



**Australian Government**  
**Department of Industry**

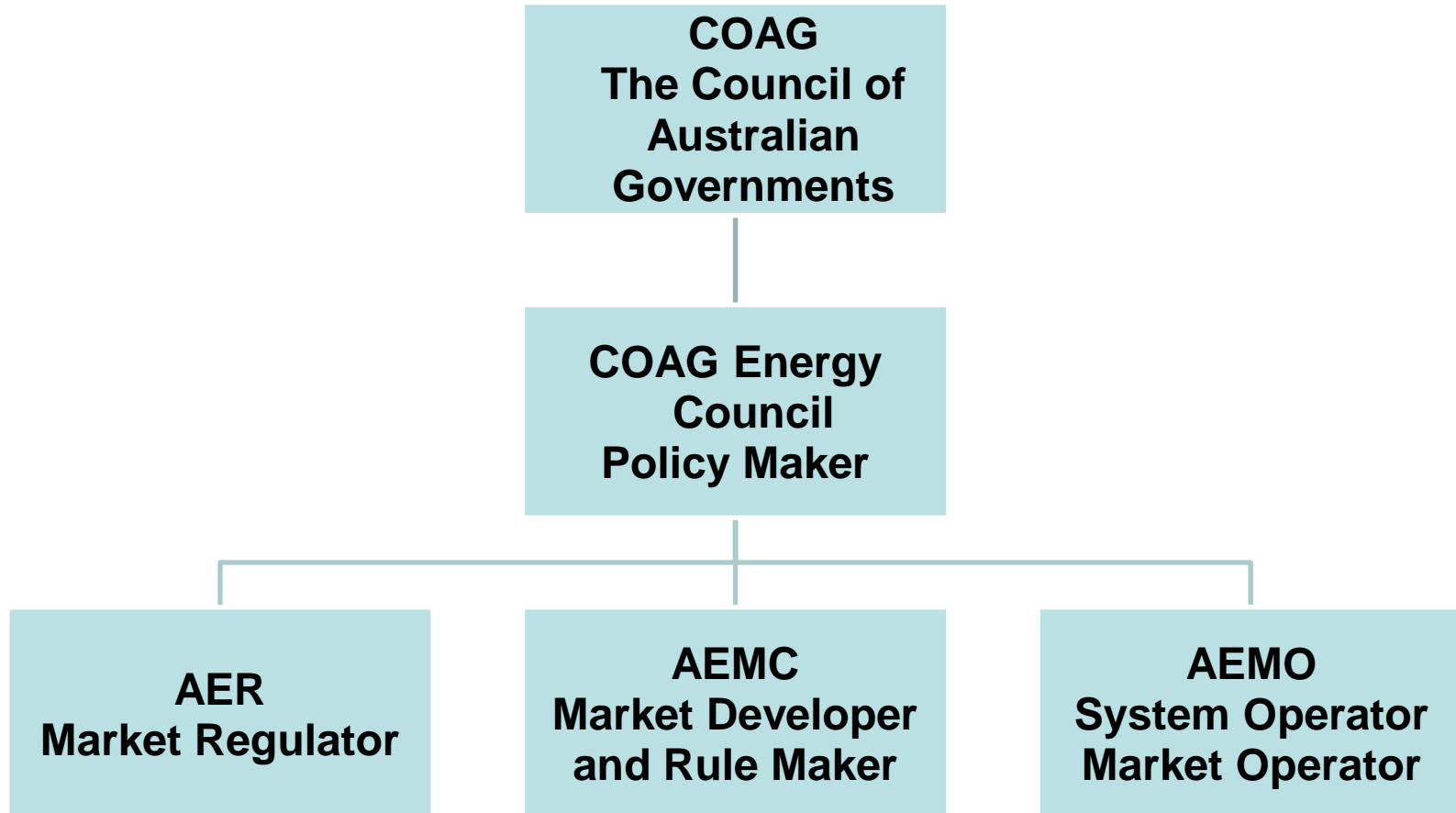
# **Consumer engagement in regulatory decision making**

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# Energy Market Institutions



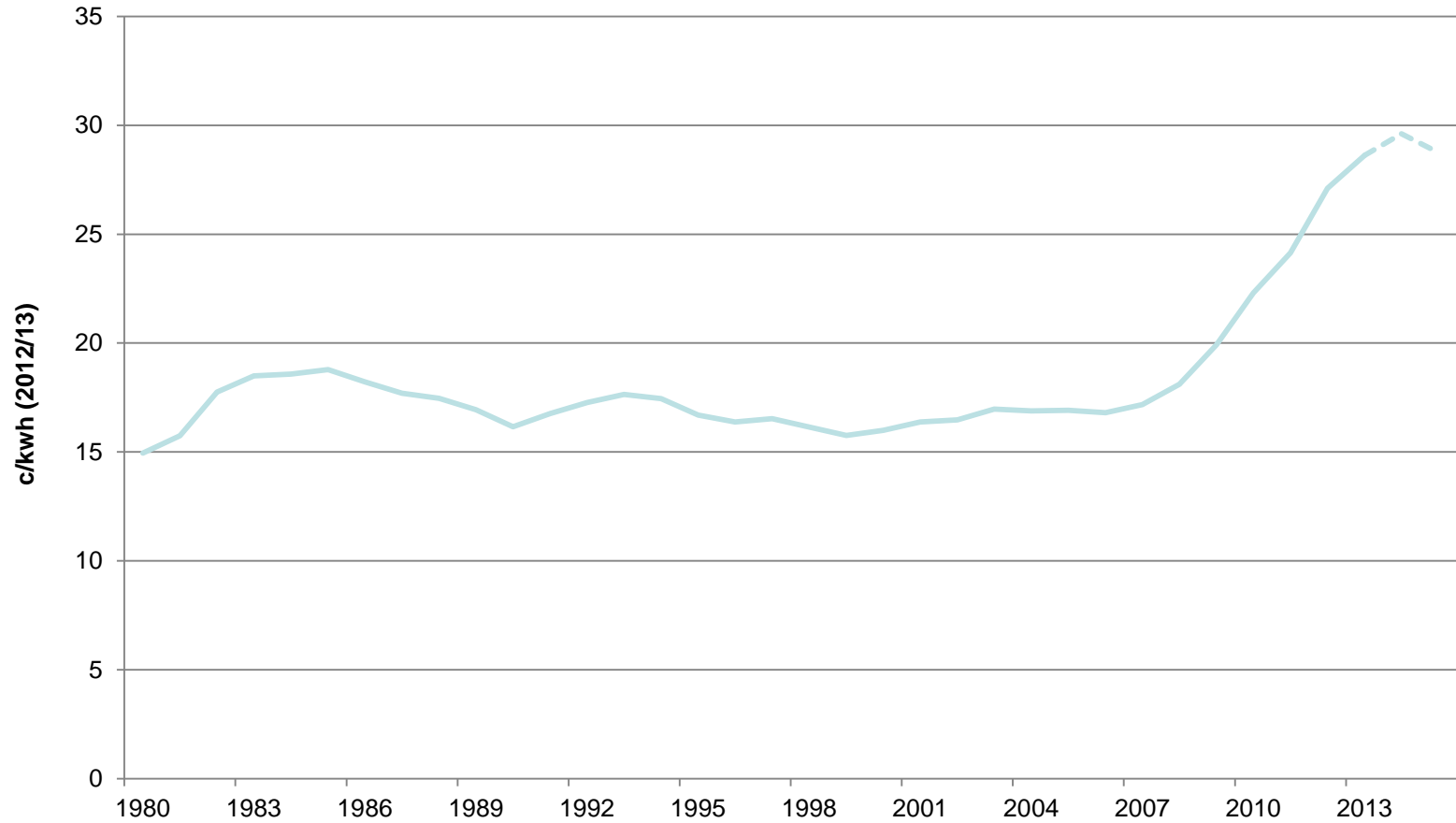


# Objective in national energy laws

*‘...to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers...’*



# Electricity price trends (real)





Strong, balanced & proactive voice for Australian energy consumers:

- Input into regulatory and energy market reform activities
- Liaison, communication & collaboration role with consumers and consumer advocates
- Building national and jurisdictional capacity through research & knowledge development
- Liaison with energy market participants, market bodies, governments and energy ombudsmen.



- Limited Merits Review
  - Re-inforced central role of 'long term interests of consumers' in reviewing regulatory decisions
- Consumer Challenge Panel
  - Central role for consumers in regulatory determination processes
- Network Planning and Expansion
  - Annual planning reports, demand side engagement plans, regulatory investment tests
- Consumer engagement guidelines
  - Principles & outcomes for network engagement processes
- Demand side reforms
  - Empowering consumers, enhancing competition & optimising DSP to achieve efficient outcomes