

APPENDICES

APPENDIX 1

CONSUMER ADVOCACY PANEL ANNUAL REPORT 2009-2010.

The following report is the report of the Consumer Advocacy Panel published in accordance with the provisions of the *Australian Energy Market Commission Establishment Act 2004* of South Australia as amended.

The Consumer Advocacy Panel is an independent body and as such its accounts are not consolidated into the accounts of the AEMC.

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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 consumers.

This 2009/10 Report from the Panel satisfies requirements in Part 4 (Section 47) of the Act.

The Panel's 2009/10 financial statements will be included in the AEMC's financial statements, tabled in the South Australian Parliament and subsequently published.

B. Panel overview

Members

The Panel consists of a chairperson (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 2009/10, 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 Administrative Assistant (Alison

Michalewicz from July 2009 – January 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 2009/10, \$317,013 was expended on administration – this represented 13% of total revenue, in line with the 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.

Stakeholder Forum

On 12 October 2009, the Consumer Advocacy Panel convened a stakeholder forum, entitled Mapping consumer energy issues 2009-2014 in Melbourne.

The objectives of the Forum were to – identify future priority consumer energy issues and opportunities for advocacy in policy and regulatory processes, incorporating perspectives from the range of Panel stakeholders – inform Forum participants of the views and priority consumer energy issues of the range of key stakeholders

Just over fifty people from all of the Panel's key stakeholder groups participated in the day's discussions: consumer advocacy organisations, environmental agencies, commonwealth and jurisdictional government officials, regulators, industry peak bodies, and ombudsmen.

The Forum agenda was ambitious and comprehensive. Discussions ranged over a broad variety of issues, and the level of engagement from stakeholders was appreciated by the Panel. A report on the day's discussions was published on the website, and informed the Panel's 2009/10 research agenda.

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.

On 30 May 2010, the Ministerial Council on Energy (MCE) requested the Panel implement a new procedure, where reports and submissions must be sent to the MCE Secretariat before publication, for information and any comment in relation to matters of fact, data and related calculations.

At its meeting on 10 June 2010, the Panel resolved that the new requirement would apply to all grants approved on or after that

B. PANEL OVERVIEW CONTINUED

date, as well as any grants beginning in 2010/11. The Panel notified grant recipients of the procedures to implement the new requirement, and accordingly revised its *Grant Allocation and Application Guidelines*. Those will be posted on the website once approved by the MCE.

Global advocacy funding model

The Panel provides funding for advocacy and research for the benefit of electricity and gas consumers, as well as to build capacity in organisations which would otherwise not participate in energy policy and regulatory decisions.

In 2009/10, the Panel successfully trialled a different funding approach with the Major Energy Users Inc (MEU) and the Energy Users Association of Australia (EUAA). The global advocacy funding model provides an organisation with a global amount of funding to undertake a range of approved projects. It enables greater funding certainty and reduces the administrative burden for organisations engaged in many policy or regulatory processes.

The aims of the advocacy funding model are

- Innovation
- Simplicity
- Efficiency
- Flexibility
- Capacity to undertake long term planning

A consumer advocacy organisation with most or all of the following characteristics is eligible to graduate to funding through the new model

- Record of successful advocacy
- Mature organisation
- Internal expertise and knowledge of consumer energy issues
- Established relationship with the Consumer Advocacy Panel
- Broad representation base or members
- Good reputation in the sector
- Significant activity

The model was independently evaluated by Allen Consulting Group, who found it to be effective in supporting advocacy.

As such, the Panel decided to extend the global funding model to the following end-

user advocacy organisations for 2010/11 who met the above criteria: Consumer Action Law Centre, Australian Council of Social Service, Total Environment Centre and Alternative Technology Association.

Funding research

The Panel's capacity to fund research came into effect on 1 July 2008. Research projects may be initiated by the Panel, or other persons or bodies.

The Panel consulted with stakeholders on the Panel-initiated 2009/10 research agenda, inviting applications from organisations or individuals to undertake the research. Research priorities in 2009/10 were

- Identifying rural and regional consumer issues in the National Energy Market (NEM)
- Convening a masterclass for consumer organisations on distribution network pricing

The Panel provided five grants to undertake research on those priorities to six consumer organisations or experts, some of whom were collaborating on the projects, to identify issues affecting rural and regional consumers in NSW, Queensland, South Australia and Tasmania, and to organise and convene the masterclass. Those research findings will be disseminated widely, by the grant recipients and the Panel.

WA gas consumers

During the reporting period, the Panel provided advocacy grants to Western Australian gas consumer advocacy organisations for the first time. The Panel also held one of its monthly meetings in Perth, to enable it to meet directly with WA consumer advocates and other stakeholders, to discuss WA gas issues and opportunities for advocacy.

2010/11 budget

On 14 October 2009, the Panel published a draft 2010/11 budget on its website, seeking comments from stakeholders. The final 2010/11 budget was submitted for the MCE's approval on 15 November 2009.

The Hon Martin Ferguson, in his capacity as MCE Chair, formally advised the Panel on 30 May 2010 that the MCE had approved a total 2010/11 budget of \$2,850,312, representing an across the board CPI increase to the previous year. The budget comprises \$2,261,152 for electricity advocacy, research and administrative costs and \$589,160 for gas advocacy, research and administrative costs.

Strategic plan 2010-2013

The Panel met in March 2010 to decide its strategic priorities for the next three years. They are:

- Addressing gaps in advocacy
- Improving the effectiveness of advocacy
- Improving the Panel's communications and engagement with stakeholders
- Enhancing the Panel's management of its grants

Evaluation of grants

The Panel published the independent evaluation of the 2009/10 global funding model and 2008/09 grants online. Both were conducted by Allen Consulting Group.

The evaluation of 2008/09 grants highlighted the features of successful advocacy projects, such as projects that were well-targeted, leveraged from partnerships, directly addressed the terms of reference for the review, and used external consultants effectively and efficiently.

The evaluation of the 2009/10 funding model endorsed the effectiveness of the model in supporting advocacy for the benefit of national electricity and gas consumers.

The Panel has commissioned a formal independent evaluation of a selection of 2009/10 grants, which will also be published on the Panel's website. The outcomes of this and the previous evaluation will be used by the Panel to develop a 'lessons learned' data base.

C. Panel revenue in 2009/10

In 2009/10 the Panel's total revenue was \$2,460,777:

- \$ 1,795,294 via the Australian Energy Market Operator (AEMO) from fees charged to certain market participants, mainly electricity retailers, for expending on electricity advocacy and research projects and the portion of the Panel's administrative costs that relate to electricity
- \$570,517 from participating jurisdictions via the AEMC, for expending on gas advocacy and research projects and the portion of the Panel's administrative costs that relate to gas – in future years, the majority of this funding will come from AEMO
- \$94,966 in interest.

D. Grants made in 2009/10

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 2009/10 fully complied with the principles set out in Schedule 1 of the *Australian Energy Market Commission Regulations 2005*.

Grants approved in 2009/10

The Panel is required to report on all grants made during the financial year. In 2009/10, the Panel received 68 applications for funding, 58 of which were approved, although 2 grant applications were subsequently withdrawn.

The increase in the overall number of applications received (up from 55 in 2008/09) is particularly noteworthy, as the new approach to funding the large end-user groups reduced the number of applications made (although not necessarily the number of projects undertaken) by those organisations.

The number of applicant organisations in 2009/10 also increased significantly to 39 (up from 24 in 2008/9 and 12 in 2007/8).

The diversity of the grants made by the Panel demonstrates increasingly active engagement by consumer advocacy organisations in policy and regulatory decisions pertaining to the national energy market.

The following reports on all grants approved by the Panel in 2009/10, 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 grants approved in 2009/10 (ex GST) by grant program

GRANT TYPE	GRANTS MADE	PROJECTS FUNDED	FUNDING ALLOCATED (\$ EXC GST)
Advocacy ¹			
Electricity	41	60	1,730,074
Gas	7	15	546,482
Joint	3	3	115,369
Panel-initiated research			
Electricity	2	2	70,655
Joint	3	3	75,834
Stakeholder-initiated research	2	2	
Electricity	1	1	28,000
Joint	1	1	40,555
TOTAL	58	85	2,606,969

¹ The 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.

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: Grants approved by customer type 2009/10 vs 2008/09

	BUSINESS		DOMESTIC		TOTAL	
	09/10	08/09	09/10	08/09	09/10	08/09
\$0 – \$50,000	11	15	26	11	37	26
\$50,001 – \$100,000	2	3	10	8	12	11
\$100,000 +	2	3	7	4	9	7

Grants approved in 2009/10 for activities in 2010/11

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 2010 a number of global advocacy funding and capacity-building grants for projects that will begin on 1 July 2010. The features of these grants are:

- global advocacy funding grants (the features of which are outlined in Section B) 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)

D. GRANTS MADE IN 2009/10 CONTINUED

In 2009/10 the Panel approved global funding grants to the following organisations.

Table 3: Global advocacy funding grants approved in 2009/10 for 2010/11

NO	APPLICANT	PROJECT	PROJECTS FUNDED	AMOUNT FUNDED (\$ EXC GST)
407	Alternative Technology Association	NEM Advocacy 2010/11	4	\$103,338
403	Total Environment Centre	NEM advocacy 2010/11	5	\$127,000
405	Australian Council of Social Service	ACOSS NEM advocate 2010/11	7	\$143,000
408	Consumer Action Law Centre	NEM Network Coordinator and Consumer advocate 2010/11	4	\$217,600
432	Energy Users Association of Australia	Priority projects for 2010/11	5	\$206,000
431	Major Energy Users Inc	MEU global funding 2010/11	9	\$206,000
		Total	34	\$1,002,938

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	AMOUNT FUNDED (\$ EXC GST)
399	Tasmanian Council of Social Service	Energy Research and advocacy 2010/11	\$39,340
400	South Australian Council of Social Service	NEM reform advocacy capacity building project – South Australia – 2010/11	\$109,080
402	Uniting Care Australia	Informing Uniting Care Energy Advocacy 2010/11	\$100,000
404	Kildonan UnitingCare	Indigenous community energy education and advocacy	\$102,102
409	Central Victorian Greenhouse Alliance Inc.	Growing regional capacity	\$36,000
410	QUT Credit and Consumer Law program	NEM advocacy 2010/11	\$135,354
411	Ethnic Communities Council of New South Wales	NEM advocacy 2010/11	\$33,000
		Total	\$554,876

Grants allocated to the 2009/10 budget: budgeted vs actual expenditure

The following provides information about grants expenditure within the 2009/10 budget.

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

The following table outlines 2009/10 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 2011/12 budget.

D. GRANTS MADE IN 2009/10 CONTINUED

Table 5: 2009/10 grants: budgeted versus actual expenditure

GRANT CATEGORY	PROJECT TYPE	\$ (EXC GST)		
		2009/10 BUDGETED	2009/10 EXPENDITURE	REMAINING
Advocacy	Electricity Advocacy Projects			
	– staff/capacity-building	775,200	633,142	142,058
	– advocacy	833,740	877,834	-44,094
	Gas Advocacy Projects			
	– staff/capacity-building	120,000	120,298	-298
	– advocacy	229,340	225,702	3,638
	Joint Advocacy Projects	110,610	115,369	-4,759
Research	Panel initiated			
	– Electricity research	55,080	55,080	0
	– Gas research	57,240	57,240	0
	– Joint Research	28,620	26,774	1,846
	Stakeholder initiated			
	– Electricity research	28,620	28,000	620
	– Gas research	28,620	13,015	15,605
	– Joint Research	27,540	27,540	0
	Grants sub-total	\$2,294,610	\$2,179,994	\$114,616
Evaluation				–
	Evaluation of electricity projects	49,699	49,699	0
	Evaluation of gas projects	12,645	12,645	0
	Evaluation of joint projects	20,400	41,024	-20,624
	Grants total	\$2,377,354	\$2,283,362	\$93,992

E. Activities undertaken in consumer advocacy and research projects approved for funding in 2009/10

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
367	Electricity Advocacy	Carbon Economics Pty Ltd	A Comparison of the Performance of Regulated Electricity Distribution Businesses in the NEM and Great Britain, Their Regulatory Arrangements and Impacts on End Users		r	
368	Electricity Advocacy	Consumer Utilities Advocacy Centre	Protecting customer service quality, reliability standards and liability in the development of the National Energy Customer Framework	<ul style="list-style-type: none"> – Report on consumer issues arising from the NECF Exposure draft in relation to regulation of distribution; – Presentation to National Consumer Roundtable on Energy; – Report on meetings with RPWG officials 	a	\$40,500.00
369	Electricity Advocacy	Australian Council of Social Service	Consumer participation in MCE smart meter forum	– Payment of travel costs of consumer advocates to attend MCE forum	a	\$3,300.00
370	Electricity Advocacy	UnitingCare Wesley Adelaide	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$280.00
371	Electricity Advocacy	South Australian Council of Social Service	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$210.00
372	Electricity Advocacy	Public Interest Advocacy Centre	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	Withdrawn	\$0.00
373	Electricity Advocacy	Queensland Consumer Association	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$752.00
374	Electricity Advocacy	Softlaw Community Projects Ltd	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$300.00
375	Electricity Advocacy	Queensland Council of Social Service	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$584.00
376	Electricity Advocacy	Australian Financial Counselling and Credit Reform Association	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$432.78
377	Electricity Advocacy	Centre for Energy Markets, Uni of NSW	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$500.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
378	Gas Advocacy	West Australian Council of Social Service	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$925.00
379	Electricity Advocacy	Total Environment Centre	Capacity and cost-effectiveness of real world demand management in the NEM	– Engagement of a consultant to scope the project further, including securing stakeholder support and identification of alternate sources of funding.	a	\$10,000.00
380	Electricity Advocacy	Tasmanian Council of Social Service	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$150.30
381	Electricity Advocacy	Total Environment Centre	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$207.00
382	Electricity Advocacy	QUT Credit and Consumer Law program	Travel costs for participation in Panel Stakeholder Forum 12 October 2009	– Payment of travel costs of consumer advocates to attend Panel forum	a	\$584.00
383	Electricity Advocacy	Queensland Council of Social Service	Implementation of new Qld notified tariffs and pricing methodology	– Report by consultant on issues arising from Queensland Competition Authority report	a	\$10,000.00
384	Joint – Advocacy	Queensland Council of Social Service	Hardship indicators and performance reporting – ensuring best practice outcomes for consumers in AER guidelines	<ul style="list-style-type: none"> – Discussion Paper on possible hardship and other performance indicators – Stakeholder forum with consumer advocates and retailers – Report on outcome of consultations (including best practice framework recommendation) – Final Report (For use as submission on development of National Hardship Indicators to AER and submission on development of Retail Performance Procedures) 	a	\$66,500.00
385	Electricity Advocacy	Australian Council of Social Service	MCE Energy Bill Benchmarking – facilitate consumer participation in Consultation Regulatory Impact Statement Public Forum on 17 November 2009 in Melbourne	– Payment of travel costs of consumer advocates to attend MCE forum	a	\$3,145.00
386	Electricity Advocacy	Moxy Studios Pty Ltd	Cost and emissions of distributed vs. centralizing generation for a non-generating residential household on the electricity grid		r	

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
387	Electricity Advocacy	Electrical Trades Union of Victoria	Costs and benefits of increasing renewable energy generation through the introduction of a gross feed in tariff		Approved, but application was withdrawn	\$52,600.00
388	Joint – Advocacy	Consumer Action Law Centre	Costs associated with Roundtable participants developing advocacy strategies and attending forums for consultation on the second NECF Exposure Draft	– Payment of travel costs of consumer advocates to attend MCE forum	a	\$15,840.00
389	Electricity Advocacy	Alliance 2 Save Energy (A2SE)	The Potential for Energy Efficiency, Demand Side Management and Distributed Generation in Electricity Network Planning	– Scoping grant to provide capacity to seek expressions of interest from providers to undertake each of the proposed research modules and secure other funding sources.	a	\$10,000.00
390	Joint – Advocacy	Australian Council of Social Service	Low-income households and the NEM: current issues for State/Territory Council of Social Service (COSS) energy advocates – capacity-building 17-18/12/09	– Payment of meeting and travel costs	a	\$6,324.00
391	Electricity Advocacy	Consumer Action Law Centre	Informed consumer engagement with Victorian electricity distribution 2011-2015 price review	– Submission to AER commenting on distribution network service provider (DNSP) proposals – Submission to AER draft determination – Attendance at AER Customer Consultative Committee and relevant public for a – Two fora with relevant consumer advocacy organisations – Workshop and report on 'Lessons Learnt' for use in future reviews	a	\$52,000.00
392	Electricity Advocacy	Central Victorian Greenhouse Alliance Inc.	Distributed sustainable generation in the Victoria DNSP price review	– Engagement and submissions relating to connection of distributed generation in AER review – Participation in and submission in MCE rule change process to encourage connection of distributed generation	a	\$75,460.00
393	Electricity Advocacy	Victorian Employers Chamber of Commerce and Industry (VECCI)	Representing small business in the Victoria DNSP price review	– Workshop with VECCI members for project guidance and to provide information – Submissions to AER on DNSP proposals and draft decision	a	\$63,600.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
 APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
394	Electricity Advocacy	Energy Users Association of Australia	Reliability Panel review of NEM standards and settings		r	
395	Stakeholder- initiated research – electricity	The Australian PV Association	Impacts of photovoltaic systems and feed-in tariffs (FiT) on Australian residential electricity consumers	– Report assessing : differences in household energy use before and after the installation of the PV system and/or a FiT; amount of electricity generated, consumed and exported by households; financial value of that electricity; financial viability of residential PV systems including metering and other costs; households' perception of changed behaviour before and after installation	a	\$28,000.00
396	Stakeholder- Initiated research – joint	CALC, CUAC, CCCL QUT, and PIAC	Consumer advocacy in a nationally regulated market – a consultancy	– Report outlining the benefits and disadvantages of consumer advocacy models	a	\$40,555.00
397	Electricity Advocacy	Queensland Council of Social Service	Submission to the Queensland Competition Authority on the Benchmark Retail Cost Index 2010-2011	– Submission	a	\$5,000.00
398	Joint – Advocacy	St Vincent de Paul Society Victoria Inc.	Changes to domestic energy tariffs	– Analysis of changes to tariffs and assessment of their impact on consumers – Media campaign to raise public awareness of changing tariffs in Victoria – Development of spreadsheet-based tracking methodology for immediate application in Victoria, and for use in other jurisdictions – Presentations to interested consumer organisations	a	\$26,705.00
401	Joint – Advocacy (capacity- building)	MS Australia	Keeping Cool Campaign: capacity-building in disability and chronic disease sector	– Build database of Alliance members, and establish relations with key stakeholders – Establish Chronic Illness and Disability Alliance for Energy Policy – Establish Alliance members' interactive website – Convene workshops with Alliance members – Identify and implement structures and processes top ensure Alliance sustainability – Develop "Keeping Cool Rebate" campaign platform and strategy with Alliance – Implement and coordinate campaign	a	\$30,000.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
406	Joint – Advocacy	Beyond Zero Emissions	Zero Carbon Australia – Building Sector Plan	– A research report that will provide: the measures required and likely cost for reaching zero emissions via energy efficiency in new and existing commercial and residential buildings; a guide to the implementation of retrofitting programs and energy audit; a guide to appropriate building practices and appliances	a	\$61,600.00
412	Gas Advocacy	Major Energy Users Inc	ACCC review of the acquisition of Hastings Diversified Utilities Fund (HDF) by APA Group		r	
413	Electricity Advocacy	Major Energy Users Inc	AEMC review of SENE rule change proposal	– Submission to AEMC consultation paper and advocacy to AEMC	a	\$12,800.00
414	Panel Initiated research – electricity	St Kitts Associates	Energy infrastructure in regional South Australia – baseline study of consumer issues and advocacy	– Baseline report containing literature review, stakeholder interviews, and a prioritised outline of rural consumer issues – plain English summary of the regulatory regime for electricity and gas tailored for SA non-metro consumers – Analysis report of key energy infrastructure issues, – Case study report – Kangaroo Island Energy infrastructure – Project final report	a	\$43,260.00
415	Panel Initiated research – joint	Goanna Energy Consulting Pty Ltd	Energy issues facing SMEs in rural and regional NSW and Qld		r	
416	Panel Initiated research – joint	Infrastructure and Regulation Services Pty Ltd	Network pricing masterclass		r	
417	Panel Initiated research – joint	Etrog Consulting Pty Ltd (with Engineroom Infrastructure Consulting)	Training and development of rural and regional consumer advocates		r	
418	Panel Initiated research – joint	Engineroom Infrastructure Consulting (with Etrog Consulting)	Qualitative assessment of rural and regional energy issues in the NEM	– Report on issues of concern to rural and regional consumers, including an analysis of common needs, in NSW and Queensland	a	\$36,560.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
419	Panel Initiated research – joint	Engineroom Infrastructure Consulting (with Etrog Consulting)	Quantitative assessment of rural and regional energy issues in the NEM		r	
420	Panel Initiated research – joint	Etrog Consulting Pty Ltd (with Engineroom Infrastructure Consulting)	Desk research of rural and regional consumer issues	– Analysis of NSW and Queensland issues, including an outline of opportunities for advocacy for those classes of consumer.	a	\$11,000.00
421	Panel Initiated research – electricity	Engineroom Infrastructure Consulting	Distribution masterclass – regulation of electricity and gas distribution systems		r	
422	Panel Initiated research – electricity	CALC and CUAC	Masterclass for consumer representatives on distribution network pricing	– One day masterclass to explore the methodology and factors of regulatory processes around electricity distribution prices – Publication of papers and presentation slide – Identification of potential rule changes	a	\$53,100.00
423	Panel Initiated research – electricity	Alternative Technology Association	Alternative electricity supply at the fringe of the grid	– Report containing a pricing analysis to identify critical pricing points at which consumers would pay for a non-network solution; and describing the economic models and results in terms of the costs and barriers to the uptake of stand alone power supply systems (SAPS) at the fringes of the grid	a	\$59,529.00
424	Panel Initiated research – electricity	Headberry Partners Pty Ltd	Distribution pricing masterclass		r	
425	Panel Initiated research – joint	Tasmanian Council of Social Service	Tasmanian Rural Energy consumer consultation project	– Report detailing consultation methods, participants, and consultation findings – Regular reports to TasCOSS to enable TasCOSS project to advocate on those issues as appropriate – To inform submissions to the 2012-2017 electricity distribution price determination	a	\$28,274.00
426	Panel Initiated research – electricity	Terry Ryan	Regional, rural and remote electricity consumer issues in the NEM		r	

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
427	Gas Advocacy	West Australian Council of Social Service	Optimising access arrangements for WA consumers	<ul style="list-style-type: none"> – Analysis of proposed revision to the access arrangement, and the ERA Issues Paper – Submission to ERA Draft Decision – Input to review of WA energy tariffs 	a	\$69,477.00
428	Electricity Advocacy	Consumer Utilities Advocacy Centre	Submission to the ESCV regulatory review on smart meters	<ul style="list-style-type: none"> – Submission to ESCV review – Dissemination of report findings to MCE, AEMC and AER 	a	\$8,000.00
429	Electricity Advocacy	Major Energy Users Inc	Submission to AEMC review of rule change proposal for inter-regional transmission charging	<ul style="list-style-type: none"> – Submission and lobbying to AEMC 	a	\$9,600.00
430	Electricity Advocacy	Goanna Energy Consulting Pty Ltd	Overcoming the barriers to mid-size embedded generation in Tasmania	<ul style="list-style-type: none"> – Report documenting the impediments to the installation of small to medium embedded generation in Tasmania through case studies and recommend policy and regulatory solutions 	a	\$19,000.00
433	Electricity Advocacy	Total Environment Centre	Communications on DM and energy efficiency in the NEM	<ul style="list-style-type: none"> – National poll of energy consumers to assess support for mandatory vs. voluntary energy efficiency/DM advice and services by energy retailers – Media release on poll results – Three focus groups to identify the optimum language and materials – Messaging materials including campaign titles and logos, structure for a website 	a	\$25,000.00
434	Electricity Advocacy	Total Environment Centre	NEM Report Card	<ul style="list-style-type: none"> – Report Card that will be developed through: establishing an expert peer review group to assess and provide feedback; survey of consumer advocates to build a set of KPIs against which the NEM will be assessed; assessment of the NEM against the KPIs. – Public launch of the Report Card 	a	\$67,500.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

GRANTS APPROVED WITHIN THE REPORTING PERIOD THAT WILL BEGIN IN 2010/11						
NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
399	Joint – Advocacy (capacity- building)	Tasmanian Council of Social Service	Energy Research and advocacy 2010/11	<ul style="list-style-type: none"> – Advocacy on range of NEM and Tasmanian processes, including to the Ministerial Council on Energy (MCE), Australian Energy Regulator (AER) and Tasmanian Government on the National Energy Customer Framework (NECF) finalization and transition; smart meters policy, carbon price, Tasmanian electricity retail pricing, introduction of full retail competition in Tasmania, Energy White Paper and changes to gas regulation – Capacity-building in the organization and the Tasmanian community sector 	a	\$39,340.00
400	Joint– Advocacy (capacity- building)	South Australian Council of Social Service	NEM reform advocacy capacity building project – South Australia – 2010/11	<ul style="list-style-type: none"> – Submissions to: MCE on NECF, AER on SA gas distribution price review; Commonwealth on energy efficiency policy and program development; SA Essential Services Commission on SA retail electricity and gas price path; Commonwealth on Energy White Paper – Capacity-building in the organization and the South Australian community sector 	a	\$109,080.00
402	Joint – Advocacy (capacity- building)	Uniting Care Australia	Informing Uniting Care Energy Advocacy 2010/11	<ul style="list-style-type: none"> – Capacity building, including maintenance of website and forums in 4 jurisdictions to inform Uniting Care network, and seek input to advocacy – Two surveys to generate baseline data and case studies – Submissions to AER development of guidelines for retail regulation; AEMC / AER on distribution price setting; Energy White Paper – Discussion paper on energy affordability – Three short issues papers on rural, aged and small business consumers for MCE and national regulators 	a	\$100,000.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
 APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
403	Joint – global advocacy funding	Total Environment Centre	NEM advocacy 2010/11	Advocacy on the following priority projects – 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 in the NEM – Improved accommodation of and access for renewable energy generation in the NEM	a	\$127,000.00
404	Joint – Advocacy (capacity-building)	Kildonan UnitingCare	Indigenous community energy education and advocacy	– Data collection and production of report on fuel poverty in local indigenous community to identify causes and possible solutions – Advocacy on potential solutions – Provision of energy education and consumer advocacy for target group	a	\$102,102.00
405	Joint – global advocacy funding	Australian Council of Social Service	ACOSS NEM advocate 2010/11	Advocacy on the following priority projects – Low income consumers in the market : general advocacy – Retail policy and the national regulatory framework – Community service obligations, concessions and rebates – Pricing and affordability: the cost of living and capacity to pay – Smart meters and the national smart metering program – Climate change, carbon pricing, energy efficiency and equity – National energy policy	a	\$143,000.00
407	Electricity advocacy (capacity –building)	Alternative Technology Association	NEM Advocacy 2010/11	Advocacy on the following priority projects – Micro-generation consumers in the NEM – Residential energy efficiency consumers in the NEM; – Demand management and other sustainable energy options for residential consumers in the NEM.	a	\$103,338.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
408	Joint – global advocacy funding	Consumer Action Law Centre	NEM Network Coordinator and Consumer advocate 2010/11	<p>Advocacy on the following priority projects</p> <ul style="list-style-type: none"> – National energy retail regulation – Energy distribution in the consumer interest – sectoral capacity-building and – Costs associated with the National Consumer Roundtable on Energy. 	a	\$217,600.00
409	Joint – Advocacy (capacity-building)	Central Victorian Greenhouse Alliance Inc.	Growing regional capacity	<ul style="list-style-type: none"> – Development of a guide for members on NEM regulations on the connection of distributed generation – Education of CVGA membership – Engagement in 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 	a	\$36,000.00
410	Joint – Advocacy (capacity-building)	QUT Credit and Consumer Law program	NEM advocacy 2010/11	<ul style="list-style-type: none"> – Advocacy on behalf of consumers in key energy decisions, including the NECF, regulatory gaps, QCA and MCE issues such as smart meters and MCE / COAG processes relating to energy efficiency – Discrete research project on the lack of consumer protections available to consumers within exempt networks in partnership with the Australian Financial Counselling and Credit Reform Association (AFCCRA) 	a	\$135,354.00
411	Joint – Advocacy (capacity-building)	Ethnic Communities Council of New South Wales	NEM advocacy 2010/11	<ul style="list-style-type: none"> – Advocacy relating to AEMC development of strategies for stakeholder engagement; processes relating to PM's Task Group on Energy Efficiency; national and NSW consumer protection regime; national smart meter roll-out; Smart Grid development; AEMC review of the effectiveness of competition in NSW – Strengthening ECC network with National Consumers Roundtable, and informing ECC members 	a	\$33,000.00

E. ACTIVITIES UNDERTAKEN IN CONSUMER ADVOCACY AND RESEARCH PROJECTS
APPROVED FOR FUNDING IN 2009/10 CONTINUED

NO	PROJECT TYPE	APPLICANT	PROJECT	PRIMARY OUTPUTS (WHERE GRANT APPROVED)	APPROVED (a) / REJECTED (r)	AMOUNT FUNDED
431	Joint – global advocacy funding	Major Energy Users Inc	MEU global funding 2010/11	Advocacy on the following priority projects in 2010/11: – Engagement in Victorian electricity distribution price review – Commonwealth Energy White Paper – Gas short-term trading market and inclusion of Queensland and the ACT – Engagement in WA gas access arrangements review – Generator market power rule change – Engagement in SA gas distribution price review – Engagement in AEMC electricity transmission frameworks review – Roma to Brisbane pipeline revenue reset – Other AEMC/AEMO reviews and rule changes	a	\$206,000.00
432	Joint – global advocacy funding	Energy Users Association of Australia	Priority projects for 2010/11	Advocacy on the following priority projects in 2010/11: – Review of networks prices, network regulation and impacts on energy users – Investigation into NEM market power – Energy efficiency policy directions and impact on larger energy users – Impact of gas pipeline regulation on energy users – AEMC electricity transmission reviews	a	\$206,000.00
					TOTAL	\$2,606,968.08

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

Frank Peach
Chair