



# Human-centred regulation

ACCC AER Reg Conference

May 2023



# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the Land on which we meet today and pay our respects to their Elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today.



## The Energy Charter

A unique coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.



## Co-designed + CEO-led

Co-designed by customer representatives (residential, small and large business) in 2019.

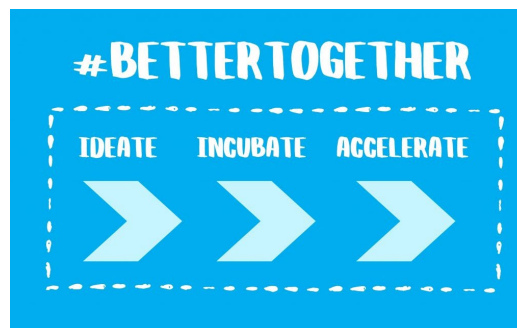
The Energy Charter is a world-first CEO-led commitment to five key customer and community principles.

It is led by 22 CEOs from across the electricity and gas supply chain in all States and Territories across Australia.

## #BetterTogether

CEO commitments are brought to life through the **#BetterTogether initiatives** – collaborative initiatives codesigned through an innovation framework, which are focused on delivering better outcomes for all Australians.

Priority #BTs announced on rolling basis.



## Accountability + Transparency

### Accountability Process

- Annual disclosure with maturity assessment and how signatories are meeting their commitments to customers and communities,
- CEO engagement with Customer Councils to get feedback
- Forward commitments for continuous improvement
- Annual Energy Charter disclosure on #BetterTogether collaboration, maturity and strategic customer priorities.



Knock to Stay Connected  
Customer Code



# Knock to Stay Connected Customer Code

- Launched May 2023
- Nationally consistent, customer-led approach aimed at keeping customers connected to their energy
- In line with human-centred design approach, customer groups, community organisations, energy retailers and networks work together to:
  - Co-design the Customer Code
  - Hand deliver information to customers on where they can get support to keep their energy on
- National trials have demonstrated that up to 60-80% of disconnections can be avoided through this human-centred approach

**You are not alone. Help is available.**

Many people find it tough to make ends meet at times. If you are finding it hard to pay your energy bills, here is what you can do to stay connected and get the support you need to get back in control.

**What should you do first?**  
Contact your energy retailer.  
How can this help?  
If you are having trouble paying your bills, contact your retailer straight away. They will help you from having your electricity disconnected. Your retailer is required to help you set up or change a payment plan. You can also ask to be put on a hardship plan, which you should be offered.

- Review payment options
- Help getting on a better energy plan (if applicable)
- Ask to turn energy off
- Information about what government supports are available

**What can you do next?**  
Contact an Energy Accounts Payment Assistance (EAPA) provider.  
How can this help?  
The EAPA services can give advice helping you pay your energy bills and get back in control. You can find nearby EAPA providers at [www.energyassist.org.au](http://www.energyassist.org.au) or your retailer's website.

**Use the Benchmarking Cost of Living service.**  
How can this help?  
The Cost of Living service can help you explore the full range of rebates and assistance programs offered by the NSW Government. Phone 13 77 88, find the service online at [www.benchmarkingcostofliving.org.au](http://www.benchmarkingcostofliving.org.au) and your nearest Service NSW Centre.

**Contact Energy and Water Ombudsmen NSW (EWON)**  
How can this help?  
If you have an issue with your electricity retailer that you can't resolve, EWON provides free and fair dispute resolution. Contact 180 000 000 or [www.ewon.nsw.gov.au](http://www.ewon.nsw.gov.au).

**Speak to a financial counsellor on the National Debt Helpline**  
How can this help?  
The National Debt Helpline provides free and confidential financial advice to help you work any debt problems you might have. Contact the service on 1800 007 007 or visit [www.ndh.org.au](http://www.ndh.org.au).

# Knock to Stay Connected Customer Code

The Customer Code aims to:

1. Highlight clear commitments to customers by providing them with support to help them avoid energy disconnection
2. Build better practice guidelines on how to implement Knock to Stay Connected across energy networks and retailers to ensure better customer outcomes
3. Develop national consistent business processes and sustainable support
4. Standardised measurement of customer impacts and outcomes
5. Implement independent governance and accountability mechanisms to foster an ongoing community of organisations and customer representatives to share better practice (Customer Code Council).

**Public Interest Advocacy Centre** is conducting a customer-focused review of the Customer Code and disconnections at the end of this year. Customer Code review after 12 months.

## National Customer Code

*Knock to Stay Connected*



Knock to Stay Connected Customer Code - a nationally consistent, customer-focused approach to help keep customers connected to their energy. This Customer Code is supported by the [Energy Charter](#) as a [Priority #BetterTogether Initiative](#).





## The Energy Charter.

**Empowering one another  
to deliver better energy  
outcomes for all.**

