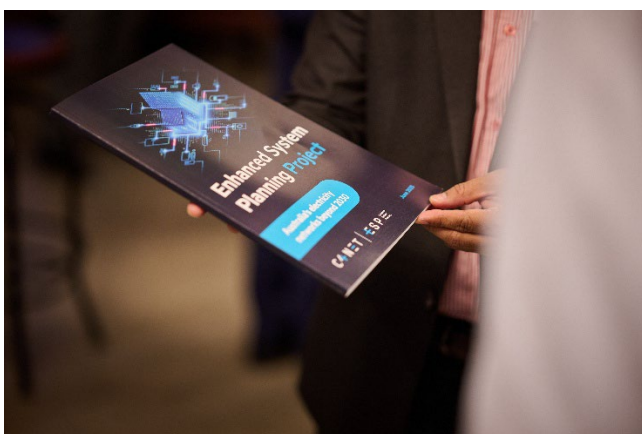
Centre for New Energy Technologies Ltd ("C4NET") - Enhanced System Planning – Victoria

The Enhanced System Planning Project, led by the Centre for New Energy Technologies (C4NET), was a landmark collaborative research initiative aimed at improving electricity system planning in Australia beyond 2030. Bringing together over 100 leaders from industry, government, and research sectors, the project looked to determine how to deliver more cost-effective and coordinated planning approaches across Australia.

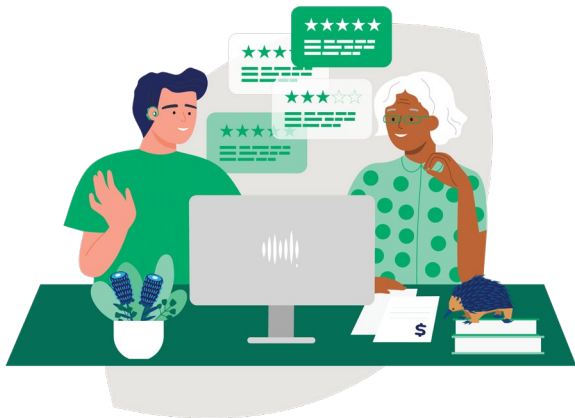
It pioneered a world-first, whole-of-system, bottom-up modelling approach for electricity distribution networks. This innovative methodology produced scalable tools and models designed to support and feed into the Australian Energy Market Operator's (AEMO) Integrated System Plan (ISP) to inform whole of system planning. While the research for this project was conducted on Victorian case studies, the models are relevant across Australia and ready to be built for national application.

Using this groundbreaking methodology, the project demonstrated that considerable savings and efficiencies can be gained if network augmentation is avoided. Additionally, the research helped quantify the impact of large-scale electrification on the grid, answering key planning and policy questions arising from this.

The report was launched by the Victorian Minister for Energy in June 2025.



The Enhanced System Planning Project pioneered a world-first, whole-of-system, bottom-up modelling approach for electricity distribution networks. The report was launched by the Victorian Minister for Energy in June 2025.



3. Agency

I can make optimal energy decisions

Our December 2024 Consumer Energy Report Card survey and accompanying analysis report showed many consumers feel they haven't received effective communications about how the transition will impact their household, and this is leading them to suspect that the transition is not being well-planned.

In contrast, previous research we conducted showed that when households and small businesses believe they have received clear information about the impacts of the transition, they feel more in control of how they can make a difference to their energy bills. Armed with this evidence, we have continued to advocate for a one-stop-shop for energy consumers.

Highlights

With agreement from federal and jurisdictional energy ministers, we convened a committee in early 2025 to explore the idea of a national platform to support consumer agency. As part of this work, we commissioned UTS Institute for Sustainable Futures to identify best practices across other one-stop-shops that should be considered during this discovery phase.

Outcome: We are using our consumer research to inform state and territory plans for one-stop-shops.

We have continued to work with states and territories to embed the findings and strategy from last year's **Consumer Energy Information Research project**, providing advice on consumer communications and best practice information provision for household and small business energy consumers.

Consumer impact: NSW released its Consumer Energy Strategy in September 2024, which included a commitment to make it easier for consumers to access support and to fund community outreach programs to provide practical information for consumers who do not like to receive energy information on digital platforms.

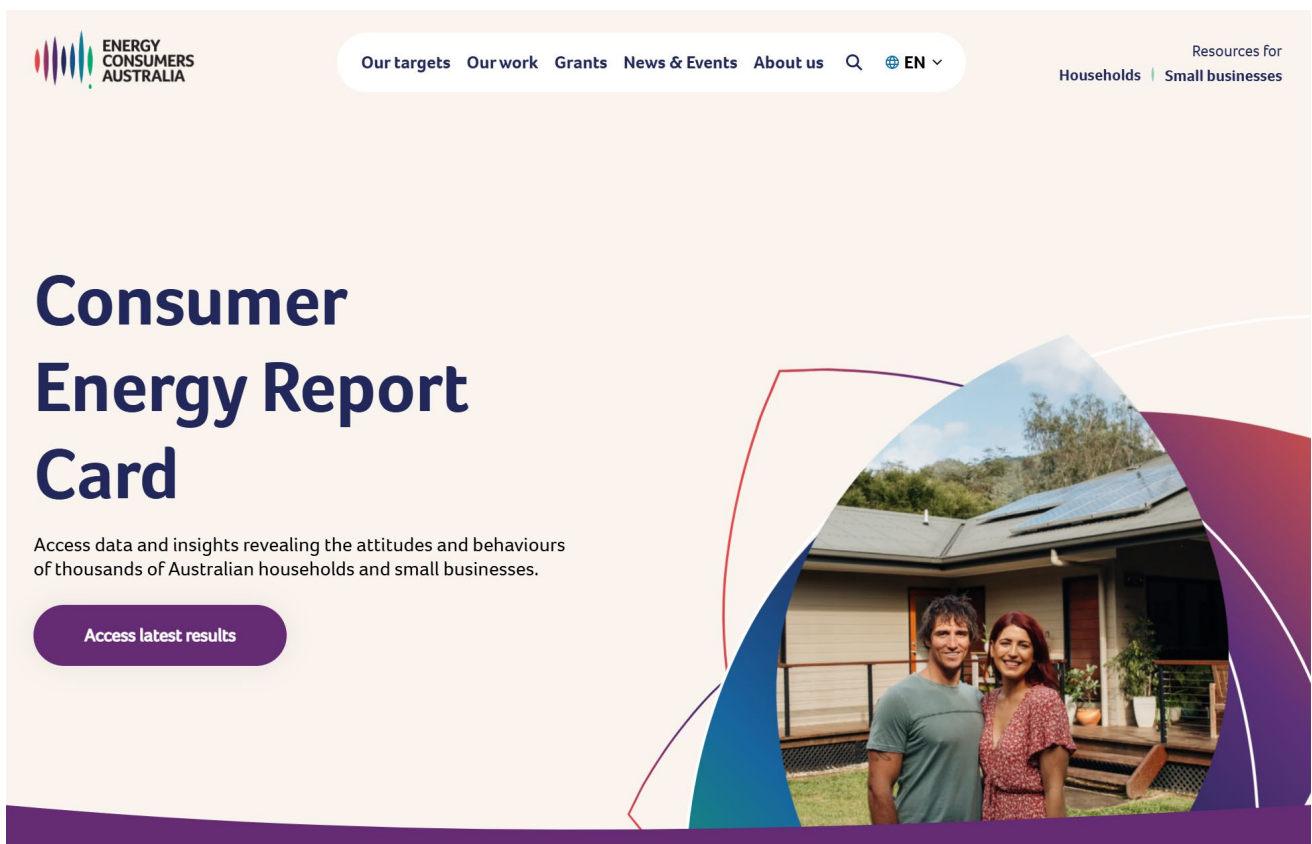
Consumer impact: We worked closely with Victoria's State Electricity Commission (SEC) on its pilot for an online electric home planner, the first stage of its plans to build a full-service one-stop-shop to help Victorians go electric and cut their energy bills and emissions. This pilot was successful and the program has now been rolled out state-wide.



In the meantime, the needs of households and small businesses for accurate, simple and timely information still need to be addressed. Through our website and digital channels, we are providing examples of best practice in information provision for the energy sector to share, republish and adapt for use in its communications with consumers.

Highlights

In April 2025, we launched our new website, with improved navigation that makes it easier to access and discover our work and information about our grants program. The website also has two new online hubs containing simple, accessible energy information for households and small businesses, which can be copied and shared by other organisations. We regularly update the content with new videos and plain-language answers to energy issues of relevance to consumers.



Consumer impact: Multiple media outlets and other organisations have adopted and adapted the content on our website and digital channels, increasing the amount of simple, accessible energy information available to consumers. This included collaborations with the media on a number of consumer education pieces, including a 'how to understand your bill' explainer with a national broadcaster. In the first three months, we had 17,000 active users visit the site.

Outcome: We continue to be routinely consulted by governments, market bodies and industry entities for feedback on their proposed consumer communications campaigns, providing our expertise to uplift consumer information from the sector.

Grant case study

Do consumers have the information they need when purchasing a major household appliance, in order to make energy conscious decisions?

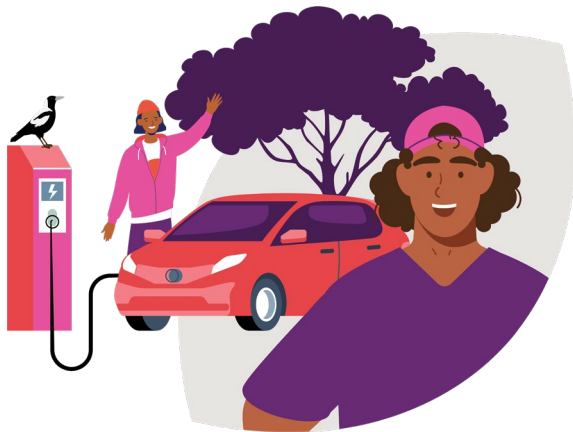
Appliances account for approximately 30% of household energy use, meaning that there is significant potential for energy-efficient appliances to bring down bills for households. However, many consumers struggle to navigate vague, misleading, or incomplete information about these appliances, making it difficult for them to make informed choices and realise these benefits. Additionally, existing labelling standards are inconsistently applied, enforcement is uneven, and retailers are often not held accountable for the quality or clarity of information they provide.

To address this gap, the Consumer Policy Research Centre (CPRC) conducted research to identify what information consumers need to make informed, energy-conscious decisions when purchasing major household appliances. The study found that consumers seek clear and credible guidance on product durability, verification of green claims, transparency about long-term value, and clear recourse if a product fails.

Building on these insights, CPRC is advocating for reforms to large household appliance labelling and disclosure at the point of sale so that consumers can be better informed. Additionally, they are calling for stronger requirements about how energy related information is provided when these products are advertised and sold. This will improve consumer confidence, support household savings, and contribute to Australia's broader energy transition by enabling more sustainable purchasing choices.



With support from our grants program, the Consumer Policy Research Centre (CPRC) is advocating for reforms to large household appliance labelling and disclosure at point of sale.



4. Ownership

I benefit from the energy transition

There is more work to be done across the sector to ensure all consumers can benefit from new energy technologies. For instance, while Australia leads the world in household solar uptake, access remains limited for renters and apartment dwellers. We are working closely with all three levels of government to expand access to consumer energy resources (CER) benefits for renters, apartment dwellers and people who face income barriers to ownership.

A large proportion of the submissions we made this year were related to CER. Alongside others, we have been advocating for many years to ensure that we get a least-cost, reliable, efficiently built and operated energy system, which takes into account the opportunities and costs of demand-side participation. In FY25 we began to see that advocacy come to fruition.

In June 2025, we released [a report by Rennie Advisory](#) which provides an evidence base for making aggregated CER and demand response eligible for participation in new market settings being proposed in the National Electricity Market (NEM) Review.

Highlights

In FY24 and FY25, we conducted substantial behind the scenes advocacy to push for stronger consideration of demand-side participation in AEMO's Integrated System Plan (ISP).

Outcome: In December 2024, the AEMC published a final determination that seeks to improve AEMO's consideration of demand side factors in the ISP. The AEMC also changed the National Electricity Rules to require electricity distribution networks to provide AEMO with a demand-side factors statement. This is important because the ISP makes a number of assumptions about demand-side factors in its forecasting, and this change will improve the accuracy of those assumptions.

We have consistently advocated for reform of the National Electricity Market (NEM) with a focus on affordability, equity, and the role of CER, so we were delighted when the NEM Review was announced in December 2024.

Outcome: We helped shape the agenda and scope of the NEM Review, especially around consumer empowerment, CER integration and distributed market design. The focus of the review signals a shift toward a more consumer-led, future-focused market. We are continuing to engage extensively in FY26.



Highlights

We funded and championed a Deakin University trial testing Virtual Energy Networks (VENs) to enable households with solar to sell excess energy directly to those nearby without it, bypassing retailer feed-in tariffs.

We also supported Deakin University to gain significant media coverage for the trial, which directly led to hundreds of consumers registering their interest in participating in the trial.

Consumer impact: By testing how these networks operate in practice, the project will provide valuable insights into how VENs can boost local renewable energy use and reveal the potential value of peer-to-peer trading for consumers and the grid alike. This will enable consumers to trade energy with each other at a mutually beneficial price.

Our research shows that renters face barriers in the energy transition and are more likely to experience energy hardship. Electrifying and improving the energy efficiency of rental properties, alongside introducing more efficient electric appliances, will cut down household energy use and bills.

We made a number of submissions on this issue in FY25, including to the Draft Program Parameters for the Supercharged Solar for Renters and Queensland Community Housing Energy Upgrades programs.

Our recommendations included communicating with renters on how they can maximise solar benefits; ensuring eligibility criteria do not restrict organisations that may be providing housing for communities but are not registered community housing providers (such as Aboriginal and Torres Strait Island Community-Controlled organisations); and reserving funds for regional and remote community housing providers who may face delays obtaining quotes.

Consumer impact: In January 2025, it was announced that up to 32,000 social homes will undergo a range of energy performance improvements, including installing ceiling insulation, energy-efficient hot water systems, solar photovoltaic systems, and cooling systems in some of Queensland's hottest areas.

Grant case study

Keeping the community in community batteries: targeted research and knowledge sharing to maximise consumer benefits

Neighbourhood batteries – batteries in between individual household and grid-scale batteries – have the potential to deliver a series of benefits to consumers, including cheaper storage, lower electricity costs for households, and increased network capacity to integrate more CER. This research project by the Australian National University set out to understand the nature of these benefits and under what conditions they can be best delivered.

The research found, for the first time, that neighbourhood batteries have the potential to increase the network's hosting capacity, and under what conditions. This means that more CER can be integrated into the grid, which ultimately benefits consumers. Significantly, it was also found that the benefits may be location specific, as the impact was not seen in all networks tested. The research also provided concrete policy recommendations for decision makers to ensure that choices regarding neighbourhood batteries are consumer centric.

This knowledge has been shared with key stakeholders, including providing significant support to the Commonwealth Department of Climate Change, Energy, the Environment, and Water as they established the \$200 million Community Batteries for Household Solar program. This support has helped ensure that the delivery is in the best interest of households.



5. Control

I can manage my energy consumption

Our research shows half of Australians cannot keep comfortably cool or warm without having to use excessive energy. This is due to inefficient homes, lack of effective minimum energy efficiency standards for rental properties, and limited transparency about the energy ratings of homes and businesses.

Since Energy Consumers Australia was founded, we have advocated for improved energy efficiency for new homes, a clear pathway to retrofit and decarbonise existing buildings, and conducted and funded research to provide an evidence base for the need for change. We have continued this work in FY25.

Highlights

Alongside other stakeholders, we made a submission to the Victorian Government’s proposed regulations for Minimum (Energy Efficiency) Standards for Rental Properties, where we strongly supported minimum energy efficiency standards in all rental properties, recognising the detriment to people’s physical, mental and financial wellbeing of living in a home that is impossible to keep warm in winter and cool in summer.

Consumer impact: The Victorian Government recently announced new minimum energy efficiency standards for rental properties will come into force from March 2027. The new regulations will cover heating, cooling, hot water and shower heads, ceiling insulation and draughtproofing. These new standards will help reduce energy bills for renters.

Alongside many consumer advocates, we have consistently advocated for improving the worst-performing homes in Australia, particularly rental properties. We have made numerous submissions on this matter, including to the South Australian and NSW Governments.

Outcomes: Aside from Victoria, in the past year, other jurisdictional governments have either consulted on or committed to consult on minimal energy efficient standards for rental properties.

- The ACT, which already has a requirement about ceiling insulation, consulted last year on improving and increasing its minimum energy efficiency standards.
- New South Wales has committed in its Consumer Energy Strategy to investigate the adoption of minimum energy standards for rentals.

Consumer impact: In November 2024, the Australian Government announced an additional \$500 million over four years to expand its existing Social Housing Energy Performance Initiative, bringing funding for the program up to \$800 million, which will be matched by state and territory funding. The initiative is now expected to improve more than 100,000 social housing properties and will run until 2029. This is a very welcome step.

Highlights

We have worked closely with governments on their national disclosure frameworks, engaging with the Australian Government’s working group, and providing evidence to inform jurisdictional energy ministers about the importance of disclosure for households. We sit on the Residential Efficiency Disclosure Initiative, which provided advice to government on the design and development of version 2 of the Home Energy Ratings Disclosure Framework.

Outcome: In late 2024, the Commonwealth released the Disclosure Framework which sets how states can adopt disclosure mechanisms. All governments signed onto the Framework, with the next step being how it moves from a voluntary to a mandatory code, once we have nationally consistent home energy ratings tools.

It is much easier for consumers to reduce unnecessary energy use and understand the benefits of shifting their consumption to cheaper times of day if they have access to real-time data. However, this access varies widely across states, retailers and resources, with no clear benchmark for what tools are available, or what good looks like. We see this as a critical issue that could be easily solved for consumers.



Highlights

In June 2024, we submitted a rule change proposal to the AEMC to enable all consumers to access real-time energy data at no additional cost. Our original proposal would help consumers manage their bills, optimise their CER, and benefit from services that will help deliver the energy transition.

Outcome: The AEMC published a directions paper in January 2025 that proposed that for the next 15 years, retailers could charge consumers a one-off cost for access to their real-time data. The AEMC also considered that the costs of providing all consumers with real-time data access outweighed the benefits. We have since engaged extensively with the AEMC, who have agreed to commission an independent cost-benefit analysis. We are hopeful that changes will be made to better align the final determination with our original proposal.



Grant case study

Better Renting - Healthy Homes for Renters Phase 2, from Policy to Practice: Improving household energy performance to reduce renters' energy costs

Despite recent progress in some jurisdictions, Australia still lacks a cohesive national approach to improving the energy performance of rental homes. This means that renters, who make up one third of all Australian households, often live in less energy-efficient homes and pay higher energy bills than owner-occupiers.

To help address this imbalance, Energy Consumers Australia funded Better Renting to build on earlier work and capitalise on existing momentum for reform. Through this grant, Better Renting significantly expanded their renter engagement and grew their renter network. Activities included running a 'Renter Bootcamp' and a 'Lobby Day' with MPs, the release of a joint statement calling for federal leadership on rental energy performance standards, and publishing policy papers to guide future action.



6. Justice

I have the energy I need

Access to energy is a fundamental need, yet for many households in Australia, staying connected and keeping up with bills is becoming harder. Rising costs, a complex market, and systemic gaps in protections leave those in financial hardship especially vulnerable. Without stronger safeguards, we risk deepening energy poverty and seeing entire communities excluded from the benefits of the energy transition.

We've been advocating to close the energy divide for several years but in FY25, our efforts have translated into real influence; from catalysing a national conversation on consumer protections and the need to move beyond short-term fixes, to helping shape reforms that will keep households in vulnerable circumstances connected.

Highlights

We worked closely with federal, state and territory officials to develop a package of consumer reforms to help address longstanding problems in the energy market that affect many consumers, particularly those in vulnerable circumstances.

Outcome: On behalf of the Energy and Climate Ministerial Council, the Federal Minister for Climate Change and Energy submitted six consumer protection rule changes to the AEMC, aimed at improving consumer protections.

Highlights

Last year, we provided a submission to the AER's Review of the Payment Difficulty Framework, reframing the discourse around hardship and disconnections and calling for more effective and timely assistance.

Consumer impact: The AER review highlighted 13 opportunities for improvement, all of which aligned with our framing and our call to broaden the definition of what hardship looks like.

We provided a submission in response to the Draft Decision released by the AER, to raise the minimum disconnection amount from \$300 to \$500 which was one of the immediate actions following the review. Raising the minimum disconnection amount to \$500 is a step in the right direction, but it must sit within a system of early, proactive and tailored support, so we will continue to work with the AER.

We have been calling for an overarching market obligation – such as a duty of care – to ensure that energy products and services are fair and affordable, and consumers are confident they will be protected from harm.

We commissioned a series of reports from Professor Jeannie Paterson from the University of Melbourne, which explore and define what a consumer duty could look like in the Australian energy context. This evidence and our advocacy for the need for greater consumer protections in Australia, alongside the advocacy of many other organisations, led to the Commonwealth launching a major consultation process, Better Energy Customer Experiences (BECE) aimed at reforming the market over the next three years.

Outcome: We're working closely with the federal government and all jurisdictional governments on BECE to push for greater consumer protections in Australia, and ultimately for an overarching market obligation, such as a consumer duty, as a central component of a revised regulatory framework that is more principles and outcomes-focused, and that places primary responsibility for ensuring good consumer outcomes on energy providers, rather than energy consumers.



Grant case study

Rank the Energy Retailer 2025

As cost-of-living pressures intensify, many Australians are struggling to pay their energy bills. Up to 38% of eligible households do not currently receive a concession (this number differs based on jurisdiction). Financial counsellors report that energy retailers' hardship teams vary greatly in their approaches to people who are in energy debt and seek to enter hardship programs.

To address these systemic issues, Financial Counselling Victoria, in partnership with Financial Counselling Australia and the Consumer Policy Research Centre, led the 'Rank the Retailer' project. Drawing on the insights of a national survey with over 400 financial counsellors, the report provides a comparative assessment of retailers' hardship policies and practices. It also outlines clear recommendations for improving outcomes for customers in energy hardship.

The report has generated significant engagement across the energy sector. This growing interest signals an important opportunity to shift retailer behaviour, strengthen accountability, and ultimately reduce energy stress for households facing vulnerable circumstances.



The Rank the Energy Retailer Project aims to address systemic issues arising from cost-of-living pressures and varied approaches to hardship program design.

Photo credit: Graeme Furlong



7. Representation

I have powerful advocates working in my long-term interests

Working with decision-makers and community organisations

Energy Consumers Australia has continued to be in the room to put forward the long-term interests of all household and small business energy consumers. However, this year we have also been focused on building broad coalitions, engaging new allies, amplifying underrepresented voices, and growing capacity for other advocates to engage in these issues to 'lift all boats'.

We continue to sit on over 40 government, market body, and industry forums where consumer interests are represented. These include the Australian Competition and Consumer Commission (ACCC) Consumer Consultative Committee, the AEMO Consumer Forum, and the AEMC Consumer Priorities working group. We also contribute to the consumer consultative structures of major industry players and to independent research initiatives such as RACE for 2030 and C4NET.

We ensure the right people are briefed and equipped to act. Our staff deliver hundreds of briefings per year to political offices, departments, industry, community forums, conferences and events. Our CEO attends every Energy and Climate Change Ministerial meeting and speaks to federal, state and territory ministers on critical matters of importance to consumers.

Our regular engagement with officials enables us to flag where decisions will have material impacts on specific cohorts, such as particular culturally and linguistically diverse demographics, renters, or low-income households, and introduce those officials to relevant research or trusted community advocates.

This matchmaking function strengthens the connection between system design and lived experience, especially for consumers who are typically underrepresented.

We're working hard to communicate our purpose, our value and our commitment to collaboration across all three stakeholder groups: decision-makers, community, and to the consumers who ultimately fund our work.

This year, we established our Quarterly Energy Briefing; a regular touchpoint with consumer advocates to provide an update on our advocacy agenda and inform people on what's happening in energy – trends, risks and upcoming decisions, in a way that will help them quickly identify the key decisions affecting their constituency. We worked closely with consumer advocates and researchers across a number of priorities. We're particularly proud of our collaboration with First Nations peoples and communities through our grant to Original Power to investigate the lived experience of people who're supplied through prepayment metering supply. We also worked closely with other advocates to secure significant support for our rule changes.



Our annual Foresighting Forum brought together more than 200 senior energy sector representatives to discuss and workshop approaches to address complex challenges for energy consumers.

Highlights

The Foresighting Forum is our annual flagship event. It is a unique event in Australia, bringing together more than 200 senior energy sector representatives for a collaborative discussion about the most significant and complex challenges for energy consumers.

Our 2025 Foresighting Forum celebrated Energy Consumers Australia's 10th anniversary and launched our new 3-Year Plan, with the format of the two-day event themed around the seven consumer targets.

The event prominently platformed First Nations and small business panels and provided the opportunity for our grant recipients to showcase their work. Major sessions introduced the idea of a "consumer duty" for the energy sector. This bold concept was discussed by leaders from market bodies and CEOs from major retailers and networks.

Outcome: Keynote sessions challenged orthodox economic assumptions and created space for new ways of thinking about pricing and tariffs. The Forum also encouraged interactive participation, leading to ongoing collaboration beyond the event. Stakeholder feedback from the event was overwhelmingly positive. Participants reported a high overall satisfaction rating of 8.5 out of 10.

Grant case study

Consumer advocacy for a least-cost energy transition: capacity building with a consumer-first lens

As the energy transition gathers pace, it's more critical than ever that the energy industry understands the system from a consumer's perspective. Given the scale and complexity of the issues at hand, we need to grow the community of consumer advocates to ensure there is a diverse and representative group of advocates who understand the key energy issues and the processes to affect change.

To address this, University of Melbourne designed and delivered an interactive training course, *The foundations of the energy system: a consumer advocacy toolkit* to develop new and diverse consumer voices. The course provided new and existing consumer advocates with foundational knowledge on the ongoing transformation in the energy industry and markets. The course was delivered by Prof Pierluigi Mancarella with guest appearances from experienced consumer advocates who shared practical tips and real-world examples.

After completing the training, participants are better equipped to effectively engage and influence government, regulatory and industry policies with insights into the major decision-making processes. Over 150 attendees took part in the eight online sessions and three in-person workshops, providing positive feedback. The sessions equipped attendees with new skills and knowledge to undertake advocacy work in the energy sector.



2025 was the first year we awarded the Kelvin Trimper Scholarship, in partnership with SA Power Networks.

Pictured L-R: Melanie Trimper, Bernadette Barrett (Kelvin Trimper Scholar), Alex Lewis (SA Power Networks), Alex Fry (Kelvin Trimper Scholar), Kirsty Trimper

Reshaping our grants program

For more information about our grants program activities for the year, please see the FY25 Grants Supplement that accompanies this document.

We are also investing in sector-wide capacity building through our grants program which is uniquely positioned to support all 36 objectives in our 3-Year Plan. Through structured frameworks such as a theory of change, and clearer application guidelines we are helping community organisations, consumer advocates and others in the energy space articulate impact, build capability and drive system change.

This year we have overhauled our application process to make applying for our grants more accessible and less burdensome, particularly for smaller or newer entrants to the sector. We also provide extensive pre-application support to improve alignment and success rates. These efforts are helping attract new and diverse voices into energy advocacy.

Our grants program is widely regarded as a key enabler of consumer advocacy and energy system reform. It also builds the capacity of the organisations we support. As a value-add for our grantees we work with them to provide (when needed) built-in advice and help with their storytelling, external visibility, and evaluation, to enable them to advocate effectively for their communities long after the grant has ended.

In FY25 we also commissioned an independent review of the grants program, gathering feedback from applicants, grantees and sector stakeholders. Early findings have been very positive and affirmed the direction of the program. They have also recognised clear improvements in accessibility, transparency and alignment with our strategic outcomes.

Renewing our research program

Our research doesn't only inform our advocacy in the long-term interests of consumers, it increasingly provides the evidence base for change, shaping wider policy and industry conversations and serving as an invaluable tool for many other advocates and researchers.

This year, we redesigned our flagship consumer survey program, expanding it to a sample of more than 4,000 Australians for each wave of the survey, enabling jurisdictional-level insights for many of our key data points. It includes both consistent metrics to track trends over time, and flexible modules that explore emerging topics relevant to current consumer challenges and informed by our priorities as well as our stakeholders' needs. For each survey we publish, we also publish accompanying analysis reports, providing in-depth analysis on critical issues for Australian energy consumers. The analysis reports we produced in FY25 were:

1. **How households use gas** and their attitudes towards electrification.
2. **Consumer knowledge of electricity pricing** and responsiveness to price signals.
3. **Consumer perspectives** on Australia's energy transition.

We also use the survey to proactively build an evidence base in anticipation of policy shifts and opportunities to affect positive change for consumers.

The research provides an evidence base for action for everyone from industry to governments, from consumer advocates to researchers, all of whom regularly use our survey data in their own work. It has also enabled us to produce our own analysis reports, providing a nuanced take on consumer perspectives that has been well received by our stakeholders.



Strengthening our operations and improving productivity

As a small organisation working across a vast, complex and fast-moving national landscape, we must be fit for purpose, equipped with the capabilities, processes and tools to match our ambition. This year, we've responded to internal gaps and external demands by reshaping our operations across three key areas: people and culture, governance, and enabling systems.



People & culture

We are creating an environment where our people are supported to make change happen. This year, we replaced traditional performance plans with success plans, co-designed with our people to guide performance, development and remuneration conversations. We also launched a new annual comprehensive People and Culture Survey. Insights from the survey are being used to strengthen role clarity and guide organisational change.

Our growing team reflects our national role and the pace of energy transition. We completed a leadership restructure, established five new roles, and are recruiting in line with our advocacy and delivery goals.

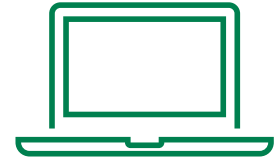
This year, we also joined the Australian Disability Network's Internship Program. Our first intern will start in early FY26.



Governance

We have strengthened our internal governance frameworks covering reporting, employment, and compliance to ensure they are modern, consistent, and aligned with our strategic objectives.

Our leadership team and board directors are working to put in place a clear policy architecture that streamlines governance documents and processes, better defines responsibilities, and makes delegation transparent. We are improving our budgeting process to be more tightly aligned with our objectives, which will improve decision-making, and we're starting work on a more mature risk governance framework.



Enabling systems

This year marked the beginning of a major project to uplift our Information and Communications Technology (ICT) systems that support our operations and advocacy. Having completed our organisational change program this year, we look forward to upgrading our ICT systems to help our small team work more efficiently and collaboratively across our projects and with our stakeholders, ultimately boosting the delivery of our 3-Year Plan.

We are also implementing a new Program Management System to improve how we plan, deliver and track the impact of our work. This includes enhanced visibility over our grants program and clearer tracking of project performance and outcomes.

Ensuring our impact is known and measurable

Today, we are more focused than ever on putting consumers at the centre of the energy sector. We're tracking our impact as an organisation using new systems that allow us to clearly demonstrate how our work is making a tangible difference for energy consumers – but also acknowledge that our work is often either carried out in coalition with others, or is focused on enabling others to advocate, and so our impact often shows up on someone else's 'ledger'.

Beginning this year, we're also recording and measuring in real time the sector-wide outcomes achieved for consumers aligned with our 3-Year Plan. In FY26 we plan to report publicly against these findings too.



Governance and corporate structure

Energy Consumers Australia is the independent, national voice for residential and small business energy consumers. We are a not for profit registered as a public company limited by guarantee and incorporated under the *Corporations Act 2001* (ABN 96 603 931 326 and ACN 603 931 326). We are also registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).

We were established by the Council of Energy Ministers in 2015 through a constitution. Under our constitution, the South Australian energy minister is the sole Member of Energy Consumers Australia, on behalf of federal, state and territory energy ministers.

We were set up to promote the long-term interests of Australian consumers to decision makers and industry. We are also independent. Our independence is integral to our ability to provide evidence-based advice and to advocate in the best interests of consumers.

Under our constitution, an independent review of our operations is undertaken every five years. In 2025, Deloitte was commissioned to undertake an independent review, which will be published alongside our response in the next Financial Year.

Our Board

Our Board is appointed by the Energy and Climate Change Ministerial Council (comprising federal, state and territory ministers with portfolio responsibility for energy).

The Board's core functions include:

1. Establishing our strategic direction and risk appetite, while actively engaging with stakeholders.
2. Determining the funding priorities and requirements of the Grants Program, and making decisions on applications, except where delegated to the Chief Executive Officer.
3. Overseeing our performance and financial management, with accountability to members on an annual basis.

Our Board members' full profiles are [available on our website](#).

Thank you to Virginia Hickey, who finished up at the end of July 2024. Carmel Franklin joined the Board in September 2024.



Dr Michael Schaper FAICD

Chair

Michael is Chair of the federal government's Shadow Economy Advisory Forum, and the Energy & Water Ombudsman of WA, as well as a member of the national board of the Australian Institute of Company Directors. He is also a member of the board of the Small Business Development Corporation of WA and the University of Canberra Council.

Michael was previously Deputy Chair of the Australian Competition and Consumer Commission (ACCC) and the ACT Small Business Commissioner. He is an Adjunct Professor at Curtin University, and a member of the Zero Emissions Enterprise Network based at Oxford University.



Gavin Dufty

Director

Gavin has significant consumer advocacy and energy policy experience. Gavin is Manager Policy and Research at St Vincent de Paul Society, Victoria. He has worked as a consumer representative in the energy sector for over 30 years undertaking research and policy evaluation on its impacts on domestic consumers.

Gavin is currently a consumer representative of a number of government and industry committees, including the Australian Energy Regulator and the Essential Services Commission.

Gavin is a member of the 2024 ISP - AEMO Advisory Council on Social License and a member of the Consumer Reference Group of NSW renewable energy roadmap and was awarded 2001 centennial medal for services to the community.



Carmel Franklin

Director

Carmel Franklin is a dedicated champion of consumer rights, including serving as CEO of ACT-based Care Financial Counselling for 15 years.

Carmel has extensive board experience including twelve years as Chair of Financial Counselling Australia from 2009 -2021, as Consumer Director on the AFCA board from its inception in 2018 until December 2023 and previously of the Financial Ombudsman Service Limited.

Carmel was also a member of the ACT Gambling and Racing Commission until March 2024. She is currently a member of the AFSA External Advisory Committee, Way Forward Board and the ACT Registration Standards Advisory Board.



Dr Helen Garnett
PSM, FTSE, FAICD

Director

Helen has significant corporate experience gained through directorships on government entities and ASX-listed companies in the energy, mining, agriculture and education sectors as well as entities involved in regional economic development and the arts.

Helen currently chairs Generator Property Management and is a director of Developing East Arnhem Land, The Crawford Fund, Becquerel Laboratories and Larrakia Development Corporation. Helen is also a member of our Risk and Audit Committee.



Virginia Hickey,
FAICD

Director

Virginia is a lawyer and corporate governance expert. She was previously a partner of commercial law firm, Finlaysons. She has significant experience in national regulatory environments through her previous governance positions as a National Competition Councillor, a National Transport Commissioner, and the Independent Chair of the Telecommunications Ombudsman Council. Virginia also Chairs our Reference Committee. Virginia's term concluded on 31 July 2024.



Chris Spangaro,
GAICD

Director

Chris has a background in law and public policy. He is a member of Independent Pricing and Regulatory Tribunal's (IPART) Energy Savings Scheme Tribunal Committee.

Chris is a former Senior Director of the Australian Energy Market Commission (AEMC), where he led the Retail and Wholesale Markets team addressing key aspects of consumer energy pricing and protection as well as the reshaping of wholesale market rules.

He previously worked for the NSW Independent Pricing and Regulatory Tribunal as General Manager of the Greenhouse Gas Abatement Scheme and as Manager, Water Pricing. Chris is also a member of our Risk and Audit Committee.

A summary of the Board meetings for the financial year and the number of meetings attended by the directors is provided below. This includes an additional Board meeting that was held on 30 June 2025.

Director	Meetings entitled to attend	Meetings attended
Michael Schaper	8	8
Gavin Dufty	8	8
Carmel Franklin	7	7
Helen Garnett	8	7
Virginia Hickey	1	1
Chris Spangaro	8	7

Our Board Risk and Audit Committee met four times in the last financial year and is chaired independently by Catherine Cooper, with the last meeting being done via circular resolution.

A summary of the attendance of the Risk and Audit Committee meetings by the voting members is provided below.

Member	Meetings entitled to attend	Meetings attended
Catherine Cooper	4	4
Helen Garnett	4	3
Chris Spangaro	4	3

Our Reference Committee

Energy Consumers Australia’s Board has a Risk and Audit Sub-Committee and a Reference Committee.

As set out in our Constitution, our Reference Committee acts as an advisory group to the Board on energy consumer issues. It is chaired by our Board member, Helen Garnett.

Our Reference Committee plays a key role in strengthening our engagement with other sector advocates, and now provides oversight through annual feedback on our effectiveness.

The membership during FY25 of our Reference Committee is as follows:

- Geoff Buchanan (ACT)
- Prof. Neil Horrocks (QLD)
- Jonathan Kneebone (VIC)
- Simon Moore (NSW)
- Dr Andrew Nance (SA)
- Caitlin Perry (NT)
- Asha Ramzan (NSW)
- Ciara Sterling (VIC)
- Damian Sullivan (VIC)
- Dr Phillipa Watson (TAS)

A summary of director attendance at our Reference Committee meetings is provided below.

Member	Meetings entitled to attend	Meetings attended
Michael Schaper	3	3
Gavin Dufty	3	2
Carmel Franklin	3	3
Helen Garnett	3	3
Virginia Hickey	1	0
Chris Spangaro	3	3

Financial Performance Summary

Statement of Comprehensive Income

Year Ending 30 June	2025	2024
Industry Levies		
AEMO Levies	10,306,606	9,278,710
Other Income		
Interest Earned	188,762	143,271
ACT Grant	50,000	25,000
Other Income	391,398	175,605
Total Revenue	10,936,766	9,622,586
Expenses		
Grants	2,258,331	2,597,521
Advocacy & Policy	1,491,227	1,496,226
Operational Expenses	1,170,857	1,504,001
People Expenses	4,850,891	4,077,698
Board & Committee Expenses	285,363	266,761
Total Expenses	10,056,669	9,942,207
Net Surplus/(Deficit)	880,097	(319,621)

Statement of Financial Position

Year Ending 30 June	2025	2024
Current Assets	4,456,672	2,707,941
Non-Current Assets	703,251	972,239
Current Liabilities	2,170,407	1,267,607
Non-Current Liabilities	134,904	438,058
Equity & Reserves	2,854,612	1,974,515

Statement of Cash Flow

Year Ending 30 June	2025	2024
Cash Outflow from Operating Activities	(10,186,809)	(10,307,012)
Cash Outflows from Investing Activities	(74,086)	(64,164)
Cash Outflows from Financing Activities	(236,269)	(213,800)
Cash Inflow from Operating Activities	12,197,931	10,781,846
Cash at Beginning	938,408	741,538
Cash at End	2,639,175	938,408

**The national voice for
household and small business
energy consumers**

**20
25**



PO Box A989,
Sydney South NSW 1235
T 02 9220 5500

energyconsumersaustralia.com.au