

Putting Humans at the Heart of the Energy Transition

ENERGY CHARTER DISCLOSURE 2024

A one-of-a-kind, CEO-led coalition of energy organisations united by a shared passion and purpose: delivering for customers and empowering communities in the energy transition.





Contents

03

About us

07

Timeline

04

Our Customers +
Communities

08

Putting Humans
at the Centre

05

Messages

09

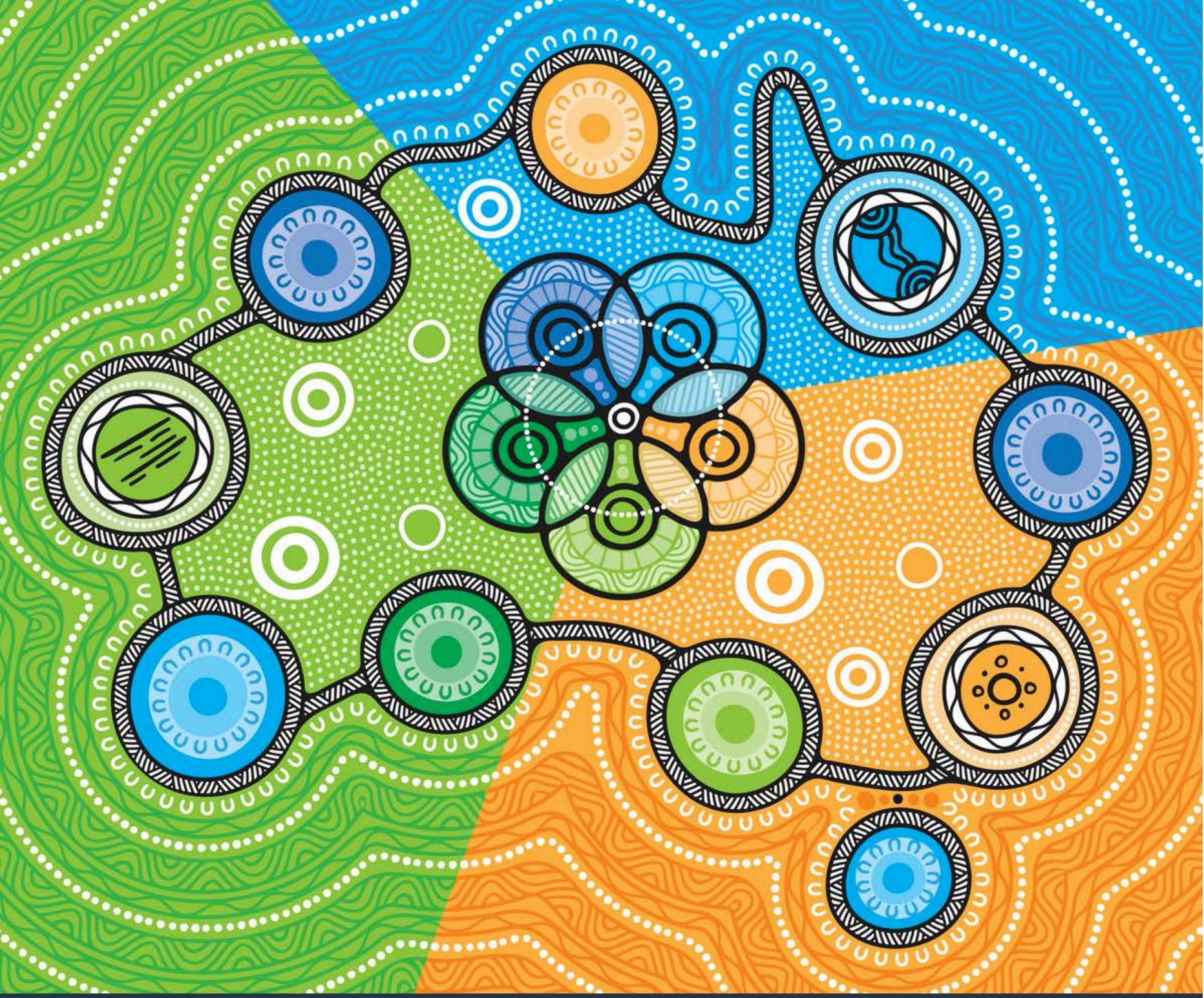
#BetterTogether
Initiatives

06

Collaboration
Highlights

19

Recalibration of our
Maturity



Acknowledgement of Country

We proudly acknowledge the Traditional Custodians of the land on which we work and live and pay respect to their Elders, past and present. We recognise and value the continuing rich culture and the contribution of Aboriginal and Torres Strait Islander people.

Artwork by Ngarrindjeri artist, Jordan Lovegrove.

About the Energy Charter

A one-of-a-kind, CEO-led coalition of energy organisations united by a shared passion and purpose: delivering for customers and empowering communities in the energy transition.

Energy customers rely on all of us. We all use energy every day. It lights our homes and powers businesses. We're all part of the same ecosystem, so working #BetterTogether is vital now and into the future. For us, the opportunity is to keep humans at the centre of the design and delivery of energy transition; to navigate the changing needs of customers and communities as we transform to a cleaner energy future.

There is no other collaboration like us; and the work we do, together, has never been more important than it is today. Learn more about what we do [here](#).

We are #BetterTogether.

Our Five Principles



Customers + Community at our Heart

Thank you for your ongoing collaboration helping to shape us and our impact!

Independent Chairs and Administrator

1. Cath Smith, End-User Consultative Group
2. Joy Thomas, Ag Energy Social Licence Roundtable
3. John Smith, National Customer Code Energy Brokers, Consultants & Retailers and National Customer Code Energy Comparators and Moving Services
4. Anthony Cooper, Knock to Stay Connected Customer Code
5. Anne Whitehouse, Customer Code Administrator
6. Adam Johnston, Life Support in the Home: Lived Experience Chair
7. Carolyn Campbell, Life Support in the Home: Lived Experience Deputy Chair
8. Charlie Prell, Developer Rating Scheme Lived Experience Panel Chair
9. Graeme Gardner, First Nations Better Engagement Community of Practice Co-Chair
10. Nina Braid, First Nations Better Engagement Community of Practice Co-Chair

End-User Consultative Group

Set up in 2018, the End-User Consultative Group consists of customer, small business, community and large commercial and industrial voices nationally. It provides a barometer of consumer and community expectations and guides our strategic direction.

1. Australian Capital Territory Council of Social Service
2. Australian Council of Social Service
3. Australian Industry Group
4. Bundaberg Ag Food and Fibre Alliance
5. Business NSW
6. Council of the Ageing
7. Energesis
8. Energetic Communities Association
9. Energy Consumers Australia
10. Energy Policy Western Australia

11. Energy Users Association of Australia
12. Justice and Equity Centre
13. Queensland Council of Social Services
14. South Australian Council of Social Service
15. St Vincent de Paul
16. Tasmanian Council of Social Service
17. Tasmanian Small Business Council
18. Uniting Care

Customer + Community Outcome Groups

At the heart of the Energy Charter is collaborating and engaging with customer and community voices. #BetterTogether initiatives have bespoke Customer or Community Outcomes Groups (COGs) who guide us towards better outcomes.

1. Ag Energy Taskforce – representing close to 50 ag bodies nationally
2. AgForce
3. Australia and New Zealand Energy and Water Ombudsman Network
4. Australian Conservation Foundation
5. Australian Energy Foundation
6. Australian Energy Infrastructure Commissioner
7. Australian Medical Association
8. Bawley Point resident
9. Beyond Zero Emissions
10. Bundaberg Ag-Food & Fibre Alliance
11. Bundaberg Canegrowers
12. Bundaberg Regional Irrigators Group
13. Cairns & Far North Queensland Environmental Centre
14. Cane Growers
15. Carers Australia
16. Central Coast Council
17. Central Irrigators Trust
18. City of Lake Macquarie
19. Community Power Agency
20. Consumers Health Forum of Australia
21. Consumer Policy Research Centre

22. Cotton Australia
23. Dairy Australia
24. Department for Energy & Mining SA
25. Department of Energy, Environment and Climate Action VIC
26. Energy & Water Ombudsman NSW
27. Energy & Water Ombudsman Queensland
28. Energy & Water Ombudsman SA
29. Energy Consumers Australia
30. Erne Energy (TAS)
31. Farmers for Climate Action
32. Federation of Ethnic Communities Council
33. Financial Counselling Australia
34. First Nations Clean Energy Network
35. Gippsland Climate Change Network
36. Hawkesbury Council
37. Hunter Joint Organisation
38. International Sustainability Council
39. Justice and Equity Centre (previously PIAC)
40. Karin Stark, Farm Renewables Consulting
41. Lived Experience Panel – Community Energy Resilience
42. Lived Experience Panel – Developer Rating Scheme
43. Lived Experience Panel – Life Support in the Home
44. Local Government Association of Queensland
45. Macdonald Valley Association
46. Melbourne Institute, Melbourne University
47. Mental Health Australia
48. Murrumbidgee Irrigation
49. NBN Co
50. National Debt Helpline
51. National Farmers' Federation
52. National Irrigators Council
53. Nepean Blue Mountains Primary Health Network
54. Next Economy
55. New South Wales Farmers
56. Northern Territory Council of Social Services
57. Penrith City
58. Pioneer Valley Water

59. Port Stephens Council
60. Primary Producers South Australia
61. Queensland Conservation Council
62. Queensland Council of Social Service
63. Queensland Farmers' Federation
64. Queensland University of Technology
65. Red Cross NSW/ACT
66. Rod Stowe, Independent Landholder and Community Advocate
67. Royal Australian College of General Practitioners
68. SES NSW
69. SES Port Stephens
70. Singleton Council
71. South Australian Financial Counsellors Association
72. South-East Water
73. State Emergency Service Port Stephens
74. Sunrise Project
75. Sydney Alliance
76. Sydney Community Forum
77. Tasmanian Farmers and Graziers Association
78. Telstra
79. Terrain NRM
80. Victorian Council of Social Services
81. Victorian Farmers Federation
82. WA Department of Energy
83. Wimmera Southern Mallee Development
84. World Wildlife Fund

Our Partners + Collaboration MoUs

We have partnerships in place with the following organisations:

1. Water Services Association of Australia – Collaboration MoU
2. Thriving Communities Australia – Collaboration MoU
3. RE-Alliance – Collaboration MoU
4. The Ethics Alliance
5. Shared Value Project

Message from our CEO Council Chair

Welcome to the 2024 Energy Charter Annual Disclosure, a reflection of another extraordinary year for our sector and the customers and communities we serve. As we continue navigating the complexities of the energy transition, we are reminded of the immense challenges and equally powerful opportunities that lie ahead. Rising costs of living, natural disasters and ongoing social licence issues underscore the importance of our collective mission: to deliver better outcomes for customers and communities and put them at the heart of the energy transition. This is about more than infrastructure; it is about people, trust and resilience.

Our #BetterTogether initiatives have been at the heart of building stronger relationships between customers, landholders, communities and industry collaborators. From co-designing inputs for the Queensland Renewable Energy Code to the impactful National Landholder + Community Engagement Trainings, our work reflects the value of genuine collaboration. We've made strides in promoting energy equity, from raising awareness about energy concessions through our "Keep the Money. It's Yours" campaign to advancing life-saving initiatives like the Life Support Customer Rule Change. The strength of these initiatives lies in the genuine partnerships we have forged.

I am particularly proud of the launch of the Energy Charter Impact Framework. It's a critical step in ensuring that our #BetterTogether initiatives don't just exist but lead to tangible, measurable improvements in people's lives. As we celebrate being named winners of the Shared Value Project Innovation Award for the Knock to Stay Connected Customer Code, we are reminded again of the essential role collaboration plays in driving meaningful change.

I want to acknowledge that none of our work would be possible without our Customer and Community Outcome Groups and our Lived Experience Panels. A huge thank you to your continued support to guide and shape our initiatives so they are meaningful and impactful.

This year we welcomed new Energy Charter Signatories: ACERZ, EnergyCo, Energy and Water Ombudsman NSW, Energy and Water Ombudsman Queensland, Energy and Water Ombudsman South Australia, KPMG, Intium, Ark Energy and others. We also celebrated the global recognition of our CEO, Sabiene Heindl, for her leadership in promoting equality in energy transitions.

Our path forward remains clear: we must continue to build trust, innovate and put our customers and communities at the heart of everything we do. With the dedication and passion of our Signatories, #BetterTogether Collaborators, Supporters, Lived Experience Panels and Customer and Community Outcome Groups, I am confident that we will continue to drive positive change and deliver a better energy future for all.



Seán Mc Goldrick

CEO Council Chair 2024
CEO TasNetworks

Message from our CEO

Back in 2018, 15 forward-thinking CEOs from across the consumer and energy sectors came together with a bold vision: to deliver better outcomes for customers and communities through a systems-thinking approach. Their co-design work and commitment to five core Energy Charter Principles and a transparent accountability process marked a new era of building trust with those we serve.

Fast forward to today, and we're proud to have grown to nearly 30 Signatories, working closely with over 80 customer and community representatives nationwide and growing. By embracing systems thinking, we've strengthened our commitments with human-centered design, tackling challenges and seizing opportunities that no single organisation could address alone.

Our CEOs consistently show remarkable leadership and courage and the willingness to step forward. It's important to remember the Energy Charter is a voluntary commitment, there's no mandate forcing them to join. Instead, their participation reflects a genuine personal commitment to transforming the way things have "always been done."

As the energy transition accelerates, the need to put people at the heart of every decision through deeper collaboration has never been more critical. Over the past year, the Energy Charter has led the charge, demonstrating that collective action rooted in energy equity truly drives positive change.

Our collaborators are not just participants – they are leaders and change makers shaping a customer-focused energy future. By collaborating on #BetterTogether initiatives, they gain unique opportunities to put forward their thought leadership, influence efforts across sectors and connect with a wide range of stakeholders. Together, they deliver meaningful outcomes, often staying ahead of regulatory shifts and promoting a more human-centered approach to energy.

Full Signatories Disclosures show continued commitment to accountability and transparency, with a focus on the energy transition, customer-centricity, equity and affordability, innovation and technology, social licence and community engagement. Overall, these commitments highlight momentum towards improved maturity across the sector and make clear the need for ongoing responsiveness and focus, especially as the energy transition hastens and customer and community expectations rise.

As systems theorist Fritjof Capra wisely noted, "The whole is greater than the sum of its parts." This spirit of collaboration has been the cornerstone of the Energy Charter, ensuring that we create a lasting impact for customers, communities and broader society.

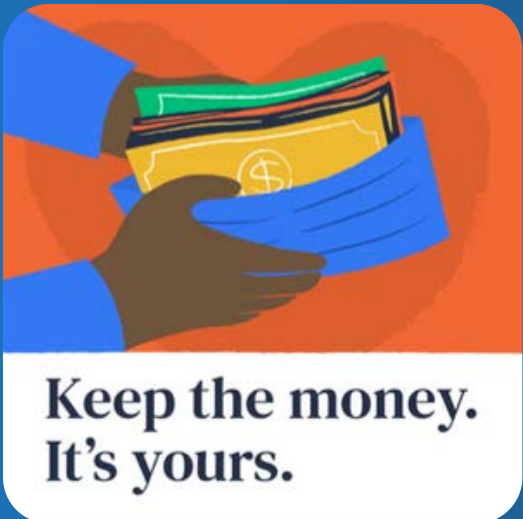
A heartfelt thank you to our incredible #tinyteam of dedicated, passionate and talented women – Bec Jolly, Heather Wagland, Martine Holberton, Sarah Whitehouse and Anne Whitehouse and our Industry Working Group Chairs, Mike Cole and Rebecca Carter – who help make all this possible.



Sabiene Heindl

CEO Energy Charter

Our 2024 Collaboration Highlights



1 in 5
 Australians saw our “Keep the Money. It’s Yours” Energy Concessions Awareness + Engagement Campaign



2
 National campaigns for power outage planning in extreme weather for both Life Support Customers + all Australians



6+
 Evidence-based resources on understanding transmission development and undergrounding co-developed in a Community Hub



8+
 emPOWER Podcast episodes tailor-made for those driving the energy transition on the ground in regional Australia



10+
 Renewable developers and transmission businesses signed up to the Wimmera Southern Mallee Collaboration Framework



18+
 Innovative #BetterTogether initiatives delivering outcomes for customers and communities nationally



25+
 Lived Experience Panel sessions across Life Support Customers, Community Resilience and Renewable Development Landholders



37+
 Better practice social licence commitments implemented to do better in agricultural communities



50%
 Energy Charter Signatory growth nationally across the supply chain, including renewables



130+
 Customer and Community Outcome Group voices shaping our #BetterTogether initiatives



150+
 National Landholder and Community Engagement Training participants across 38 organisations



350+
 Collaborators across 2 Communities of Practice: First Nations Better Practice Engagement and Social Licence: Building Trust

2024 Timeline

February 2024

- [2nd National Landholder and Community Engagement Training](#): Supported by Powerlink in Brisbane, Queensland.
- Launch of [Better Practice Renewables + Biodiversity Guide](#): Partnership with RE-Alliance and Queensland Conservation Council.
- [Wimmera Southern Mallee Regional Energy Collaboration](#): Kick-off supporting WSM Development to co-design with 10 renewable energy companies.
- [Concessions Awareness and Engagement Campaign](#): “Keep the Money. It’s Yours” gained national media coverage.



March 2024

- [Energy Charter Impact Framework](#): Launched to measure tangible community impacts.
- [Annual Disclosures](#): EnergyAustralia and SA Power Networks with customer and community engagement led by CEOs.

April 2024

- **NEW** [#BetterTogether Queensland Renewable Energy Code](#): Partnership with Queensland Renewable Energy Council following the Australian Energy Infrastructure Commission Community Engagement Review.
- NSW Select Committee Transmission Inquiry: Encouraged collaboration between EnergyCo and the Energy Charter on undergrounding transmission and social licence.

May 2024

- Shared Value Project Australasian Innovation Award Winner: [Knock to Stay Connected Customer Code](#).



June 2024

- [Independent Review of Better Practice Social Licence Guideline](#): Supported by RE-Alliance and Energy Consumers Australia.
- “Keep the Money: It’s Yours” Energy Concessions Campaign: [Melbourne Institute Report](#) shows 1 in 5 Australians have awareness.
- **NEW** [#BetterTogether Community Energy Resilience](#): Focused on increased community energy resilience preparedness outcomes.

July 2024

- Chief Observation Officer: Our CEO’s role at Regional Australia Institute program for regional leaders focusing on renewable energy opportunities.

August 2024

- [#BetterTogether Better Protections for Life Support Customer](#): Rule Change submitted to the Australian Energy Market Commission.

September 2024

- [3rd National Landholder and Community Engagement Training](#): Supported by Transgrid in Wagga Wagga, NSW.
- [emPOWER Podcast](#): Launched, hosted by Wendy Agar, Engaged Outcomes.



October 2024

- Energy Charter Accountability Process: [Full Signatories annual Disclosures published](#) with customer and community engagement led by CEOs.
- [International Equality in Energy Transitions Award Winner](#): Sabiene Heindl, CEO.

November 2024

- [#BetterTogether Wimmera Southern Mallee Regional Energy Collaboration](#): Framework finalised.



December 2024

- [#BetterTogether Better Protections for Life Support Customers](#): Launch of Back Up Plans and National Awareness and Engagement Campaign.
- [#BetterTogether Community Energy Resilience](#): Launch of Power Outage Plans and National Awareness and Engagement Campaign.
- [Energy Charter CEO Council Forum](#): Putting Humans at the Heart of the Energy Transition.
- [#BetterTogether Evaluating Transmission Undergrounding](#): Launch of online community hub with resources for understanding Australian transmission projects.



Putting Humans at the Heart of the Energy Transition

Our commitment is clear: people need to come first in the energy transition. That's why we collaborate closely with a wide range of voices from community and agriculture to social services, conservation, First Nations, small and large businesses, health and more.

This human-centred approach drives our #BetterTogether initiatives, ensuring they're shaped by real-world perspectives and aligned with the needs and expectations of those we serve. At the same time, we recognise the critical need to balance human and environmental outcomes. By prioritising both community and nature, we create initiatives that respect the environment while delivering benefits for all.

Through our unique Accountability Process, we foster CEO-led transparency and accountability to drive lasting, meaningful impacts for customers, communities and the planet throughout the energy transition.

Our Impact Framework: Turning Intentions into Real Impact

"Understanding the real-world effects of our work is key to driving meaningful change. By measuring our impact, we can determine whether we're truly making a difference for those we aim to serve."



Tracy Collier
Founder and Director,
Action with Impact

In March 2024, we proudly launched the Energy Charter Impact Framework – a game-changing tool designed to define, measure and share the real-world outcomes of our #BetterTogether initiatives. It's not just about good intentions; it's about delivering results that genuinely improve lives.

With our new Impact Framework, we can now measure and communicate:

1. **What we aimed to achieve**
2. **How we made it happen**
3. **The difference it made for customers, communities, and the energy sector as a whole.**

The Impact Framework is our roadmap to ensure every #BetterTogether initiative has the right ingredients to create real, measurable change for customers and communities – keeping us focused on what truly matters.

"We're always running, caught up in the day-to-day. But we must pause and ask: 'Are we genuinely making customers' and communities' lives better?' The real question is, what's the true impact on the people on the ground?"

– Our CEO, Sabiene Heindl





#BetterTogether Initiative Updates

In an era defined by rapid environmental, technological and social change, the energy transition is more than just a shift in where our power comes from – it’s a fundamental transformation that touches every aspect of our lives. At its core, this transition is about moving towards cleaner, more sustainable energy solutions to help combat climate change and protect our planet. But beyond sustainability, it’s also about ensuring energy equity – creating a system that is inclusive, accessible and fair for all.

The energy sector plays a critical role in the daily lives of individuals, families, and businesses, powering everything from essential services to economic growth. As we navigate this transition, focusing on energy equity means making sure that no human is left behind, especially those who are marginalised and experience vulnerability. It’s about addressing disparities in energy access, affordability and reliability, ensuring that all voices are heard and that the benefits of this transformation are shared widely and fairly.

Our [#BetterTogether \(#BT\) initiatives](#) focus on two key priority areas, with key [#BetterTogether](#) initiatives listed below:

- **Energy Transition**

- [12-Month Independent Review of the Better Practice Social Licence Guideline](#)
- [National Landholder and Community Engagement Training](#)
- [Wimmera Southern Mallee Regional Energy Collaboration](#)
- [Evaluating Transmission Undergrounding](#)
- [Better Practice Renewables and Biodiversity Collaboration Guide](#)
- [Ag + Energy Social Licence Roundtable](#)
- [Queensland Renewable Energy Code Co-Design](#)

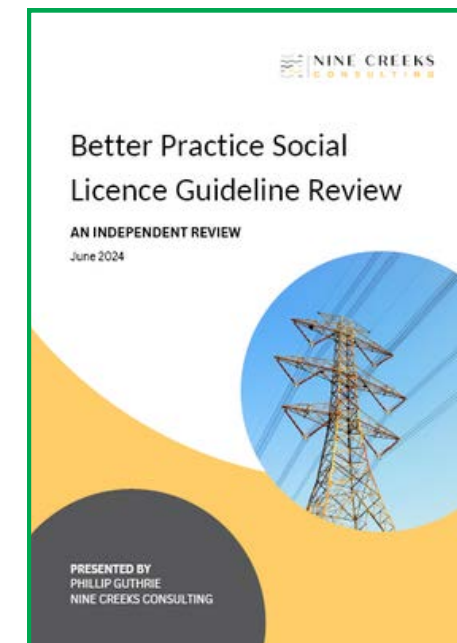
- **Energy Equity**

- [‘Keep the Money: It’s Yours’ Concessions Awareness and Engagement Campaign](#)
- [Better Protections for Life Support Customers](#)
- [Customer-Led Tariffs](#)
- [Community Energy Resilience](#)
- [Energy Literacy: Train the Trainier](#)



ENERGY TRANSITION

We've made significant progress across key areas of focus in the energy transition with Full Signatories: AusNet Services, Powerlink Queensland, TasNetworks and Transgrid jointly leading the charge.



12-MONTH INDEPENDENT REVIEW OF THE BETTER PRACTICE SOCIAL LICENCE GUIDELINE

After a year of implementation, our Signatories have undergone a comprehensive, independent review of the [Better Practice Social Licence Guideline](#) led by Nine Creeks Consulting and supported by RE-Alliance and Energy Consumers Australia.

[The Independent Review](#) took a close look at how they have embraced the Better Practice Guideline, assessed key achievements and identified areas for future growth. The Review found that the majority of the 37 better practice actions had either been committed to or are progressing. More than 50 recommendations were made to support the Collaborators continue to implement better practices. With a focus on continuous improvement, the Review highlighted positive steps forward while providing valuable insights to help businesses enhance their social licence practices and future commitments for landholders and communities.

“The Independent Review of the Social Licence Guideline provides an important opportunity to evaluate progress, refine approaches, and ensure alignment with both community and industry expectations. By encouraging transparency and accountability and promoting better practices, reviews like this help to safeguard the rights and wellbeing of all Australians as we progress through the energy transition.”



Phillip Guthrie
Partner, Nine Creeks Consulting

NATIONAL TRAINING EMPOWERING LANDHOLDER AND COMMUNITY ENGAGEMENT IN THE ENERGY TRANSITION

Building on the momentum encouraged by the Australian Energy Infrastructure Commissioner in 2023, [our National Landholder and Community Engagement Training](#) continues to empower those working on the frontlines with landholders and communities impacted by renewable energy projects.

- **February 2024 (Brisbane, QLD):** Hosted by Powerlink Queensland, over 60 land agents and community engagement professionals came together for a dynamic 3-day training. Participants gained valuable insights into biosecurity, psychological safety, and conflict resolution, all while visiting renewable energy sites and hearing first-hand from landholders. Jane Pires, Energy and Water Ombudsman QLD and Land Access Ombudsman shared her perspectives at the National Landholder Engagement Dinner.
- **September 2024 (Wagga Wagga, NSW):** Hosted by Transgrid, the training brought together more than 65 professionals for a deep dive into best practices for engaging landholders and communities on controversial projects. The training featured panels with landholders and industry experts, practical site visits to renewable energy and transmission developments with a focus on handling sensitive community conversations. At the National Landholder Engagement Dinner, Janine Young, Energy and Water Ombudsman NSW and community advocate Rod Stowe offered invaluable insights.

“Having that time to step away from the project with a clear head (and diary) and focus on strategy was GOLD! I also got a huge amount from the informal discussions and connections with other professionals in the room - please keep plenty of time for this in the future. We learn so much from each other...”

– Training Participant, Wagga Wagga

- **September 2024:** We proudly launched the [emPOWER Podcast](#) hosted by Wendy Agar of Engaged Outcomes, furthering the conversation on effective landholder and community engagement in Australia’s energy transition.



Wendy Agar
Managing Director,
Engaged Outcomes

“The Energy Charter is leading the charge in advancing social licence during the energy transition. By creating essential tools like the Better Practice Renewables and Biodiversity Collaboration Guide, delivering National Training for Landholder and Community Engagement and supporting initiatives like the Queensland Renewable Energy Code, they’re driving meaningful, just change. Having collaborated on these initiatives, I’ve seen their impact firsthand and am excited to join forces on the emPOWER Podcast to amplify this work.”



WIMMERA SOUTHERN MALLEE REGIONAL ENERGY COLLABORATION: A BLUEPRINT FOR COMMUNITY BENEFITS

Bringing together 10 renewable energy and transmission businesses, the [Wimmera Southern Mallee Regional Energy Collaboration](#) is setting a new standard for ensuring that local communities benefit from Australia's shift to clean energy.

Led by Wimmera Southern Mallee Development, the pioneering Collaboration Framework provides a clear structure for how renewable energy and transmission projects will engage with and contribute to the region. With the potential to serve as a model for other regions across the country, this initiative is creating a sustainable path forward that puts local interests at the heart of the energy transformation.



Chris Sounness
CEO, Wimmera Southern Mallee Development

“Partnerships are challenging, and this collaboration encourages companies to reflect on their engagement practices and, more importantly, improve them. We know that progress can be made, and all partners are committed to working together to make this happen. This partnership exemplifies how effective collaboration can create better outcomes, garner respect and empower communities as equal stakeholders in Australia’s energy future.

A partnership done well means we are #BetterTogether.”

EVALUATING TRANSMISSION UNDERGROUNDING: ENHANCING TRANSPARENCY FOR LANDHOLDERS AND COMMUNITIES

To improve the experience of landholders and communities, we committed to providing greater transparency around the impacts of both underground and overhead transmission designs and the factors that influence decision-making. Comprehensive Collaborators Insights research delivered key social insights into community concerns and perceptions, alongside a thorough review of the facts and evidence surrounding the impacts of transmission infrastructure.

This research underpinned the development of the new [‘Understanding Australian Energy Transmission Projects Resource Hub’](#) providing independent, fact-based resources helping communities and landholders better understand the impacts of underground and overhead transmission in the Australian context. This initiative fosters informed conversations and supports greater community engagement in the energy transition.



“The importance of co-designing community information, within the context of the energy transition, cannot be overstated. Engaging those who rely on this information means we’re not merely delivering facts; we’re fostering genuine connections that address real needs and concerns. It’s about creating resources that resonate, empower, and drive meaningful engagement. This collaborative approach ultimately encourages active participation in shaping a sustainable future together.”



Karin Stark
Director/Founder, Farm Renewables Consulting





AG + ENERGY SOCIAL LICENCE ROUNDTABLE

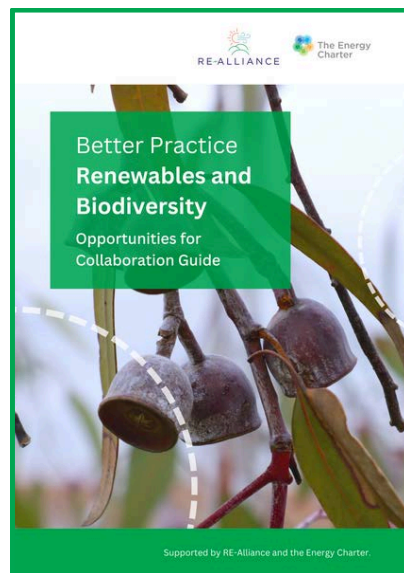
At the request of the agricultural sector, we continue to host the Ag + Energy Social Licence Roundtable – a platform designed to foster coordination and collaboration at the intersection of energy and agriculture.

The Roundtable brings together key stakeholders to address strategic issues while encouraging cross-sector cooperation. By applying a social licence lens to every discussion, the Roundtable focuses on identifying what's working, what's not, and where improvements can be made to strengthen the relationship between energy projects and agricultural communities. Independently chaired by Joy Thomas, former National Irrigators Association leader and co-convenor of the Ag Energy Taskforce, this initiative continues to drive meaningful dialogue between the sectors.



Joy Thomas
Chair, Ag Energy Roundtable
and Taskforce

“The Roundtable is a groundbreaking initiative providing a forum for representatives from the energy and agriculture sectors to work together to build understanding, identify problems and collaborate to find solutions to the many issues at the centre of Australia’s energy transition. The Roundtable enables energy sector representatives to work directly with members of the Ag Energy Taskforce, often in place-based settings, to understand the social licence issues at the nexus of the energy and agriculture sectors and to close the cultural divide between the sectors.”



BETTER PRACTICE RENEWABLES AND BIODIVERSITY COLLABORATION GUIDE

Launched in February 2024, the Better Practice Renewables and Biodiversity Collaboration Guide is the first national guide of its kind, emerging from cross-sector workshops in Queensland.

Developed in partnership with the Queensland Conservation Council and RE-Alliance, the Guide brings together environmental, conservation, and industry experts to showcase real-world case studies and innovative environmental interventions throughout every phase of renewable energy project development. This groundbreaking Guide highlights powerful opportunities for collaboration between sectors, offering a roadmap for balancing renewable energy growth with biodiversity protection.



Dave Copeman
Director, Queensland
Conservation Council

“This Collaboration Guide maps a way for environmental groups and energy businesses to work together. It’s mapping a way to draw people in and say we can’t do this if we’re not in it together ... we’ve got to find solutions together.”

QUEENSLAND RENEWABLE ENERGY CODE CO-DESIGN: BUILDING TRUST AND TRANSPARENCY

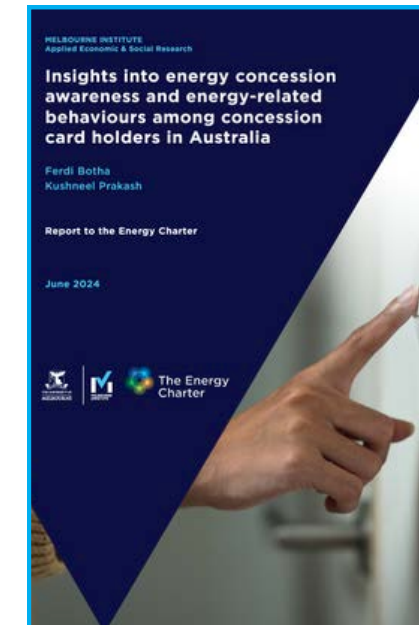
Inspired by the Australian Energy Infrastructure Commission Community Engagement Review in February 2024, the Queensland Renewable Energy Code co-design series supported collaborative co-design efforts between community and industry stakeholders. This initiative, in partnership with Queensland Renewable Energy Council, aimed to create fair, transparent and respectful interactions between renewable energy companies and local communities.

The co-design series offered guidance to the Qld Government on better practices for community engagement, impact management and benefit sharing, ensuring that renewable projects build trust and forge long-term partnerships.



ENERGY EQUITY

We've also made important progress with a key focus on energy equity in the energy transition, with a focus on customers and communities facing vulnerable circumstances.



'KEEP THE MONEY: IT'S YOURS' CONCESSIONS AWARENESS AND ENGAGEMENT CAMPAIGN

This #BT initiative empowers customers by raising awareness about ongoing energy concessions that lowers the everyday costs of electricity and gas bills. Our independent research conducted by Melbourne University's Melbourne Institute found a staggering 60% of eligible individuals with concessions cards are missing out on these benefits.

We developed a comprehensive Toolkit with over 240 user-friendly resources, including posters, social media, Auslan and multilingual recordings, First Nations information and easy-to-read fact sheets to help engage a wide range of customers and communities effectively. Together, we worked with 13 various community organisations representing all states and territories.

Independent research found that 1 in 5 Australians saw the campaign!

"In the context of elevated living costs that may affect concession card holders most severely, the Energy Charter's efforts to gain insights into the energy-related requirements and behaviours of concession card holders are crucial to enable further work in designing effective interventions and awareness campaigns aimed at mitigating cost pressures among this group."



Dr Ferdi Botha
Senior Research Fellow,
Melbourne Institute:
Applied Economic &
Social Research

BETTER PROTECTIONS FOR LIFE SUPPORT CUSTOMERS

This [#BT initiative](#) was designed to enhance protections for individuals who rely on critical energy supplies for life support equipment by identifying customers on Life Support Customer registers to ensure they receive the dedicated support they need. A report by the Australian Energy Foundation found that 59% rely on life-sustaining equipment, yet 54% lack a backup plan, 68% assume power will be restored in two hours and only 7% have access to back-up power.

Through 14 sessions with the newly created Life Support in the Home: Lived Experience Panel, we committed to [four key initiatives](#): redefining Life Support Customers based on medical needs, streamlining a national registration process, developing a backup plan template and launching a national campaign. Our recent Rule Change proposal to the AEMC, co-developed with Essential Energy, SA Power Networks and the Panel, reflects a commitment to safeguard critical energy needs.

Co-leads: Essential Energy + SA Power Networks

The Victorian Department of Energy, Environment and Climate Action (DEECA), [Independent Network Outage Review Expert Panel Interim Report](#) in response to the 13 February 2024 storms and power outages, recommended that the Victorian Government collaborate on our [#BetterTogether Life Support Customers initiative](#). We're excited to see such a clear commitment come through in the report.

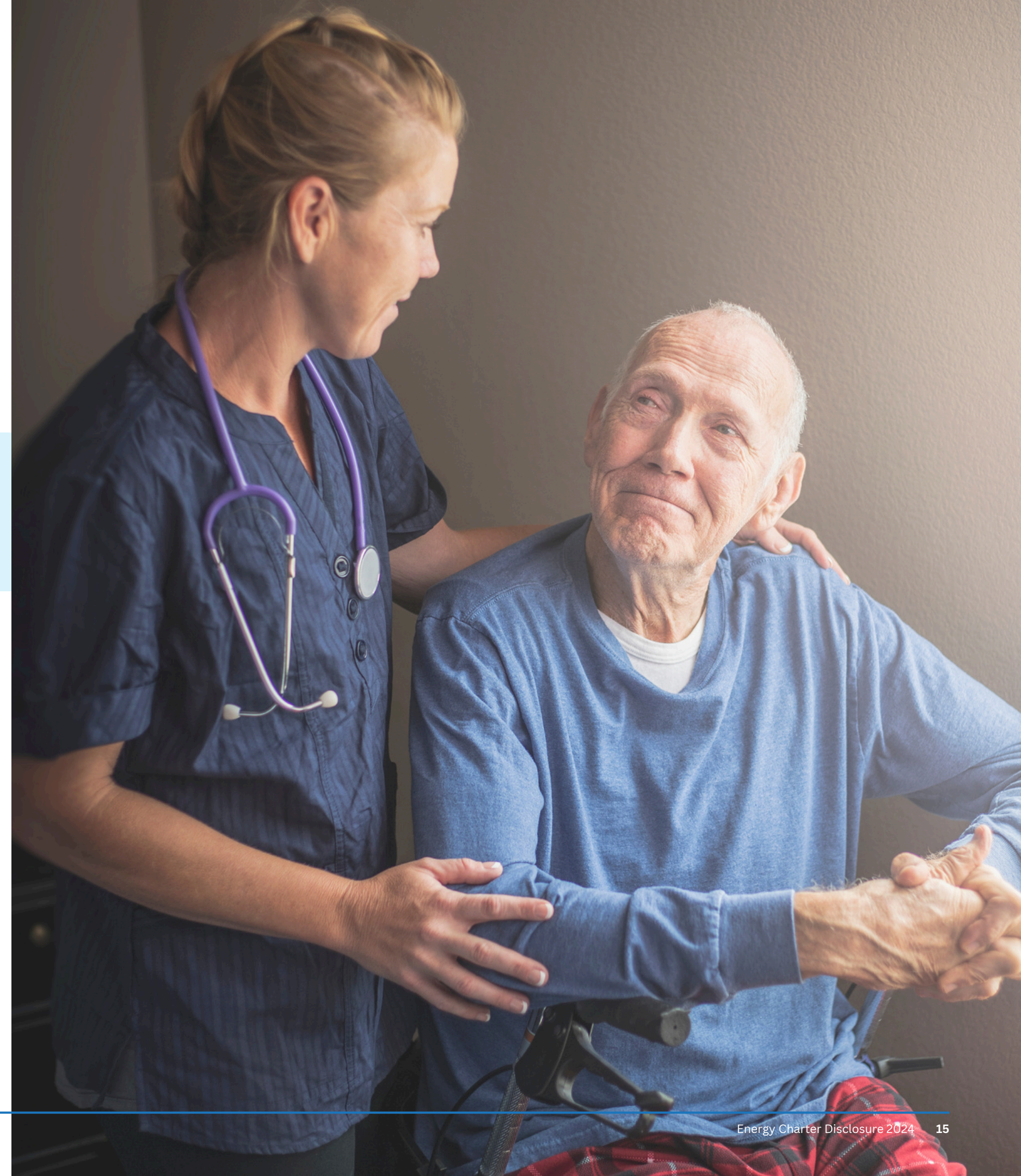


Adam Johnston
Chair, Life Support in the Home: Lived Experience Panel

“Do you put your head on the pillow at night, wondering if you will be alive in the morning? Every night, many Australians do, as they rely on machines for every breath. Life Support Customers are some of the most vulnerable people in our communities. They live at home without medically informed back-up plans or a support person to contact in a power outage. They are literally in grave danger day and night. Join us to protect them by acting now!”



Read the [Croakey Health Media article](#) from our shared webinar with Consumers Health Forum of Australia: Power failures can be life-threatening for some people – but efforts are being made to address the risks.



INNOVATIVE CUSTOMER-LED TARIFFS

Focused on creating network tariff designs that place customers and communities at the centre of the energy transition. By promoting consumer energy resources (CER) and simplifying tariff structures, [the #BT initiative](#) aims to enhance customer outcomes, improve distribution network efficiency and maintain financial stability across the energy ecosystem. Led by three CEOs, collaboration with consumer voices drives this effort to implement meaningful reforms benefiting all stakeholders.

Co-leads: EnergyAustralia, Essential Energy + SA Power Networks



Gavin Dufty
National Director Energy Policy
and Research, St Vincent de
Paul Society Australia

“Collaborative processes like those used by the Energy Charter are crucial because they ensure that the voices of consumer and community are heard and reflected in the decisions shaping their energy future. Through consumers and industry working together, we can create a fairer energy system with innovation that focuses on consumer outcomes that creates benefits for all, including the vulnerable and disadvantaged.”

IMPROVING COMMUNITY ENERGY RESILIENCE

[This #BT initiative](#) was designed to help customers and communities enhance their energy resilience, particularly those in vulnerable circumstances, during power outages and extreme weather enabling them to better manage their health, safety and financial well-being.

This #BT initiative introduced a Lived Experience Panel, co-developed a power outage plan template with accessible online and hard copy resources and launched a national campaign tailored for diverse audiences to raise awareness. Additionally, insights from a behavioural enquiry project will engage a broad range of customers in research. This initiative is informed by findings from several authoritative reports, including the Royal Commission into National Natural Disaster Arrangements and the Thriving Communities Australia’s research.

Co-leads: AusNet Services + Endeavour Energy

“It’s great to be part of the Energy Charter’s work on creating power outage plans that can help all Australians. Having experienced power outages in wild weather myself, I know just how important it is to be prepared and stay safe. I’m hopeful that these Community Energy Resilience efforts will make a big difference in helping people be more ready for extreme weather and recover more easily when it hits.”

– **John Mumford**, Member, Community Energy Resilience Lived Experience Panel

ENERGY LITERACY: TRAIN THE TRAINER

This #BT initiative aims to enhance community understanding of the energy sector by partnering with community groups across Northern Territory, South Australia, Tasmania, and Western Australia. Inspired by the successful “Voices for Power” project in Western Sydney, [this #BT initiative](#) brings together community leaders to build collective power and promote access to clean, affordable energy solutions. It focuses on training a cohort of ‘Community Energy Trainers’ who will deliver tailored energy literacy workshops to the specific needs of communities, improving energy literacy and other related areas such as financial management and access to financial counselling.

“It’s exciting for our members to be trained and educated on the latest and most efficient methods in reducing power usage. This will in turn will result in cost savings to both men’s sheds and their members, but also their families and friends.”

– **Bruce Weller**, Secretary, Tasmanian Men’s Shed Association



OUR COMMUNITIES OF PRACTICE

FIRST NATIONS BETTER PRACTICE ENGAGEMENT

This Community of Practice provides a valuable opportunity to enhance understanding and collaboration between Indigenous communities and the energy and water sectors. Our Community of Practice sessions, led by First Nations thought leaders, share essential knowledge and engagement strategies that foster meaningful relationships and drive impactful outcomes.

Case studies and practical experiences that are shared are added to the First Nations Better Practice Community Engagement Toolkit focusing on three stages of engagement: Foundations, Building Blocks, and Ongoing Steps. The development of this toolkit was led by First Nations thought leaders across the energy and water sectors, informed by the #BetterTogether workshop series held monthly in 2022. It incorporates the Aboriginal and Torres Strait Islander Best Practice Principles for Clean Energy Projects from the First Nations Clean Energy Network.

SOCIAL LICENCE: BUILDING TRUST THROUGH BETTER PRACTICE

Our newest Community of Practice is inspired by the social licence building blocks defined in our Better Practice Social Licence Guideline. It brings together professionals delivering the energy transition to explore the challenges, learnings and opportunities to build and prioritise trust with landholders, communities, Traditional Custodians and other stakeholders.

With an exciting program planned for 2025, we will focus on critical topics exploring the themes of engaging meaningfully, managing impacts, realising benefits and being accountable and transparent to landholders and communities.



OUR CUSTOMER CODES



Anne Whitehouse
Independent Code
Administrator

“Customer Codes bring together organisations on the front lines of sales and customer support, transforming the Energy Charter's Principles into real, impactful action to the customers and communities they serve. Together, these Signatories bring their commitment and enthusiasm, creating lasting positive change.”

KNOCK TO STAY CONNECTED CODE

Winner of the [2024 Shared Value Project: Shared Value Innovation Award](#), this Customer Code reduces customer disconnections for non-payment by up to 80% through a human-centered approach. Co-designed with customer voices, it provides tailored hand-delivered information to at-risk customers, connecting them with retailers for support. We're proud to have 11 Signatories participating in this Customer Code.

NATIONAL CUSTOMER CODE FOR ENERGY BROKERS, CONSULTANTS AND RETAILERS

This Customer Code is designed to provide guidance to energy brokers and consultants who work with large energy user customers, helping to align the Signatories' approach to dealing fairly and transparently with their customers. Code Signatories work together to identify customer issues and address roadblocks that may be hindering good customer outcomes. We're proud to have 44 Signatories participating in this Customer Code.

CUSTOMER CODE FOR ENERGY COMPARATORS AND MOVING SERVICES

This Customer Code unites comparator and moving services businesses to enhance customer outcomes. This Customer Code promotes fairness, transparency, and a customer-centric approach. One of the key benefits of the Customer Code is fostering collaboration among its Signatories to work together in the best interests of their customers. We're proud to have 15 Signatories participating in this Customer Code.



Our Accountability Process

“Do the best you can until you know better. Then when you know better, do better..”

– Maya Angelou.

Transparency and accountability to the [Energy Charter Five Principles](#) to better customer and community outcomes are critical. The purpose of our [Accountability Process](#) is to add value to customers, communities and Signatories by identifying positive outcomes and impacts being undertaken by Signatories and providing guidance, based on consultation, on where there are opportunities for improvement.

Our Accountability Process focuses on customer and community consultation rather than on internal processes, ‘box ticking’ compliance or indicators that are measured through mandatory reporting to other organisations.

As part of their commitment to the Energy Charter, Full Signatory CEOs agree to publicly disclose how they are delivering against the Five Principles through public Disclosures and CEO engagement with their customer/community councils or stakeholder forums, highlighted in Feedback Summaries. Signatories assess their maturity against the [Energy Charter Maturity Model](#), indicating where on the maturity scale they are, where they intend to progress to, over what period and how they plan to achieve this. We also leverage the [Energy Charter Impact Framework](#) to highlight the outcomes and impact delivered for customers and communities.

Our Signatory Disclosure Key Themes

In 2024, 14 Full Signatories went through our Accountability Process, key themes from [Disclosures in 2023-24](#) include:

- 1. Energy transition:** Signatories are focusing on integrating renewable energy sources, expanding hydrogen projects and implementing battery storage solutions to enhance grid flexibility and reliability. For example, EnergyAustralia’s sun-soaked water trial, CS Energy’s battery strategy, Endeavour Energy’s Bawley Point community microgrid, Energy Queensland’s Local Renewable Energy Zones and Horizon Power’s new solar and battery offerings.
- 2. Customer-centricity:** Many Signatories are adopting customer-focused approaches by improving customer engagement, enhancing service delivery and introducing new CRM platforms to tailor customer support. Examples include AusNet Services’ focus on community resilience and disaster preparedness, CS Energy’s retail transformation, Essential Energy’s Elevate program and TasNetwork’s Engagement Culture and Capability Uplift Program.
- 3. Equity and affordability:** Addressing energy affordability and ensuring customers facing vulnerability have access to support services remains a significant focus. This includes initiatives like EnergyAustralia’s Energy Assist Program, AGIG’s Priority Services Program, Horizon Power’s focus on remote Aboriginal communities, Jacana Energy’s Marlinga solar micro-grid project and energy literacy programs by SA Power Networks and TasNetworks in collaboration with Aurora Energy.
- 4. Innovation and technology:** Signatories are leveraging technology such as smart meters, drone inspections and automated ESG data management to improve operational efficiency and customer outcomes. AusNet, for instance, uses outage trackers and Powerlink Queensland integrates advanced tech for better reliability. Endeavour Energy rolled out digital substation technologies, Energy Queensland established a Smart Meter Ambassador Program and SA Power has focused on collaborative flexible demand initiatives.
- 5. Social licence and community engagement:** Signatories are working to strengthen their social licence by engaging with local communities, offering benefit programs and building trust through transparency. Initiatives include Future Energy roadshows by Essential Energy, Powerlink’s SuperGrid Telecommunications program and Queensland Farmers’ Federation partnership and the launch of Transgrid’s Discovery Hub in Wagga Wagga.
- 6. First Nations engagement:** Energy Charter Signatories are committed to continuous improvement and enhancement of meaningful relationships with First Nations communities. Signatories have highlighted a focus on establishing cultural awareness initiatives, developing First Nations engagement guidelines and protocols with an emphasis on shared decision-making and building inclusive relationships and shared benefits that respect cultural values and heritage.

Recalibration of Maturity

Every year, our Full Signatories self-assess their maturity against the [Energy Charter Maturity Model](#), indicating where on the maturity scale they are, where they intend to progress to, over what period and how they plan to achieve this, as set out in the [Disclosures 2023-24](#). These are tested and validated with their customer and community councils.

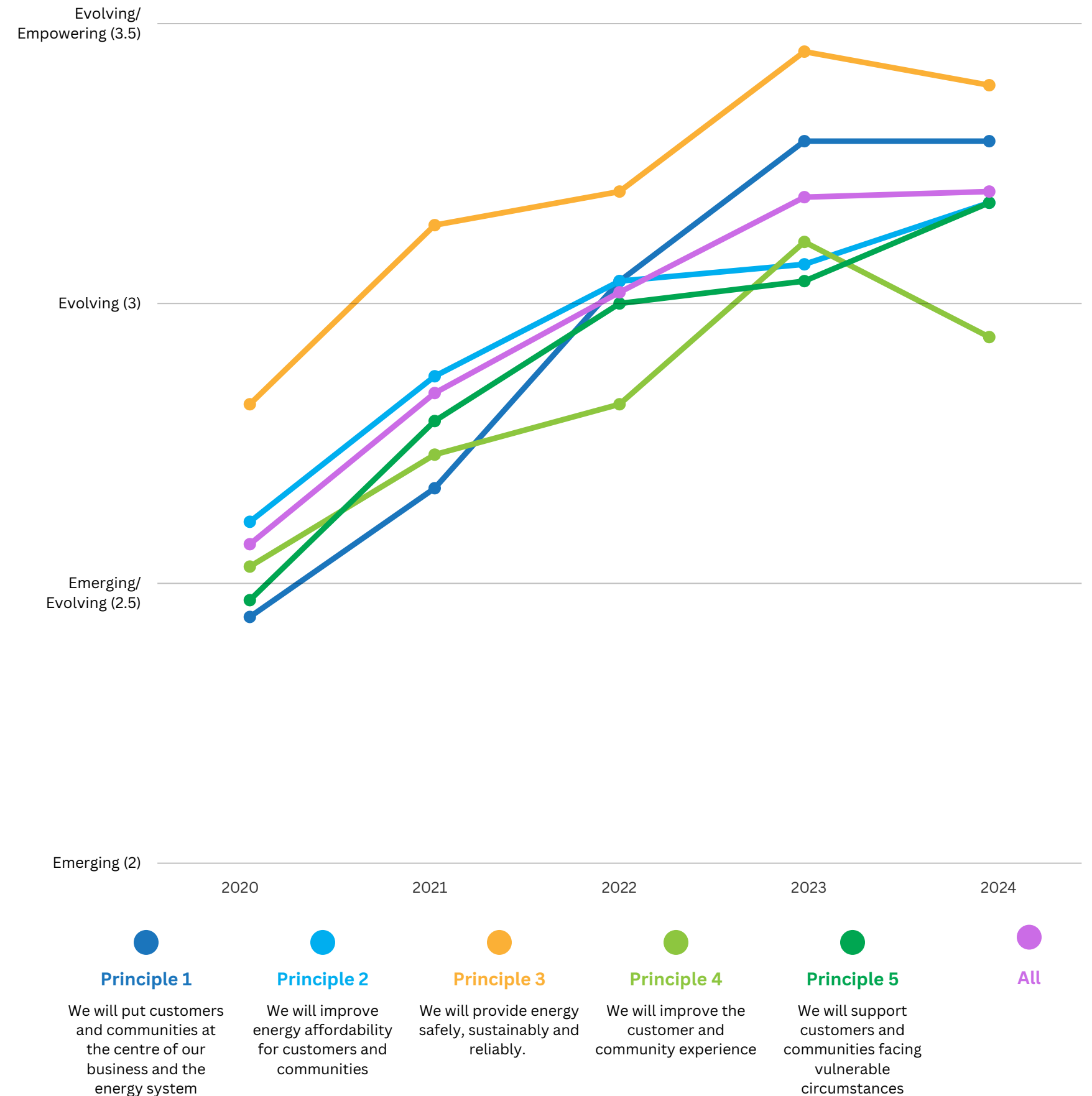
While overall maturity levels have increased slightly across all Signatories, for the first time, some of the maturity levels for individual Principles across our Signatories have declined. This reflects changes in participation (e.g., Aurora Energy, Jemena and APA no longer undergoing the Accountability Process) and the inclusion of new Signatories, such as AusNet and SA Power Networks, who are assessing their maturity for the first time. The slight declines also importantly highlight the increasing complexity of challenges faced by customers and communities during the energy transition. Despite this, there remains a strong commitment among Signatories to deliver meaningful outcomes and tackle these challenges more effectively.

The trends in the maturity assessments from 2020 to 2024 reveal several key insights:

- 1. General improvement over time:** Across most Principles, there is a noticeable upward trend in average assessment scores from 2020 to 2023, indicating steady progress in organizational maturity. This trend suggests that Signatories are increasingly adopting and integrating the Principles into their operations.
- 2. Stabilisation in 2024:** The assessments in 2024 show a slight decrease or leveling off compared to 2023 for several Principles, indicating that while progress has been made, there are nuances and challenges that need addressing as outlined above.
- 3. Principle 3 leading in maturity:** Principle 3 consistently maintains higher scores compared to others, indicating that Signatories have prioritised these areas related to safety, reliability and the ongoing commitment to the energy transition.
- 4. Principles 4 and 5 show varied progress:** While Principles 4 and 5 showed growth in earlier years, there are signs of decline or slower improvement in 2024. This suggests that Signatories face distinct challenges in implementing these principles due to increasing cost of living and social licence challenges for customers and communities.

Overall, the trends highlight positive momentum towards improved maturity and signal the need for ongoing adaptation and focus, especially as the energy transition hastens and customer and community expectations continue to understandably rise.

Signatory Maturity Assessments



Our Signatories

Energy Charter Full Signatories



#BetterTogether Collaborators



Energy Charter Supporters



#BetterTogether Signatories, Collaborators + Supporters

Full Signatories	PRIORITY #BetterTogether Initiatives						
	Better Practice Social Licence Guideline	Evaluating Transmission Undergrounding	Knock to Stay Connected Customer Code	Energy Literacy, Train-the-Trainer	National Concessions Awareness + Engagement	Life Support Customers	Community Energy Resilience
Ausgrid				✓			✓
AusNet Services	Lead	Lead				✓	Lead
AGIG			✓	✓		✓	
CS Energy				✓			
Endeavour Energy			✓	✓	✓	✓	Lead
EnergyAustralia			Lead	✓	✓		
Energy Queensland			✓			✓	
Essential Energy			✓	✓	✓	Lead	✓
Horizon Power					✓		
Jacana Energy				✓	✓		
Powerlink Queensland	Lead	Lead		✓			
SA Power Networks			✓		✓	Lead	✓
TasNetworks	Lead	Lead	✓	✓	✓	✓	
Transgrid	Lead	Lead					
Some of our #BetterTogether Collaborators							
Aurora Energy			✓	✓	✓	✓	
Jemena			✓	✓			
Marinus Link	✓	✓					

#BetterTogether Signatories, Collaborators + Supporters

Full Signatories	#BetterTogether Initiatives								Communities of Practice	
	National Customer Code Energy Brokers, Consultants + Retailers	National Customer Code Energy Comparators and Moving Services	Customer-led tariffs	Ag + Energy Social Licence Roundtable	Qld Renewable Energy Code	National Landholder + Community Engagement Training	Wimmera Southern Mallee Collaboration	Uniting Energy Support Program	First Nations Better Practice Community Engagement	Social Licence
Ausgrid				✓					✓	
AusNet Services	✓			✓		✓	Lead		✓	✓
AGIG	✓									
CS Energy	✓							✓	✓	
Endeavour Energy								✓	✓	
EnergyAustralia	✓	✓	Lead						✓	✓
Energy Queensland				✓				✓	✓	
Essential Energy			Lead	✓		✓			✓	✓
Horizon Power									✓	
Jacana Energy										
Powerlink Queensland				✓	Lead	Lead		✓	✓	✓
SA Power Networks			Lead	✓					✓	
TasNetworks				✓		✓		✓	Lead	✓
Transgrid				✓		Lead			✓	✓
Some of our #BetterTogether Collaborators										
ACERZ				✓		✓				✓
Aurora Energy	✓									
Energy Estate					✓	✓			✓	✓
Jemena								✓	✓	
Marinus Link				✓		✓			✓	✓
Some of our Energy Charter Supporters										
AEMO						✓	✓		✓	✓
EnergyCo				✓		✓				✓
EWON						✓			✓	
JLL						✓				✓

Our Team



Sabiene Heindl
Chief Executive Officer



Martine Holberton
Director, Renewables



Bec Jolly
Director, Energy Equity



Sarah Whitehouse
Manager, Communications and Community



Heather Wagland
Director, Energy Transition