

Summary of key points from telephone conversation with staff from Energy Consumers Australia (ECA) on 2 December 2016

- AER's Stakeholder Engagement Framework appears to cover all the bases. It is appropriately high level and underpinned by flexible IAP 2 methodology
- Framework could be enhanced by outlining why engagement is important and the reasons why the AER wants to engage with stakeholders
- To help improve its understanding of consumers the AER could
 - indicate in issues papers where it would like more information
 - talk to retailers and look at research about customer data trends (eg segmentation of customers)
- An issue around tailoring of information is the extent to which it is the AER's responsibility. Documents should be understandable to those groups that have the fewest resources to interpret them (such as consumer groups)
- The AER is a regulatory, not a policy body. But the AER can demonstrate leadership by commenting on issues which affect its ability to interpret and/or enforce the rules or where it sees gaps in the regulatory system
- The AER may also able to encourage more collaboration between stakeholders
- Consumer groups find opportunities to engage with industry groups at AER events very useful