

# Putting Humans at the Heart of the Energy Transition

Energy Charter CEO Forum

 Monday, 2 December 2024

 1:30PM-3PM AEDT



**Host: Cath Smith**  
Chair End-User  
Consultative Group



**Seán Mc Goldrick**  
CEO Council Chair +  
CEO TasNetworks



**Andrew Bills**  
CEO Council Deputy Chair +  
CEO SA Power Networks



**Stephanie Unwin**  
CEO Horizon Power



**Sabiene Heindl**  
CEO Energy Charter



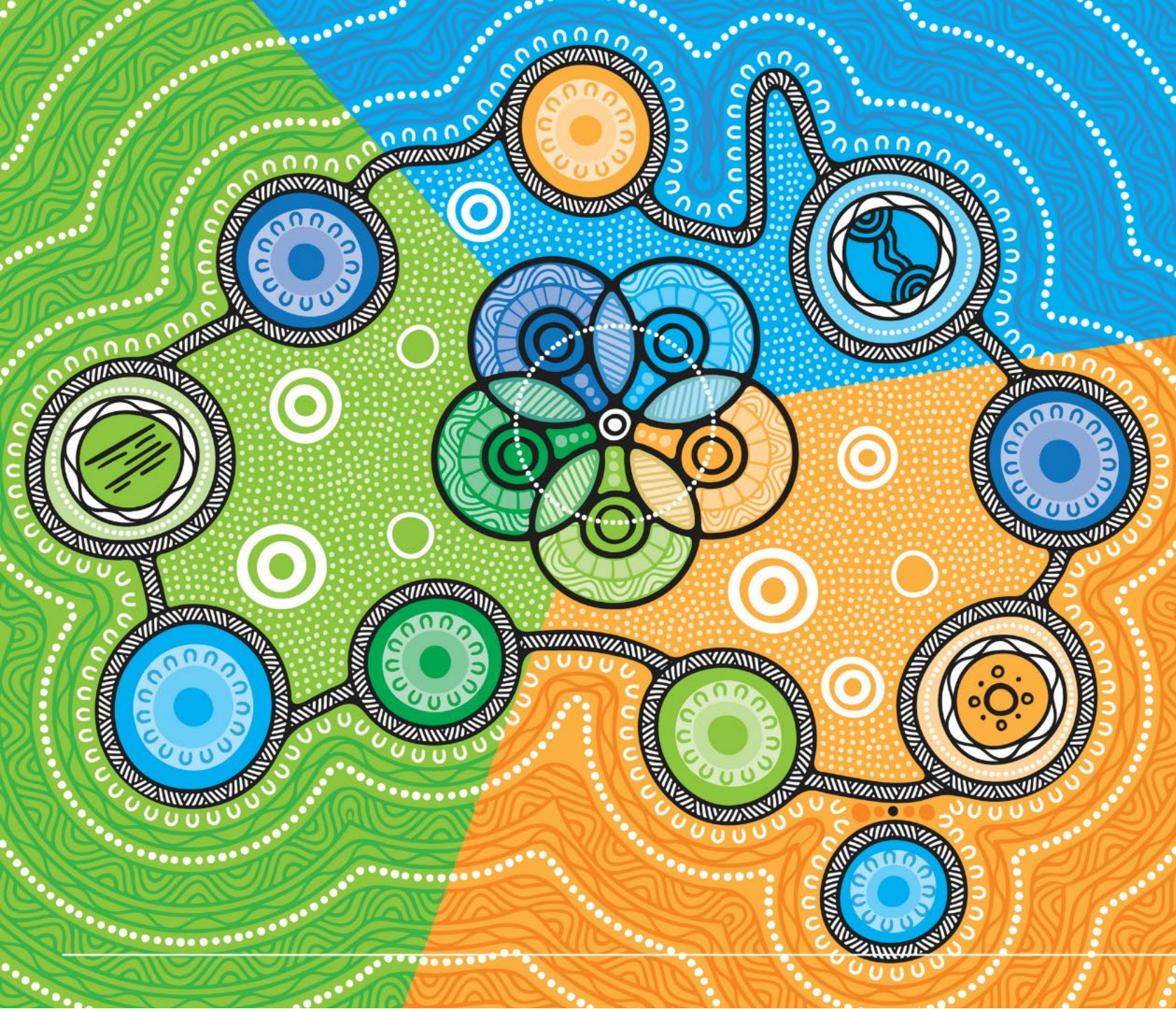
**David Smales**  
CEO AusNet Services



**Mark Collette**  
MD EnergyAustralia



**John Cleland**  
CEO Essential Energy



## Acknowledgement of Country

We acknowledge the Traditional Custodians of the land 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.

This artwork was created by Jordan Lovegrove. It tells the story of energy, how it connects all of Australia and the Energy Charter's commitment to create a better energy future for all Australians.

## Acknowledgement of Lived Experience

We would like to acknowledge those with a lived experience, and in particular those who have chosen to share their experiences of navigating the energy sector to support our work.

We acknowledge the determination and courage it takes for people to revisit difficult memories in the hope of shaping a better future for themselves and others.

We are deeply appreciative of this, particularly those who are in attendance today.





## Today's CEO Forum agenda

1. **Context:** our customers + communities
2. **The Energy Charter:** 2024 collaboration highlights
3. **Our CEO Panel:** hosted by Cath Smith, Chair End-User Consultative Group + 6 Signatory CEOs from across the supply chain nationally
4. **Wrap up + thanks**

**Please note: We are recording today's session.**

**Questions: Through the Q+A function.**





## Context: Customers + Community

### 1. **Cost of living** concerns are significant

- 72% of Australians say cost of living remains an important issue
- Grocery prices are of highest concern, with electricity bills next
- 37% of Australians are using less heating/cooling
- Some Australians are having trouble paying rent and putting food on the table

### 2. **Social licence** issues continue to grow with the build of renewable energy infrastructure

- Positivity towards the renewable transition is relatively steady at 49%
- 25% are feeling negative about it, particularly in regional communities

Source: SEC Newgate, Mood of the Nation, Nov 2024



# Our Signatories

## Energy Charter Full Signatories



## #BetterTogether Collaborators



## Energy Charter Supporters

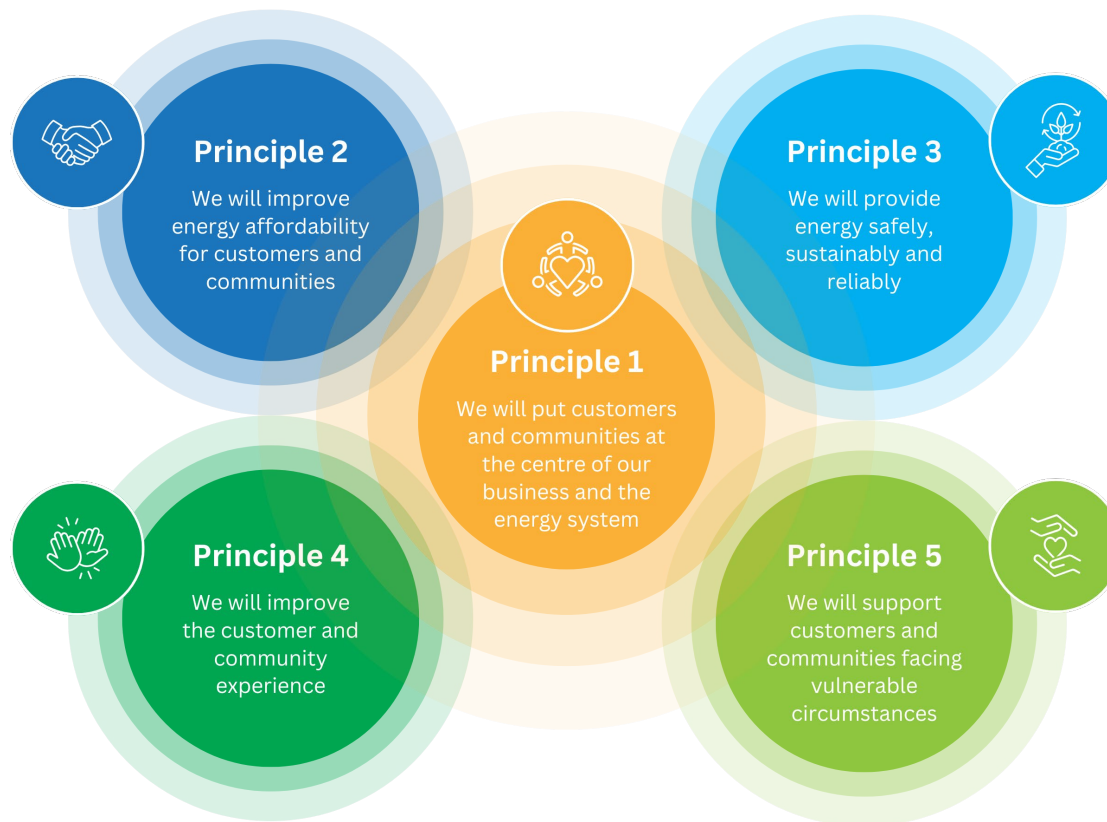




# The Energy Charter

Launched in 2019, we are a unique CEO-led coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.

**Together, creating a better energy future for all Australians**



**BE OPEN  
LEARN &  
IMPROVE**

**THINK  
BIG  
BE BOLD**

**BE  
INVESTED  
MAKE A DIFFERENCE**



# Our 2024 Collaboration Highlights



**Keep the money.  
It's yours.**

**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



# Customers + Community at our Heart

## 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

## Meet the Host + Panellists



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# 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.

Download at:

[www.theenergycharter.com.au/accountability/](http://www.theenergycharter.com.au/accountability/)



## Our #TinyTeam



**Sabiene Heindl**  
Chief Executive Officer



**Bec Jolly**  
Director, Energy Equity



**Heather Wagland**  
Director, Energy Transition



**Martine Holberton**  
Director, Renewables



**Sarah Whitehouse**  
Manager, Communications and Community



**Together, creating a better energy  
future for all Australians**