



MCE

User Participation Working Group  
Forum on Consumer Advocacy



Sydney 8th November

# Consumer Advocacy Forum

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- Welcome
- Introductions
  - UPWG representatives
  - UPWG Consumer Advocacy Project Manager
    - Helen Murphy, DOI, Victoria
  - UPWG Consultant
    - KPMG: Donna Scott, Risk Advisory Services

# Consumer Advocacy Forum

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- Overview of UPWG program
  - Develop a National Advocacy Model
  - Demand Side Response - Action Plan
  - SA Consultancy on Short Term Forward Markets
  - Interval Meters – development of common principles for consistent CBA
  - Report on Low Cost Load Control Technology
  - Report on Information Barriers and Training Needs in NEM

# Consumer Advocacy

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- Allens report – June 2004
- Recommended the establishment of a new national energy consumer advocacy institution to *represent the views of, reflect the impacts upon, and support the involvement of small users, including small business, in policy making in the national energy market as it affects consumers.*
- MCE Policy Statement – August 2004.
- MCE agreed to *assess existing consumer advocacy arrangements and develop a workable institutional model to take account of the changing advocacy needs of the Australian energy market.*

# Key Deliverable

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- To assess existing consumer advocacy arrangements and develop options for a workable national advocacy model. In developing options, consideration to be given to future advocacy requirements in the Australian energy market.

# Issues

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- Existing arrangements.
- The need for advocacy arrangements to satisfy the requirements of all consumers
- The appropriate advocacy model including operational and governance structures.
- The scope and functions of a national advocacy model

# Issues

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- The operational arrangements for a national advocacy model
- The interaction of a national advocacy model with other State and Territory advocacy groups.
- The level of funding required for the operation of a national advocacy model.
- The process by which a national advocacy model would allocate funds to consumer groups.

# Consumer Advocacy

## Timetable

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### November

- Consultation workshops for energy end users and representatives 5th November (Melbourne) and 8<sup>th</sup> November (Sydney)
- Consultation workshops for energy suppliers and other interested stakeholders on 11 November (Melbourne)
- Further consultation sessions are being held with those stakeholders not able to attend workshops either by teleconference or through direct meetings

### December

- Draft report from consultant is due 17th December

# Developing a consumer advocacy model

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1. Current and emerging needs
2. What can be learnt from existing arrangements?
3. What are the principle on which to build a workable model?
4. Designing a model

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1. What are the current and emerging needs that an advocacy model must be able to address?

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2. What can be learnt from existing arrangements?

# Designing a model – small group sessions

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- What are the principles on which to build a model?

What should the scope be?

What should the role be?

Who are the constituents?

# Designing a model – small group sessions

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- What are the principles on which to build an advocacy model?

What should the governing structure be?

Who should be represented in that structure?

What should the relationship with other consumer bodies be?

# Summing up

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# Consumer Advocacy Model Timetable

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January

- Development of issues paper

February

- Consideration by SCO

March

- Consideration by MCE

March/April

- Distribution of issues paper for consultation

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