



## What Does it Mean to Put Consumers at the Heart?

### SACOSS ENERGY, WATER AND TELCO CONFERENCE

#### **Tony Smith, UK Consumer Council for Water**



Tony is Chief Executive of the Consumer Council for Water. His early career was in strategy and marketing, implementing business turnarounds in oil, aerospace, automotive and fast-moving consumer goods businesses.

Later Tony joined the utility sector where he has worked at senior level in electricity and as a director in the water industry and the rail sector. During his career in the utilities, he has led corporate strategy, corporate services and stakeholder relations, customer service, investment programme and PFI procurement and delivery and competitive market business development.

#### **Hon Dan van Holst Pellekaan MP, Minister for Energy and Mining**



Hon Dan van Holst Pellekaan MP is South Australian Minister for Energy and Mining. Minister van Holst Pellekaan was elected to Parliament as the Member for Stuart in 2010. He was promoted to the Shadow Cabinet in 2011 and has held the Energy and Mining portfolios since June 2014.

After his re-election at the 2018 State Election, he was sworn in as Minister for Energy and Mining in the Marshall Liberal Government.

Minister van Holst Pellekaan started his working life as a labourer before playing four seasons in the National Basketball League and at the same time gaining a Bachelor of Economics. He then spent ten years with BP Australia before entering the small business sector as a shareholder and operator of Outback roadhouses for seven years. This was followed by three years developing cycle tourism in the Southern Flinders Ranges immediately before entering Parliament.

Minister van Holst Pellekaan's electorate extends from Kapunda at its southern end, all the way up to the NT border. It heads east to the NSW border. It includes the Mid North agricultural region, all of the Flinders Ranges and the vast north-east pastoral region surrounded by the Northern Territory, Queensland and New South Wales. The regional city of Port Augusta is its main population centre.



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#### **Andrew Staniford, Australian Gas Infrastructure Group**



Andrew Staniford is Chief Customer Officer with Australian Gas Infrastructure Group (AGIG). He manages AGIG's customer team, including customer experience and marketing for the distribution business. He is also responsible for AGIG's IT strategy which is being evolved to provide improved service to all AGIG customers both internal and external.

Andrew has over twenty years' experience in the energy industry, primarily in the areas of energy policy, regulation, business development and customer service. He has worked previously for Origin Energy (network regulation) and the South Australian Government (energy reform and policy).

#### **Ben Wilson, Australian Gas Infrastructure Group**



Ben Wilson is Chief Executive Officer of Australian Gas Infrastructure Group, which comprises Dampier Bunbury Pipeline, Dampier Development Group, Multinet Gas, and Australian Gas Networks. Together these represent one of Australia's largest gas infrastructure businesses, active nationwide, with 2 million distribution customers, 3,500 km of transmission pipelines, and 34,000 km of networks. AGIG recently developed the Tubridgi gas storage project in northern WA and is partnering with the SA government on Australia's largest renewable hydrogen project, Hydrogen Park SA. Ben became CEO of

AGN in 2015 and of AGIG in 2017.

Previously, Ben was the Director of Strategy and Regulation and Chief Financial Officer at UK Power Networks (UKPN), a large electricity distribution company in the UK with 8 million customers. At UKPN Ben's responsibilities included negotiating UKPN's 2015-2023 price control under Ofgem's RIIO framework, and UKPN's Business Transformation Program. Before joining UKPN in 2011, Ben was a utilities investment banker for fifteen years, working in Europe, Asia and Latin America, most recently at Deutsche Bank.

Ben is a Director of Energy Networks Australia and is Chairman of the ENA's Gas Committee.

Ben has a Bachelors Degree in Natural Science from Cambridge University in the UK.



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#### **Dave Woodmore, SA Water**



Dave Woodmore is SA Water's CX Design and Delivery Lead and is responsible for reviewing, optimising and designing new processes at the customer interface to improve the service experience for SA Water's customers. With a Bachelor of Engineering, Dave has had a successful career in the UK and Australia.

Before joining SA Water four years ago, Dave worked in continuous improvement roles at Clipsal and Bureau Veritas in addition to his 20 years' experience in design and development within the UK aerospace industry. He brings this expertise and his continuous improvement mindset to multiple customer-focused projects across SA Water.

#### **Gabby Sundstrom, Thriving Communities Partnership**



Gabby has over 10 years' experience in transformational change and managing programs within corporates, and in partnership with government and community sectors. She is passionate about improved societal outcomes and has experience implementing initiatives that create better support for people experiencing financial difficulty in the energy sector.

Gabby joined the Thriving Communities Partnership in October 2018 and is leading the breakthrough project on the One Stop One Story Hub. A digital solution which will bring access to the support offered across sectors and industries to one central place, allowing people to tell their story only once.



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#### **Gavin Dufty, St Vincent de Paul Society**



Gavin currently works for the St Vincent de Paul Society Victoria (Vinnies) managing the policy and research unit. His work focuses on undertaking research and policy evaluation on issues affecting households. Gavin has a particular interest and expertise in domestic utility costs and associated concessions.

The work Gavin undertake is informed by the day to day experiences of the activities of members and volunteers of the Vinnies.

Gavin is a member of a number of Industry and Government consultative and working groups including, The Victorian Government Ministerial Advisory Committee on Smart Meters; Consumer Affairs - Working Together Advisory Committee; Citipower / Powercor Customer Consultative Committee ; Australian Energy Regulator - Customer Consultative Committee; Australian Energy Market Operator - Energy Market Leaders Forum and AGL Energy - Customer committee.

Gavin was awarded a Centennial Medal in 2001 for Services to the Community.

#### **Greg Ogle, South Australian Council of Social Service**



Greg Ogle is Senior Policy Officer for the South Australian Council of Social Service (SACOSS) and leads policy and advocacy work around digital inclusion, cost of living and economic issues.

He has published reports on telecommunications affordability for SACOSS and the Australian Communications Consumer Action Network (ACCAN), is part of the Australian Digital Inclusion Alliance.

Greg led the campaign this year which saw all major parties in the South Australian election adopt digital inclusion policies.

He has a PhD in political economy, a background as an environmental campaigner, and has been with SACOSS for eight years.



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#### Jim Cox PSM, Australian Energy Regulator



Jim Cox has been a State-Territory member of the Board of the Australian Energy Regulator since September 2013.

Jim was previously full-time member of IPART from 1996 to 2013 and Chief Executive Officer of IPART from 2004 to 2013. Jim has held positions with the Reserve Bank of Australia, the Department of Prime Minister and Cabinet, and the Social Welfare Policy Secretariat of the Department of Social Security. He was a Principal Economist at the Office of the Economic Planning Advisory Council between 1986 and 1989, and between 1989 and 1992 was a consultant to the NSW

Cabinet Office. Jim was Principal Adviser to the Government Pricing Tribunal of New South Wales from 1992 to 1996 and a member of the Tribunal from 1996 to 2013. He was Acting Chairman of IPART during 2004, 2009-10 and 2011.

Jim was a visiting fellow at Monash University during 1985 and assisted the New Zealand Government with social policy changes during the early part of 1991.

Jim has written extensively on economic and social policy issues. This work has been published by, among others, the New Zealand Business Roundtable and the Centre for Independent Studies. He was awarded the Public Service Medal in the Australia Day honours list in 2011 for outstanding public service to IPART.

Jim has an honours degree in economics from the London School of Economics and a master's degree in economics and econometrics from the University of Essex.

#### John Stanton, Communications Alliance



John Stanton is a seasoned communications industry executive with more than 25 years of experience, who joined Communications Alliance as CEO in early 2010.

John is also Chairman of the Executive Council of the IoT Alliance Australia (IoTAA) – a collaboration of more than 150 companies and stakeholders from academia, Government and the consumer sector, dedicated to harnessing the opportunities of the Internet of Things for the Australian economy.

From 2006-2009 John was Chief Executive Officer of ASX and NZX-listed telecommunications carrier, People Telecom. Under his leadership, People Telecom became profitable and was recognised as Australia's Best Regional Service Provider in the Australian Telecom Awards 2007. In early 2009 the Company was sold to M2 Telecommunications.



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Mr Stanton joined Telstra in 1992 following the merger with OTC, where he was Manager of Public Affairs. From 1992-1999 Mr Stanton held a number of roles with Telstra, including Managing Director of Payphones and Card Services and General Manager, Americas & Satellite Arrangements. From 1996-1997 he was Chairman of the Intelsat Board.

In his early career, Mr Stanton worked as a political journalist for The Australian newspaper and as a press secretary and adviser to the Australian Minister for Telecommunications and the Minister for Foreign Affairs and Trade.

#### **Roger Marshall, Essential Energy**



Roger brings experience in stakeholder engagement, integrated digital communications, customer service, public relations and marketing communications to the rapidly evolving energy sector based on a career that spans Australia, Asia and the UK.

As Head of Stakeholder Engagement at Essential Energy, he balances social licence with business culture and performance by delivering clear, deliberative, 'outside-in' engagement strategies to inform business decisions across a variety of communities, stakeholder audiences, opportunities and issues.

In November 2018, Essential Energy collected the Energy Consumers Australia and Energy Networks Australia Consumer Engagement Award for its ongoing approach to stakeholder engagement on energy affordability, reliability, service and innovation.

#### **Ross Womersley, South Australian Council of Social Service**



Ross has had an extensive involvement in community services over many years and is driven by the idea that we live in a community in which everyone is included and has access the good things in life. He is the CEO of the South Australian Council of Social Service (SACOSS) – the peak body for the non-government community and health sector leading the fight against poverty.

Ross has filled many roles including as a manager, advocate, teacher, leader, evaluator, mentor and consultant. He has served on a range of Boards and committees, has been deeply involved in both training and the evaluation of human services, and has a formal background and qualifications in Psychology.

Ross continues to deepen and extend his understanding of many of the issues he has always been passionate about, including the social determinants of health, as he works to assist SACOSS fulfill its aspirational vision - that there is justice, opportunity and wealth for all South Australians.



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#### Stacey Mattson



Stacey is a single parent, raising a 17 yr old, casually employed with Helping Hand Aged Care as a Community Care Worker. She has almost finished a Social Sciences degree at the University of Adelaide.

Previously, Stacey worked as a qualified chef. The unfriendly family hours and rising child care costs led to the decision to change careers.

She is committed to a future in social research and identifying ways to improve lives, health and wellbeing in our community. Key areas of interest are older populations, LGBTI+ inclusion, single parent experiences, cultural traditions, equity and equality for everyone.

Stacey has a firm understanding of the challenges faced by working low income earners and the consistent struggle to balance low wages with increasing expenditure.

#### Teresa Corbin, Australian Communications Consumer Action Network



Teresa Corbin is a co-founder and now CEO of ACCAN, Australia's peak body for communications consumers. She has many years of experience working in telecommunications policy both in Australia and internationally. Teresa is a director on the Board of the International Telecommunications Users Group (INTUG).

In Australia she currently sits on several bodies including the ACMA Consumer Consultative Forum and she chairs Standards Australia's Consumer Policy Committee. In 2015, she was awarded the Charles Todd Medal by the Telecommunications Society for having made an outstanding contribution in recent years. Teresa holds a Bachelor of Arts with a major in Linguistics from La Trobe University and is a Member of the Australian Institute of Company Directors.