

APPENDICES

APPENDIX 1: CONSUMER ADVOCACY PANEL

ANNUAL REPORT 2010-11

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Annual Report for the year ended 30 June 2010

A. Introduction

The functions and objectives of the Consumer Advocacy Panel (the Panel) are specified in the *Australian Energy Market Establishment Act 2004* (the Act). The Panel was established on 1 July 2008, following the decision by the Ministerial Council on Energy to revise the legislative framework for the creation of the predecessor organisation, the National Electricity Consumer Advocacy Panel.

The Panel makes funding grants for electricity and natural gas customer advocacy and research. In doing so, it must seek to promote the interests of all consumers of electricity or natural gas—while paying particular regard to benefiting small to medium consumers¹.

This 2010/11 Report from the Panel satisfies requirements in Part 4 (Section 47) of the Act.

The Panel's 2010/11 financial statements are included in the AEMC's financial statements as administered financial statements, tabled in the South Australian Parliament and subsequently published.

B. Panel overview

Members

The Panel consists of a Chair (Frank Peach) and four other members (Catherine Cooper,

Bill Russell, Bruce Connery and Karen Scott) appointed on the recommendation of the Ministerial Council on Energy (MCE).

Panel members are appointed for their knowledge of the energy sector, ability to assess funding applications against specified criteria, experience in public interest advocacy, and ability to assess proposals for energy sector research benefitting consumers of electricity or natural gas.

In 2010/11, the Panel held 12 formal meetings (one per month) and, where necessary, also dealt with grant applications or other matters by email resolution.

Administration

The Panel was supported by a full-time Executive Director (Kerry Connors) and a part-time (0.4EFT) Communications Officer (Marea Reed, who began work in September 2010).

The Panel seeks to maximise the amount of funding available for the allocation of grants by keeping administrative costs associated with its work to a minimum. In 2010/11, \$356,062 was expended on administration, slightly under budget. The Panel's administrative costs include all operational expenses, including Panel and staff remuneration, rent, accounting and audit fees, Panel meeting costs, website and internet expenses, and printing and stationery.

Back office functions for the Panel—financial, contracting and human resources—are provided by the AEMC in accordance with the Act on a cost recovery basis.

The following outlines the Panel's major activities over the reporting period.

Grant guidelines

The Panel is responsible for developing—in consultation with the AEMC and other interested stakeholders—guidelines for grant allocation consistent with criteria set by the MCE. The Panel's *Grant Allocation and Application Guidelines* are published on its website—to provide guidance to prospective applicants.

Ministers approved amendments to the Guidelines on 4 July 2011, which outline the new procedure that requires all grant recipients to inform the Panel whether any grant output will be a report. Where a report will be published, a jurisdiction may indicate its intention to review the report for technical and factual error, and a grant recipient will therefore be asked to provide the draft final copy of the report to the Panel to convey to the Ministerial Council on Energy 10 business days before publication.

Strategic plan 2010-13: review of strategic priorities

In March 2011, the Panel undertook its annual review of the *Strategic Plan 2010-*

2013, which included an assessment of its progress against current strategic priorities, summarised briefly below:

1. Addressing gaps in advocacy, focusing particularly on encouraging greater participation by under-represented consumers, including rural and regional consumers and small businesses, and greater advocacy coverage on price and reliability issues
 - Grants were approved that investigated the energy issues facing rural and regional consumers in Tasmania, South Australia, NSW, Queensland and NSW, as well as communities in Victoria and South Australia.
 - Outreach was targeted at small business organisations, including the national peak bodies, resulting in grant applications from the Victorian Employers Chamber of Commerce and Industry, and a consultant working with NSW Farmers Federation
 - Grants focusing on prices were approved to consumer advocacy organisations in NSW, Queensland, Victoria, and Western Australia
 - To improve its capacity to reach rural and regional consumer organisations, the Panel agreed to regularly hold a Panel meeting in a regional location. In September 2010, the Panel accordingly met in Castlemaine, Victoria, where discussions were held with

¹ The Australian Energy Market Commission Establishment Regulations 2005 Schedule 1.3A define small to medium consumer under the Act as a consumer using 4 gigawatt hours of electricity or 100 terajoules of gas per annum

B. Panel overview (continued)

- a range of local consumer groups with an interest in NEM advocacy.
2. Improving the effectiveness of advocacy: initiatives that included improved resources to assist grant applicants and recipients
 - Commissioned independent advice on consumer energy research priorities to assist advocates frame their research grant applications
 - Developed resources to assist consumer advocates, including a re-designed application form, and resources to assist with their compliance with their obligations under the funding agreement.
 3. Improving the Panel's engagement with stakeholders: including through improving its communication tools to disseminate widely the research and advocacy funded through grants.
 - In December 2010, the Panel launched the first edition of its quarterly newsletter CAPtions, which provides information about the Panel, recent grant decisions, a calendar of forthcoming national regulatory decisions to alert advocates to opportunities for advocacy, and an outline of the impact of a selection of recent grants, to illustrate advocacy in action. In 2010/11, three editions of CAPtions were published.
 - Face to face monthly Panel meetings were used to meet stakeholders, to discuss consumer energy issues with consumer advocates and jurisdictional decision-makers, and to hear directly about from grant recipients on their recent projects.
 - The Panel decided to redesign its website, a project due for completion in the second quarter of 2011/12, to improve its utility to consumer groups and decision-makers.
 4. Enhancing the Panel's management of its grants: strengthening its grants management systems and processes, including finalising the structure and processes attached to the new advocacy funding model.
 - The *Grant Allocation and Application Guidelines and Application Form* were redesigned to make it easier for grant applicants to understand the information they must provide to the Panel, and their obligations
 - Amendments to the MCE peer review process were processed quickly and with minimal disruption to grant recipients
- The updated *Strategic Plan 2010-2013* was published on the Panel's website, reflecting the following priorities going forward:
1. Addressing gaps in advocacy
 - The Panel will actively encourage the participation in policy and regulatory decisions advocacy organisations representing classes of energy consumers who have not been as well heard.
 - Rural, regional, residential and small business will continue to be the main priority groups.
 2. Improving the effectiveness of advocacy
 - The Panel will initiate and support activities to improve the effectiveness and sustainability of advocacy, including through its annual program of independent evaluation of grants, and developing a 'lessons learned' database on its website to share successful strategies for advocacy.
 3. Improving the Panel's communications and engagement with stakeholders
 - The Panel will recast its engagement arrangements with a variety of stakeholders.
 4. Enhancing the Panel's management of its grants
 - The Panel will strengthen its grants management systems and processes, including performance monitoring and evaluation of advocacy projects.
- Global Advocacy Funding Grants**
- The Panel continued to refine its Global Advocacy Funding Grants model, to encourage consumer advocacy organisations eligible for funding to maximise the opportunities presented through this model of funding. Accordingly meetings were held with GAFG grant recipients to assist their consideration of their 2011/12 applications.
- The Panel also reviewed its principles and criteria for determining the amount of a Global Advocacy Funding Grant, and commissioned independent advice from ACIL Tasman. Those deliberations will inform its consideration of 2012/13 grants.
- Funding research for the benefit of electricity and gas consumers**
- The Panel trialled a new approach in 2010/11 to its consideration of research grant applications.
- The Panel funds research through two grant programs:
- Research initiated by the Panel: the Panel provides funding to consumer organisations, individuals and academic institutions to undertake research on priority electricity and gas issues identified by the Panel. The Panel undertakes research in order to
 - raise awareness of emerging consumer energy issues
 - provide information that can be used to facilitate consumer advocacy
 - stimulate discussion or debate on consumer energy issues

B. Panel overview (continued)

- Research initiated by other organisations: the Panel provides funding to consumer organisations, individuals and academic institutions to undertake research on electricity and gas issues.

To inform its consideration of applications and assist potential applicants, the Panel commissioned Allen Consulting Group to provide advice on the priority consumer energy issues identified by key decision-makers and published the subsequent report on the website.

On 28 January 2011 the Panel invited any organisations and individuals with the requisite expertise to submit grant applications to undertake

- research on one of the priorities identified by the Panel in its 2010/11 research agenda
- research on another issue of benefit to electricity and/or gas consumers in the National Energy Market.

Reflecting the growing public focus on energy issues, the Panel received an unprecedented 21 research grant applications from consumer advocacy organisations, academic institutions, and consultants. The Panel approved 10 research projects, covering a range of consumer interests.

2011/12 budget

On 3 September 2010, the Panel published a draft 2011/12 budget on its website, seeking

comments from stakeholders. The final 2010/11 budget was submitted for the MCE's approval on 15 October 2010.

The Hon Martin Ferguson, in his capacity as MCE Chair, formally advised the Panel in January 2011 that the MCE had approved a total 2011/12 budget of \$2.96 million, representing an across the board CPI increase of 4% to the previous year.

Evaluation of grants

The Panel published the independent evaluation of the 2009/10 global grants undertaken by the Allen Consulting Group.

The evaluation of 2009/10 grants highlighted the features of successful advocacy projects, such as effective targeting of advocacy efforts, effective project management and performance reporting, flexible and adaptive planning, and leveraging appropriate external expertise.

The Panel has commissioned RobertsBrown to undertake the formal independent evaluation of a selection of 2010/11 grants, which will also be published on the Panel's website.

C. Panel revenue in 2010/11

In 2010/11 the Panel's total revenue was \$2.06 million, comprising:

- \$1.95 million from fees charged to certain market participants via the Australian Energy Market Operator (AEMO) for expending on electricity and advocacy and research

projects and the portion of the Panel's administrative costs that relate to electricity and gas advocacy, and from relevant jurisdictions via the AEMC, for expending on gas advocacy and research projects and the portion of the Panel's administrative costs that relate to that component of gas

- \$115,861 in interest.

D. Grants made in 2010/11

The Panel provides grants to support the following types of advocacy and research:

- consumer advocacy projects for the benefit of consumers of electricity
- consumer advocacy projects for the benefit of consumers of natural gas
- projects in research or consumer advocacy for the joint benefit of consumers of electricity and consumers of natural gas
- research projects for the benefit of consumers of electricity
- research projects for the benefit of consumers of natural gas

The Panel believes the funding it allocated in 2010/11 fully complied with the principles set out in Schedule 1 of the *Australian Energy Market Commission Regulations 2005*.

2010/11 Grants

The Panel is required to report on all grants made during the financial year.

During the reporting period, the Panel approved 38 grants out of 52 grant applications, although 2 grant applications were subsequently withdrawn.

The overall number of applications was down slightly from 2009/10 although still significantly greater than in earlier years. The overall reduction was due largely to the aggregation of projects into one grant by Global Advocacy Funding Grant applicants, which reduced the number of applications made (although not the number of projects undertaken) by those organisations, as well as a reduced amount of applications to attend meetings convened by a NEM jurisdiction or regulator.

The total value of 2010/11 grants approved was \$2,220,653 (exc GST), an increase from the previous year, and continuing a steady upwards trend.

Worth noting is that of the 31 organisations that received 2010/11 grants, 12 organisations had never previously applied for Panel funding, demonstrating the increasing interest and active engagement by consumer advocacy organisations in NEM policy and regulatory decisions.

The following reports on all grants approved by the Panel in 2010/11, whether those projects were for advocacy or research, and whether they were for the benefit of electricity or gas consumers or benefited both electricity and gas consumers.

D. Grants made in 2009/10 (continued)

TABLE 1: ALL 2010/11 GRANTS (EX GST) BY GRANT PROGRAM

GRANT TYPE	GRANTS MADE	PROJECTS FUNDED	FUNDING ALLOCATED (\$ EXC GST)
Advocacy ²			
Electricity	16	51	1,440,236
Gas	6	31	506,356
Joint	4	4	37,461
Panel-initiated research			
Electricity	2	2	59,500
Stakeholder-initiated research			
Electricity	8	8	161,500
Gas	2	2	15,600
TOTAL	38	98	2,220,653

The Panel provides funding to advocacy organisations representing business (small and large businesses) and domestic consumers. The following provides information on the year to year change in funding provided to those classes of consumers.

TABLE 2: 2010/11 VS 2009/10 GRANTS BY CUSTOMER TYPE

	BUSINESS		DOMESTIC		TOTAL	
	10/11	09/10	10/11	09/10	10/11	09/10
\$0 – \$50,000	8	11	17	26	25	37
\$50,001 – \$100,000	1	2	2	10	3	12
\$100,000 +	2	2	8	7	10	9

²The Panel provides grants to projects that benefit electricity and gas consumers. Where the primary beneficiary is either electricity or gas consumers, the grant has been classified accordingly.

D. Grants made in 2009/10 (continued)

Grants approved in 2010/11 for activities in 2011/12

As it has done in previous years, in order to provide certainty for consumer advocacy organisations to recruit and employ staff, the Panel approved in April and May 2011 a number of Global Advocacy Funding Grant and capacity-building grants for projects that will begin on 1 July 2011. The features of these grants are:

- Global Advocacy Funding Grants where one grant supports a range of priority projects nominated by the recipient
- Table 3 below lists the number of projects as well as the grants made, to underline the breadth of activity supported by the Panel
- capacity-building grants, where the grant is used to build capacity within an organisation to facilitate its advocacy activities (typically through the employment of staff to participate in a range of policy and regulatory decisions). Table 4 lists those grants.

In 2010/11 the Panel approved global funding grants to the following organisations.

TABLE 3: GLOBAL ADVOCACY FUNDING GRANTS APPROVED IN 2010/11 FOR 2011/12

NO	APPLICANT	PROJECT	PROJECTS FUNDED	AMOUNT FUNDED (\$ EXC GST)
473	Total Environment Centre	NEM advocacy 2011/12	3	\$140,000
476	Alternative Technology Association	NEM Advocacy 2011/12	3	\$125,000
477	Australian Council of Social Service	NEM Advocacy 2011/12	4	\$140,000
481	Consumer Action Law Centre	NEM Advocacy 2011/12	3	\$215,000
485	Major Energy Users Inc	MEU global funding 2010/12	9	\$215,000
486	Energy Users Association of Australia	Priority projects for 2010/12	5	\$215,000
		Total	27	\$1,050,000

D. Grants made in 2009/10 (continued)

In 2009/10, the Panel approved capacity-building grants to the following organisations to facilitate advocacy in 2010/11.

TABLE 4: CAPACITY-BUILDING GRANTS APPROVED IN 2009/10 FOR 2010/11

NO	APPLICANT	PROJECT	PROJECTS FUNDED	AMOUNT FUNDED (\$ EXC GST)
469	Tasmanian Council of Social Service	Energy Research and advocacy 2011/12	7	\$41,600
400	South Australian Council of Social Service	SACOSS capacity-building project 2011/12	7	\$110,600
471	100% Renewable Community Campaign	Building regional networks: enhancing capacity of local community groups to advocate on energy matters 2011/12	4	\$95,000
474	Uniting Care Australia	National Energy Advocacy 2011/12	6	\$80,000
475	Ethnic Communities Council of NSW	National Energy Reform Advocacy and Capacity-Building for Ethnic Communities and Small Businesses	5	\$66,500
479	Australian Council of Social Service	National Consumer Roundtable on Energy – operations support worker and meeting expenses	2	\$100,000
480	QUT Credit and Consumer Law program	NEM advocacy 2010/11	5	\$142,012
		Total	36	\$635,712

Grants allocated to the 2010/11 budget: budgeted vs actual expenditure

The following provides information about grants expenditure within the 2010/11 budget.

As explained above, the Panel approves funding for capacity-building and global advocacy projects for the next financial year.

The following table outlines 2010/11 actual compared to forecast expenditure in each of the main grants programs, including for the evaluation of grants, identifying advocacy and research projects undertaken for the benefit of electricity and gas consumers.

Unspent funds will be used to reduce the amount of revenue sought by the Panel in its 2012/13 budget.

D. Grants made in 2009/10 (continued)

TABLE 5: 2010/11 GRANTS: BUDGETED VERSUS ACTUAL GRANT APPROVALS

GRANT CATEGORY	PROJECT TYPE	\$ (EXC GST)		
		2010/11	2010/11 EXPENDITURE	REMAINING
Advocacy	Electricity Projects	1,657,208	1,440,236	216,972
	Gas Projects	359,820	506,356	(146,536)
	Joint Projects	113,928	37,461	76,467
Research	Panel initiated			
	• Electricity research	56,732	59,500	(2,768)
	• Gas research	58,957	0	58,957
	• Joint Research	29,479	0	29,479
	Stakeholder initiated			0
	• Electricity research	29,479	161,500	(132,021)
	• Gas research	29,479	15,600	13,879
	• Joint Research	28,366	0	28,366
	Grants sub-total	\$2,363,448	\$2,220,653	\$142,795
Evaluation				–
	Evaluation of electricity projects	51,190	52,533	(1,343)
	Evaluation of gas projects	13,024	12,820	204
	Evaluation of joint projects	21,012	20,447	565
		Grants total	\$2,456,028	\$2,306,453

E. Activities undertaken in 2010/11 consumer advocacy and research projects

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
315	Electricity advocacy	Australian Council of Social Service	Revised grant to support travel costs for consumer representatives on the National Smart Meter Working Groups	Facilitate attendance by consumer representatives to government-convened meetings.	A	\$3390.00
399	Electricity and gas capacity-building/ advocacy	Tasmanian Council of Social Service	Energy Research and advocacy 2010/11	Building capacity within TasCOSS to draft submissions and undertake lobbying on : NECF to MCE and to Tasmanian government, NECF implementation to AER, smart meters policy to MCE and Tasmanian government, CPRS to Commonwealth, Tasmanian electricity retail pricing to OTTER, introduction of FRC to Tasmanian government, Energy White Paper to COAG and DRET, changes to gas regulation to Tasmanian government and OTTER	A	\$39,340.00
400	Electricity and gas capacity-building/ advocacy	South Australian Council of Social Service	NEM reform advocacy capacity building project – South Australia – 2010/11	Building capacity within SACOSS to draft submissions and undertake lobbying on MCE on NECF, AER on SA gas distribution price review; DRET/ DCCEE on energy efficiency policy and program development; ESCOSA on SA retail electricity and gas price path; DRET on Energy White Paper. Briefing members on key NEM issues and creation of a SACOSS essential services online forum	A	\$109,080.00
402	Electricity and gas capacity-building/ advocacy	Uniting Care Australia	Informing Uniting Care Energy Advocacy 2010/11	Building capacity within UnitingCare to establish small business, aged and rural services reference groups, inform networks through newsletter and website, convene community forums to input to advocacy, and advocate to following processes: AER development of retail regulatory guidelines, analysis of regulatory regime on distribution price determination, discussion paper on energy affordability, issues papers on priority reference groups	A	\$100,000.00
403	Global Advocacy Funding Grant – electricity and gas advocacy	Total Environment Centre	NEM advocacy 2010/11	Strategic priorities were: enhanced capacity for demand management in the NEM; enhanced capacity for energy efficiency to participate in the NEM; improved alignment of NEM with climate change policy; enhanced capacity for distributed generation; transition costs to GAFG model	A	\$127,000.00
404	Electricity and gas capacity-building/ advocacy	Kildonan UnitingCare	Indigenous community energy education and advocacy	Building capacity to employ an Indigenous Community Energy Worker to collect data and report on fuel poverty in local indigenous community and advocacy on potential solutions, as well as provide energy education and consumer advocacy for that class of consumers	A	\$102,102.00

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
405	Global Advocacy Funding Grant – electricity and gas advocacy	Australian Council of Social Service	ACOSS NEM advocate 2010/11	Strategic priorities were: low-income consumers and the market – general advocacy; retail policy and the national regulatory framework; CSOs, concessions and rebates; pricing and affordability; smart meters and the NSMP; climate change, carbon price, energy efficiency and equity; and national energy policy.	A	\$143,000.00
407	Global Advocacy Funding Grant – electricity advocacy	Alternative Technology Association	NEM Advocacy 2010/11	Strategic priorities were: micro-generation consumers in the NEM; residential energy efficiency consumers in the NEM; and demand management and other sustainable energy options for NEM residential consumers	A	\$103,338.00
408	Global Advocacy Funding Grant – electricity and gas advocacy	Consumer Action Law Centre	NEM Network Coordinator and Consumer advocate 2010/11	Strategic priorities were: national energy retail regulation; energy distribution in the consumer interest; external capacity-building; and meetings of the National Consumer Roundtable on Energy	A	\$217,226.00
409	Electricity and gas capacity-building/ advocacy	Central Victorian Greenhouse Alliance Inc.	Growing regional capacity	Development of a guide for members on the design and regulations of the NEM in relation to the connection of distributed generation; Education of CVGA membership on the operation of the NEM; submissions and lobbying in relation to decisions relating to the connection of DG and network augmentation and planning, including in Victorian rollout of smart meters; submission to AER revised draft determination on Victorian distribution prices	WITHDRAWN	\$0.00
410	Electricity and gas capacity-building/ advocacy	QUT Credit and Consumer Law program	NEM advocacy 2010/11	Building capacity within the organisation to advocate on issues on the NEM and the retailing of electricity on behalf of Queensland consumers	A	\$70,390.00
411	Electricity advocacy	Ethnic Communities Council of New South Wales	NEM advocacy 2010/11	Building capacity within the ECC NSW to represent CALD consumers in Commonwealth policy decisions, including on energy efficiency, finalisation of the NECF, smart meters, and to NSW government on NECF transition	A	\$22,000.00

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
431	Global Advocacy Funding Grant – electricity and gas advocacy	Major Energy Users Inc	MEU global funding 2010/11	Strategic priorities were: AER Vic distribution price review; rule change on network investment; AEMO review of value of customer reliability; generator market power AEMC rule change; SA gas distribution price review; AEMC electricity transmission frameworks review; AER review of Darwin Amadeus gas pipeline access arrangement; Reliability Panel review of Reliability and Emergency Reserve Trader; AEMC reviews on scale efficient network extensions, strategic directions, and inter-regional transmission charging	A	\$206,000.00
432	Global Advocacy Funding Grant – electricity and gas advocacy	Energy Users Association of Australia	Priority projects for 2010/11	Strategic priorities were: engagement in AEMC transmission review; impact of gas pipeline regulation on energy users; comparative performance of distribution businesses; investigation into NEM market power; review of network prices, regulation and impact on energy users; and assessment of impacts of renewable and clean energy policies	A	\$206,000.00
435	Electricity and gas advocacy	Kildonan UnitingCare	Emerging Communities – education and advocacy		R	
436	Electricity advocacy	Alternative Technology Association	Consumer representation on the NSMP NSSC	Facilitation of attendance by consumer representatives to government-convened meetings	A	\$23,315.00
437	Electricity advocacy	Queensland Council of Social Service	Suitable electricity tariffs for low income consumers and the potential for social tariffs	Report	WITHDRAWN	\$0.00
438	Electricity advocacy	Queensland Council of Social Service	Submission to QCA BRCI draft decision	Submission to Queensland Competition Authority	A	\$10,000.00
439	Electricity and gas advocacy	Consumer Utilities Advocacy Centre	Overcoming the information asymmetry: Approaches to improving customer participation in the energy retail market	Research report and advocacy on findings	A	\$44,700.00
440	Electricity and gas advocacy	100% Renewable Community Campaign	Regional and rural Australia Energy White Paper project	Workshops to facilitate participation in Energy White Paper process by 15-20 community group members	A	\$62,000.00
441	Electricity and gas advocacy	UnitingCare Wesley Adelaide	National Consumer Roundtable on Energy planning event 2011		R	

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
442	Electricity advocacy	Meta Economics Consulting Group	Agricultural electricity consumer issues in the National Electricity Market	Report based on survey of NSW farmers energy issues	A	\$53,800.00
443	Gas Advocacy	West Australian Council of Social Service	Consumer-based analysis of the debt risk premium	Submission to WA Economic Regulatory Authority	A	\$20,500.00
444	Electricity advocacy	Consumer Action Law Centre and Consumer Utilities Advocacy Centre	Support for intervention in ACT proceedings on AER Victorian distribution price determination	Report on CALC and CUAC participation in application for intervention, and recommendations for change	A	\$103,800.00
445	Stakeholder-initiated research – electricity and gas	Ethnic Communities Council of New South Wales	Ethno-specific small business and CALD residential energy consumer consultation project	Report on CALD energy issues, and advocacy on solutions	A	\$32,600.00
446	Electricity advocacy	St Vincent de Paul Society Victoria Inc. and St Vincent de Paul Society NSW	NSW Tariff-tracking tool	Development of a series of workbooks to track NSW tariffs, workshop to explain tool to NSW consumer representatives; and a report analysing NSW electricity and gas retail offers	A	\$38,587.00
447	Stakeholder-initiated research – electricity	University of Tasmania	Evaluating Demand-Side Response from a Consumer Viewpoint		R	
448	Stakeholder-initiated research – electricity	MS Australia – TAS	Keeping Tasmania Cool Campaign	Campaign to secure Tas government agreement to provide energy rebate to Tasmanians with neuromuscular conditions	A	\$19,560.00
449	Stakeholder-initiated research – electricity	Engineroom Infrastructure Consulting	Scoping study into electricity service quality	Report on electricity distribution service quality issues	A	\$21,000.00
450	Panel-initiated research – electricity	Engineroom Infrastructure Consulting	Mapping retail electricity standing offer prices Australia-wide	Information and graphs mapping Australian standing electricity offers from 2000, with data on causes of price changes	A	\$31,500.00
451	Stakeholder-initiated research – electricity	COTA Seniors Voice	Investigating electricity non-switchers in South Australia		R	

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
452	Stakeholder-initiated research – electricity	Moreland Energy Foundation	Residential energy information portal evaluation project	Report on consumer reaction to real time information on energy consumption	A	\$38,300.00
453	Panel-initiated research – electricity	Total Environment Centre	Consumer reactions to increased cost of electricity	Report on residential consumers' response to price increases	A	\$28,000.00
454	Stakeholder-initiated research – electricity	Total Environment Centre	Real costs and benefits of demand management		R	
455	Stakeholder-initiated research – electricity	Mallee Family Care	Mallee Family Care – gas and electricity research project		R	
456	Stakeholder-initiated research – electricity	City of Victor Harbor	Demand-side participation in the Fleurieu region	Report assessing existing use of and potential for demand side responses in the region	A	\$20,000.00
457	Stakeholder-initiated research – electricity	Alternative Technology Association	"The Good Energy Guide" a consumer guide to making financial choices when purchasing energy efficiency and renewable energy technologies		R	
458	Stakeholder-initiated research – electricity and gas	Centre for Energy and Environmental Markets, Uni of NSW	Energy efficiency information disclosure policies for residential and commercial leased properties	Report addressing split incentive problem in energy efficiency upgrades to rental properties	A	\$31,500.00
459	Stakeholder-initiated research – electricity	Centre for Energy and Environmental Markets, Uni of NSW	Retail product competition and demand response in electricity markets with smart meters		R	
460	Stakeholder-initiated research – electricity	Queensland Council of Social Service	Electricity and gas customer transfer issues	Report on Qld electricity and gas customer transfer issues	A	\$31,200.00
461	Stakeholder-initiated research – electricity	Queensland Council of Social Service	Electricity supply disconnection on change of residential tenancy	Report on costs to Qld consumers of electricity supply disconnection on change of residential tenancy	A	\$20,800.00

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
462	Stakeholder-initiated research – electricity	Queensland Council of Social Service	Underlying factors contributing to rates of electricity and gas disconnection for non-payment in Queensland		R	
463	Stakeholder-initiated research – electricity and gas	University of Queensland, School of Economics	Removing barriers to DSP in the NEM		R	
464	Stakeholder-initiated research – electricity and gas	Consumer Utilities Advocacy Centre	Electricity and gas door-to-door marketing to residential consumers		R	
465	Stakeholder-initiated research – electricity and gas	Kildonan Uniting Care	An assessment of consumer decision making in a competitive energy market		R	
466	Stakeholder-initiated research – electricity and gas	Etrog Consulting Pty Ltd	Electricity and gas marketing to small business customers		R	
467	Stakeholder-initiated research – electricity	Etrog Consulting Pty Ltd	Electricity supply disconnection on change of small business tenancy	Report on costs to Qld small business consumers of electricity supply disconnection on change of residential tenancy	A	\$6,500.00
468	Stakeholder-initiated research – electricity	Etrog Consulting Pty Ltd	Electricity and gas customer transfer issues for small business consumers	Report on Qld electricity and gas small business transfer issues	A	\$7,800.00
478	Electricity and gas advocacy/ capacity-building	Australian Council of Social Service	Making Energy Markets Work for Consumers – Consumer Roundtable Futures		R	
482	Electricity advocacy	ClimateWorks Australia	Cogeneration portfolio project: designing solutions to unblock barriers	Report recommending solutions to barriers faced by cogeneration project proponents in securing grid connection	A	\$40,000.00

E. Activities undertaken in 2010/11 consumer advocacy and research projects (continued)

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (A) / REJECTED (R)	AMOUNT FUNDED
483	Electricity and gas advocacy/ capacity-building	ACOSS	National Consumer Roundtable on Energy meeting June 2011	Convening meeting of National Consumers Roundtable on Energy June 2011	A	\$37,461.00
484	Electricity advocacy	Manningham City Council, representing the Street Lighting Group	Appeal against the AER decision on the Victorian electricity distribution determination 2011–2015	Support for SLG participation in appeal of the AER Victorian Distribution determination, and a report for SLG and other local government agencies to disseminate the lessons learned.	A	\$48,864.00
					TOTAL	\$2,220,653

The Panel's website (www.advocacypanel.com.au) provides more information on its role, functions, operations and grant making.



Frank Peach
Chair