

## Board Communique: July 2019

### The Energy Consumers Australia Board met in Brisbane on 10 & 11 July 2019

#### Board Stakeholder Forum, 10 July 2019

The Board met with consumer advocates, researchers, energy company representatives, regulators, and officials from the Queensland Government for an open discussion on priority issues for household and small business energy consumers.

Rosemary Sinclair, CEO Energy Consumers Australia opened discussions with a presentation about consumer outcomes in a transforming energy system, highlighting the ongoing affordability challenges that households and small businesses are facing and the need to resist 'issue fatigue'.

Three speakers then offered perspectives on the critical link between housing and energy management and affordability:

- Kellie Caught, Australian Council of Social Service (ACOSS) – *Affordable sustainable homes for all Australians*
- Luke Reade, Queensland Council of Social Service (QCOSS) – *Shifting power: improving choice and control through energy efficiency minimum standards for rental housing in Queensland*
- Simon Every, Clean Energy Finance Corporation (CEFC) – *Financing energy efficiency housing.*

#### Board Meeting, 11 July 2019

The Board commenced the meeting by reflecting on the key themes that emerged at the Stakeholder Forum, noting:

- The importance of good housing to comfort and energy outcomes for households and small businesses, noting the additional risks that renters and other groups have faced as energy prices have increased.
- The CEFC is demonstrating through partnerships with St George Community Housing and Mirvac that more efficient housing is valued by residents and is economic – that 'better' is possible and expectations should be adjusted accordingly.
- The need for industry to tailor or 'individualise' housing solutions and energy services to the varying needs of their customers – meeting them where they are rather than passing through costs and risks that people cannot manage.

The Board also reflected on the 2018-19 year, discussing the ongoing affordability challenges that households and small businesses are facing, the progress of the reform agenda and Energy Consumers Australia's activities.

The Board then considered several governance matters including the appointment of the next Reference Committee for the period July 2019 to June 2021. Interest in the Committee was significant, with strong applications received from residential and small business consumer advocates, academics, consultants, industry and new tech innovators. The Board is working through the appointment process and an announcement will be made when the process is completed.

The Board wishes to thank the outgoing Committee for their significant and valued contribution during their 2017/19 term. The Committee is an important mechanism for providing the Board with advice on consumer issues across each national energy market jurisdiction.

The Board also met with members of the Energy Queensland Board and senior executive team to discuss the cultural change in the sector and the role the Energy Charter can play in delivering better outcomes for its customers.

Please do not hesitate to contact the Director Governance and Corporate, on 02 9220 5500 or [executive@energyconsumersaustralia.com.au](mailto:executive@energyconsumersaustralia.com.au) if you would like to discuss the Communique further.