

Board Communique: November 2019

The Energy Consumers Australia Board met in Adelaide on 7 November 2019

Board Stakeholder Forum 6 November 2019

The Board met with consumer advocates, researchers, energy company representatives, regulators, and officials from the South Australian Government for discussion on priority matters for household and small business energy consumers.

Rosemary Sinclair, CEO Energy Consumers Australia, opened discussions with a brief update on current issues and ECA's priorities around affordable, individualised services from an optimised energy system to meet the needs of consumers.

A diverse panel focused discussion on innovation with the theme *Bridging the gap - technology, innovation and consumers*.

- Dr Stephen Berry, Research Fellow, Renewable Energy and Decarbonisation, University of South Australia
 - Improving outcomes for consumers through more efficient homes and renewable resources.
 - The intersection of engineering, policy and people and how to develop solutions that work.
 - The feedback from people living in Net Zero homes.
- Craig Walker, Senior Policy Officer, Energy and Technical Regulation, Department for Energy and Mining (SA)
 - The role that standards can play in making appliances smarter and ensuring they work for people.
 - How standards are set and how stakeholders can have a say.
- Jelena Dodic, Principal Consultant and Head of Research, Forethought
 - What consumers are telling us about the role of energy in their lives, now and in the future.
 - How do we have a conversation with consumers about what 'better' looks like?
- Scott Oster, Director of Projects, Clean Energy Transition
 - What is a Virtual Power Plant and what does it offer for consumers?
 - How do we design energy services and systems that work for people?
 - Roles and responsibilities in a changing energy system.

Board Meeting, 7 November 2019

The Board commenced the meeting by reflecting on the key themes that emerged at the Stakeholder Forum, noting the similarity to work underway at the International Energy Agency through the Users Technical Collaboration Program (TCP) which also focused on the role consumers are playing in the energy sector. IEA created Users TCP because people use technologies to convert energy into the services they want. To do this, technologies must be useable, and their services must satisfy user needs. This 'socio-technical' approach is becoming more and more central to policy making and lies at the heart of the work of the collaboration.

The Board also discussed the Program for Foresighting Forum 2020 (FF20), which will be held 19-20 February 2020 on the theme of a consumer vision for future energy services. Discussions at FF20 will be informed by new national research that asks consumers about their experience in the market now, and their expectations for 'better' over the long-term.

The Board then dealt with a number of governance matters.

AGM, 7 November 2019

Energy Consumers Australia held its Annual General Meeting. The meeting considered the 2019 Annual Report, Directors Report and Audited Financial Statements. The meeting was attended by ECA's Member, Hon Dan van Holst Pellekaan MP, the South Australian Minister for Energy and Mining.

Reference Committee 7 November 2019

The Board held the first meeting of the Reference Committee appointed for the July 2019 – June 2021 period. The meeting was largely introductory with an opportunity for members to share their areas of expertise, interests and current priorities with the Board.