

## **Summary of key points from a telephone conversation with members of the Customer Consultative Group (CCG) on 20 October 2016**

- Suggestions were for the AER to:
  - be clear and transparent about its role and intent for each process (i.e. where each engagement fits on the spectrum) to help shape the engagement and manage stakeholder expectations
  - make sure that its explanations of how stakeholder input was considered in AER decision-making include the issues that stakeholders told it were most important
  - redirect stakeholders whose feedback is not in the scope of the AER's proposed work
  - continue to do some tailoring of information but the AER should also be able to expect that people participating in AER processes have some minimum knowledge threshold - will sometimes be up to particular interest groups to write more tailored information for their members
  - create a repository of useful background explanatory documents on the AER website and supplement this with classes
  - vary its approach depending on whether the AER is trying to provide information to its stakeholders or gather information from them