

Summary of key points from meeting with staff from Australian Energy Council on 24 November 2016

- Feedback from retailers about engagement with the AER has been positive
- Feedback from generators is that engagement with the AER is increasing
- Main suggestions are for the AER to:
 - ensure that surveys to measure the effectiveness of engagement are timely (ie shortly after the event while the details are still fresh in participants' minds)
 - look at increasing media presence when important events occur
 - send embargoed copies of reports to relevant stakeholders so they can be better prepared to make meaningful comments when these reports make the news
 - consider how stakeholders use the information the AER provides and tailor it accordingly. For example, when making similar decisions simultaneously provide a single document which shows how they compare to reduce duplication for both the AER and its stakeholders