



AUSTRALIAN
ENERGY
REGULATOR

Stakeholder Engagement Framework

Workshop 23 February 2017

Session 2 – The Framework

The Framework

- Do we need it?
- Is it fit for purpose?
- How relevant is it?
- What needs to be in it?
- What can be dealt with in other ways?

AEMO Stakeholder engagement...



The Australian Energy Market Operator's (AEMO) – commitment to you

Our commitment is to work with you to deliver energy security for the long term interests of all Australians.

Our role

As Australia's independent energy markets operator, we operate, develop and plan the Australian energy markets and power systems, to deliver energy security for all Australians.

We commit to:

- Being impartial, balanced, open and thorough.
- Clearly stating our intention when we engage with you – whether we are directing, informing, involving, or collaborating.
- Clearly setting the engagement objective – what is the problem we are trying to solve, why and by when?
- Consulting on engagement methods and timing.

	DIRECT	INFORM	INVOLVE (CONSULT)	COLLABORATE
GOAL	To direct you to take specific actions.	To provide you with balanced, impartial and thorough information to keep you informed.	To seek your views, ideas and concerns regarding a position or course of action.	To partner with you to solve a specific problem or develop an idea.
PROMISE	We will only direct in accordance with the law. We will be clear about why we are directing, what you need to do, and by when.	We will be open and timely – keeping you informed.	We will keep you informed, listen to, and provide feedback on ideas and concerns, and encourage your input.	We will seek direct input, advice and ideas, and work directly with you to solve the problem or develop ideas.
EXAMPLE	A direction or instruction under energy laws or market rules, by written notice or a phone call.	Market information and notices, publications, general communications.	Forums, workshops, surveys, face-to-face discussions, formal consultation process.	Working groups and teams.

What you can expect from us

We will:

- Be open and honest.
- Respect your organisation's interests.
- Listen, enquire, and engage in constructive and informed debate, appreciating different views and ideas as an opportunity to understand new perspectives.

How you can help us

Please help us to provide the best services by:

- Providing us with complete and accurate information within agreed timeframes.
- Participating honestly and constructively in AEMO's engagement activities.
- Let us know where you think we can improve.

Our approach aligns with AEMO's values: stakeholder-focused, accountable, one team, and pride and passion.

We welcome your feedback

Your feedback is important to us and helps us improve our services and products. To provide your feedback email supportsub@aemo.com.au or call 1300 234 600.

Implementation

- How effectively is it being implemented?
- Consistency
 - Is the Framework being applied consistently?
 - Is there an argument for different approaches to accommodate the range of AER work (proportionate engagement)?
- Duplication (within and outside the AER)
 - Minimising drain on stakeholder resources
- Are the outcomes being sought clear?

An alternative approach

Example: UK Sustainability First uses overarching objectives

- Legitimacy
 - to give stakeholders a voice in decision-making
- Consumer outcomes
 - to address market failures & inform thinking on how to deliver more efficient, innovative & value for money services
- Cultural
 - Influence behaviour and culture change in the energy sector, i.e. helping customers and companies actively engage

Is this an approach we should consider?

Measurement

- How should we monitor and report on our engagement activities?
 - Measure against expectations (matrix)
 - Submissions template to formalise input – consideration – decision chain
 - Biennial surveys
 - Exit surveys
- Who does it well?

Recap: break out questions

- The Framework: Do we need it? It is relevant? What should be included in it?
- Would a shorter document be more useful?
- How effectively have we implemented the existing Framework?
- Should we consider alternative approaches, like including overarching objectives? What would this add?
- How should we monitor and report on our engagement activities? Who does it well?

Finally....

