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Media Release

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Energy Charter signatories' first disclosures about consumer outcomes published

The Energy Charter Independent Accountability Panel today published the [disclosures](#) by Energy Charter signatories about their performance serving their customers in 2019.

The disclosures will be assessed by The Energy Charter Independent Accountability Panel, which will publish an evaluation report on 29 November 2019.

The Energy Charter provides signatories across the whole supply chain – generators, networks, retailers and new energy services providers – with a new consumer-orientated framework to support the cultural transformation of the sector.

The CEO of Energy Consumers Australia, Rosemary Sinclair AM said consumers and the community were looking for leadership from energy companies to improve affordability and deliver the services they need at a time of great change.

“The CEOs that have signed up to the voluntary Energy Charter disclosure regime have recognised the concerns of consumers and made a significant commitment on behalf of their companies and the sector to do better for the community and re-establish trust.

“The first disclosures published today are a major milestone, providing a new window into the culture of the energy sector, and what needs to change to address the significant affordability challenges households and business are facing.

“The signatories are now entering a period where they can demonstrate in an open and honest way how they are ‘walking the talk’.

Ms Sinclair encouraged members of the public and stakeholders to read the disclosures and make their voice heard in the Independent Panel’s public consultation process.

“We encourage households and businesses to participate in the Independent Panel’s [public consultation process](#) to ensure the issues that matter for consumers are front and centre.”

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