



AUSTRALIAN  
ENERGY  
REGULATOR

# National Consumer Roundtable on Energy - AER achievements, focus and challenges

**Sarah Proudfoot**

**27 June 2019**

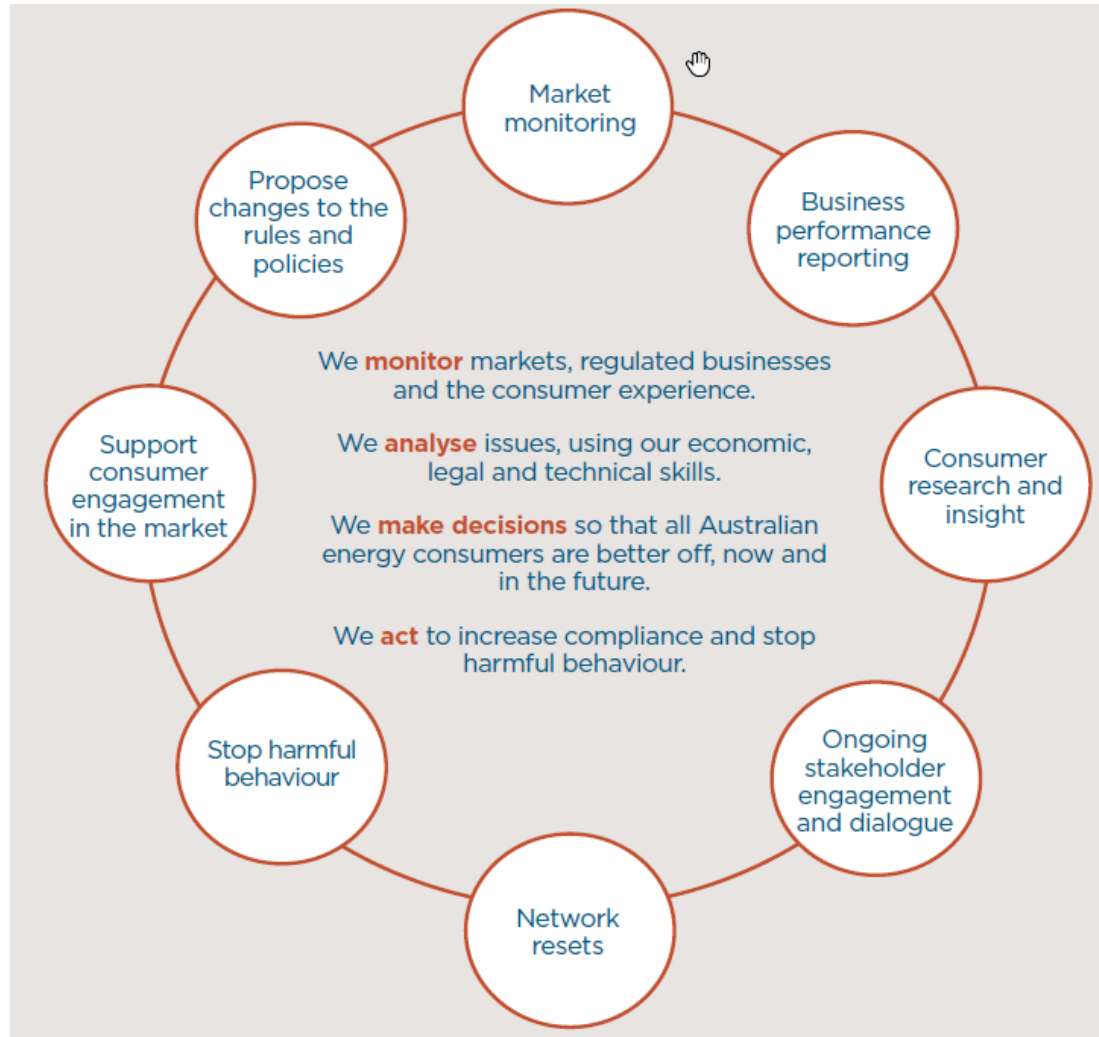
[aer.gov.au](http://aer.gov.au)

# AER strategic objectives

Strategic objectives which drive our annual work program are:

- Drive effective competition where it is feasible
- Provide effective regulation where competition is not feasible
- Equip consumers to participate effectively, and protect those who are unable to safeguard their own interests
- Use our expertise to inform debate about Australia's energy future, the long-term interests of consumer and the regulatory landscape
- Take a long-term perspective while also considering the impact on consumers today

# Achieving our objectives



# (Some) Achievements

- Determinations
  - DMO
  - NSW remittals and decisions
- Guidelines
  - Hardship
  - Rate of Return
- Innovation and engagement
  - New Reg
  - CCP sub-panels, approaches
- New structure

# The year ahead – our focus

- Compliance and enforcement
  - Confident and assertive – revised Statement of Approach
  - C&E priorities
- EME redevelopment
- Reporting and data
- Active policy engagement
- New (potentially bigger) Board
- Consumers
  - CCP and CCG reviews
  - Research and insights
  - How we work

# More collaborative & consumer-centric

While maintaining the fundamental principles, we are evolving the way we regulate:

- Working more collaboratively and engaging with energy businesses earlier in the process.
- Putting consumers at the heart of decision making.
- Identifying key points of disagreement early and working together to resolve them.
- New Reg seeks to achieve the above.



# Challenges, questions, comments...

