

18 July 2013

Dear Stakeholder

**Invitation to participate in consultation on the Draft *AER Stakeholder Engagement Framework***

The Australian Energy Regulator (AER) recognises that the decisions we make and the actions we take in performing our regulatory roles and other activities affect a wide range of individuals, businesses and organisations.

While the AER has always engaged with the stakeholders impacted by our work, we are committed to improving the quality of our engagement.

Our vision is for our stakeholders to have a high level of engagement with us across the full range of our functions. To achieve this, we recognise that our stakeholders need to trust that their input will be valued and, importantly, that the regulatory process can deliver outcomes that reflect their needs and interests.

The *AER Stakeholder Engagement Framework* (Framework) works towards this vision by providing a structure that allows us to transparently, meaningfully and consistently consider stakeholders' needs and interests in our activities, including those processes through which we reach decisions.

The Framework will be a public document that articulates the principles that guide our engagement approach. It will recognise that different levels of engagement are appropriate, depending on the issue, and clearly establish what our stakeholders can expect when they engage with us.

While the *Framework* relates closely to our engagement with energy consumers, the principles and practices are intended to cover our interaction with energy businesses, policy bodies, regulators and groups with a stake in our activities and decisions.

We are seeking stakeholder feedback on the draft Framework by 30 August 2013.

We are particularly interested in your views on the issues below.

- Does the Framework cover the appropriate range of AER activities and stakeholders affected by the AER's activities and decisions?
- Are the proposed principles relevant and appropriate to the AER's activities, in particular given the considerable complexity of many of the regulatory and economic issues that make up the AER's work? Are there additional or alternative principles that should be included?
- Are the commitments included under each principle relevant and appropriate? Are there additional actions we could undertake that would assist us to embody the principles in our engagement activities?
- Are there additional engagement 'tools' we could include in the engagement spectrum?
- We propose to review the Framework after three years. Is this an appropriate timeframe?
- What measures could the AER use to evaluate our engagement?
- Are there any other issues we should consider?

We appreciate your assistance and look forward to your response.

Yours sincerely



Andrew Reeves  
Chair  
Australian Energy Regulator