



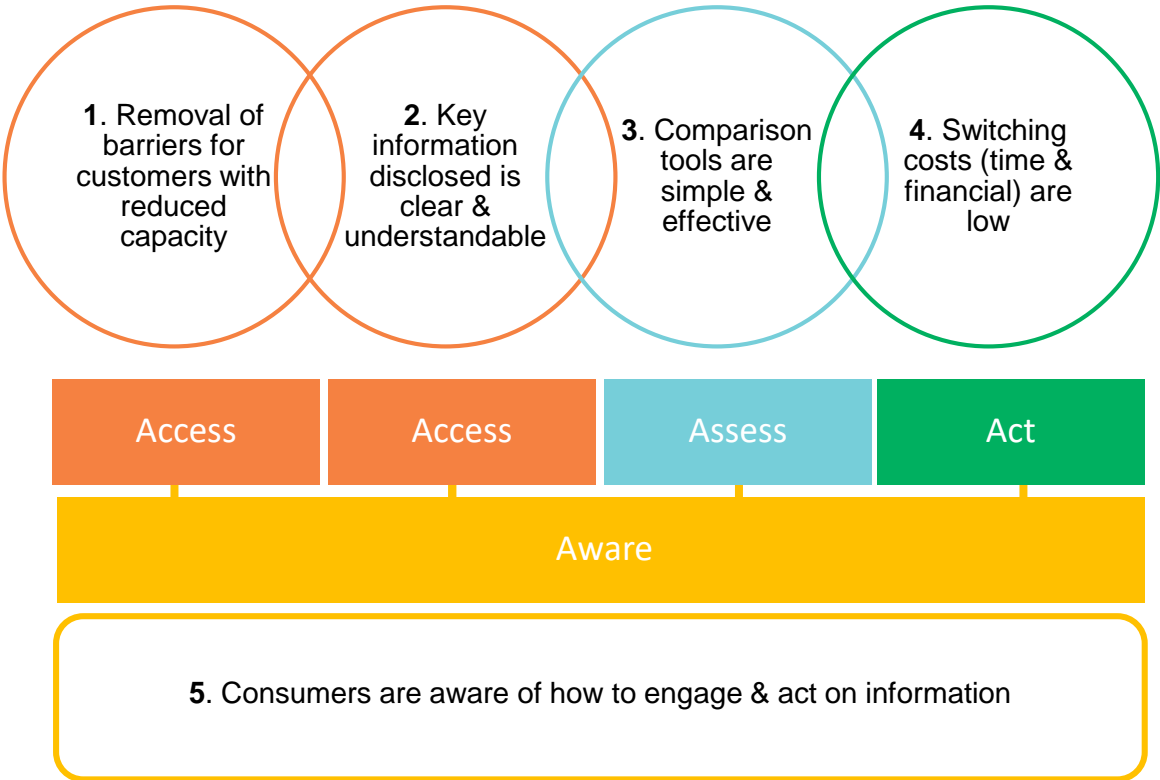
# Improving outcomes from consumer engagement – Five preconditions

*Energy Consumers Australia  
Foresighting Forum 2018*

Lauren Solomon



# Conceptual framework - Five preconditions of effective consumer engagement



Reflecting a shift towards a more integrated approach to policy & regulatory intervention.

Acknowledges engagement is both about information *AND* behaviour.