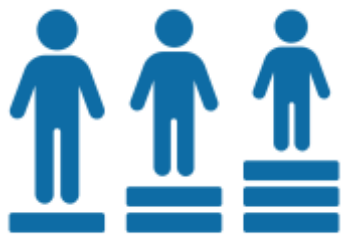




**ENERGY  
CONSUMERS  
AUSTRALIA**

# Community Energy Congress

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CEO



## EQUITY

I pay a **fair share** of the energy transition



## COST

I pay **less** for energy



## AGENCY

I can make **optimal energy decisions**



## OWNERSHIP

I **benefit** from the energy transition



## CONTROL

I can **manage** my energy consumption



## JUSTICE

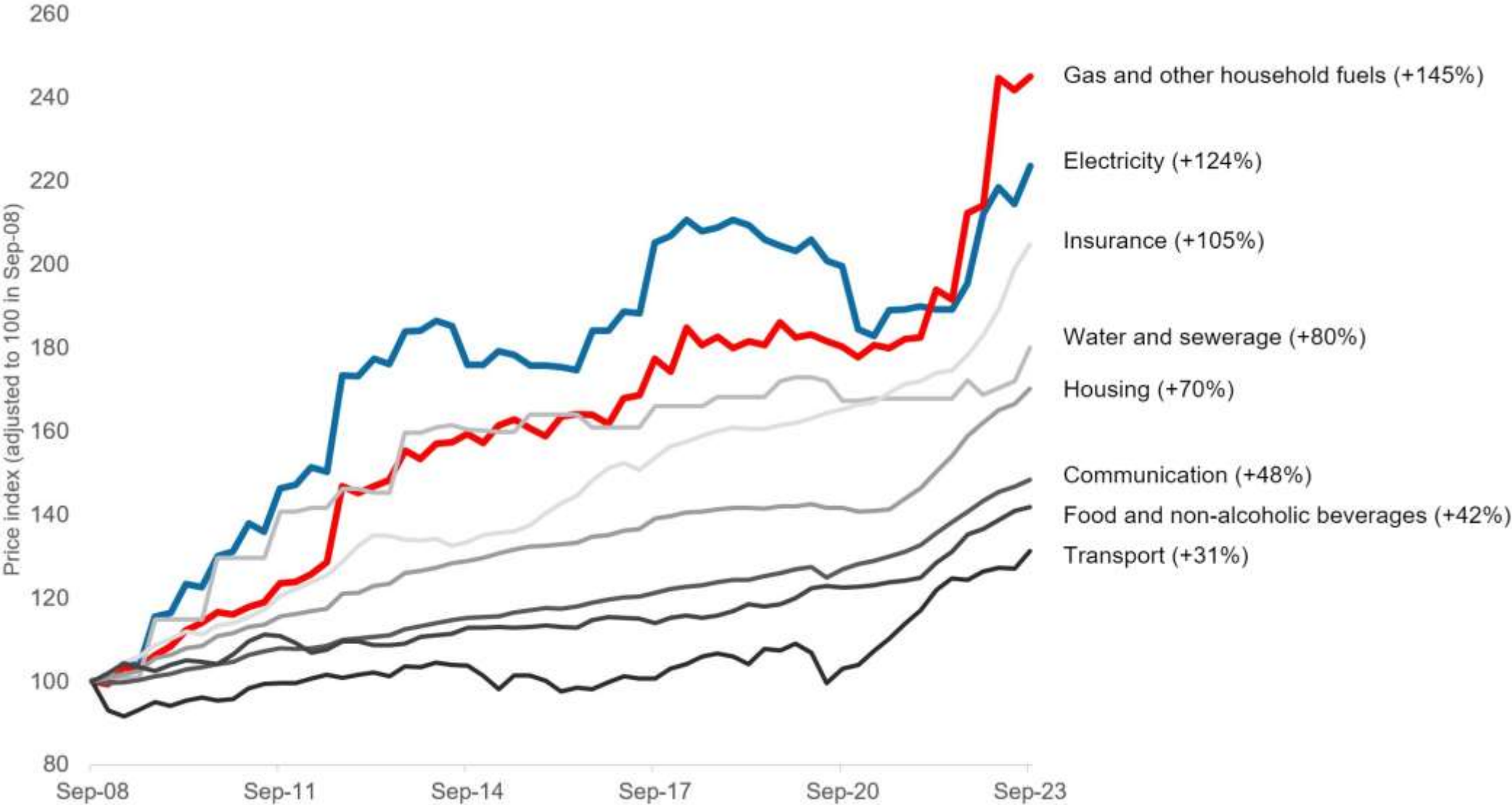
I have the energy **I need**



## REPRESENTATION

I have **powerful advocates** working for me

# Energy prices have increased **more than other essential services**



# The energy divide continues to grow, with those on the lowest incomes paying **13.6%** of their income on energy



Source: ECA, Energy Consumer Sentiment Survey, Dec 2023

# Observations



**Consumers don't know where to get support**, are confused by what they find, and increasingly don't trust what they see.



**Australians increasingly believe** energy may well become unaffordable.



**There is eroding confidence** that the market operates to the benefit of consumers and that renewables should even be pursued. In the absence of a national narrative, misinformation is growing.



**There is demonstrable inequity** in regulatory protections across the country.



**Demand-side attention/investment must grow rapidly** for behavioural assumptions to work. Consumer generation/storage/demand management must have equal footing and be fairly rewarded.



**The future of consumer gas** must be decided and communicated soon.



**Many Australian homes** have the energy efficiency of a tent.



## Misinformation is rife

### Donald Trump and dead whales: What's behind misinformation on wind farms?

There's no evidence wind turbines cause any harm to whales or other animals, but misinformation is spreading. The federal government spruiks its plans for wind farms off the coast.



Rising Power: In Australia, Nuclear's Now More Popular Than  
Not

### 5 Ugly Truths And 5 Dirty Lies About Electric Cars

♦♦

AEMO slams Murdoch media campaign that claims renewables are not low cost

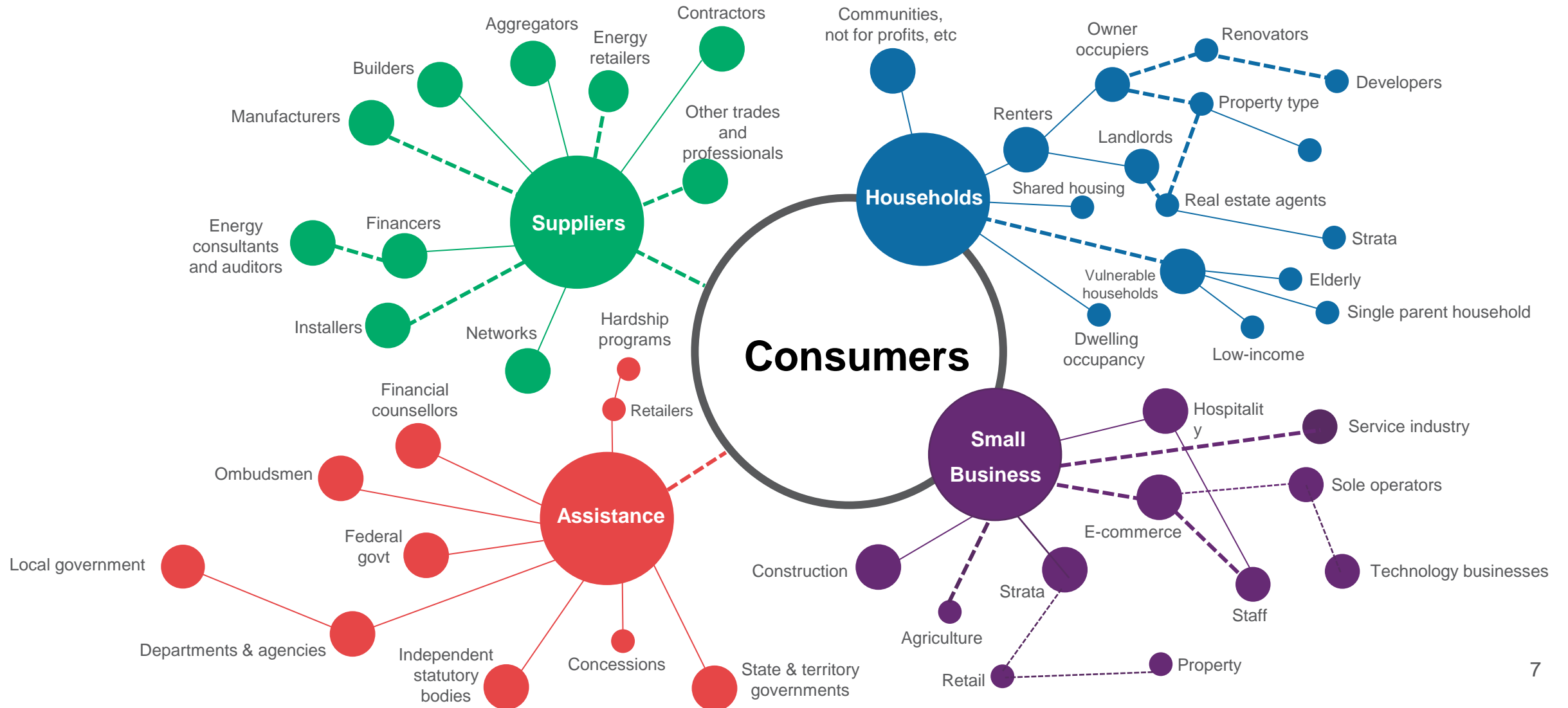
etter.

Spread of misinformation is a big threat to civil society

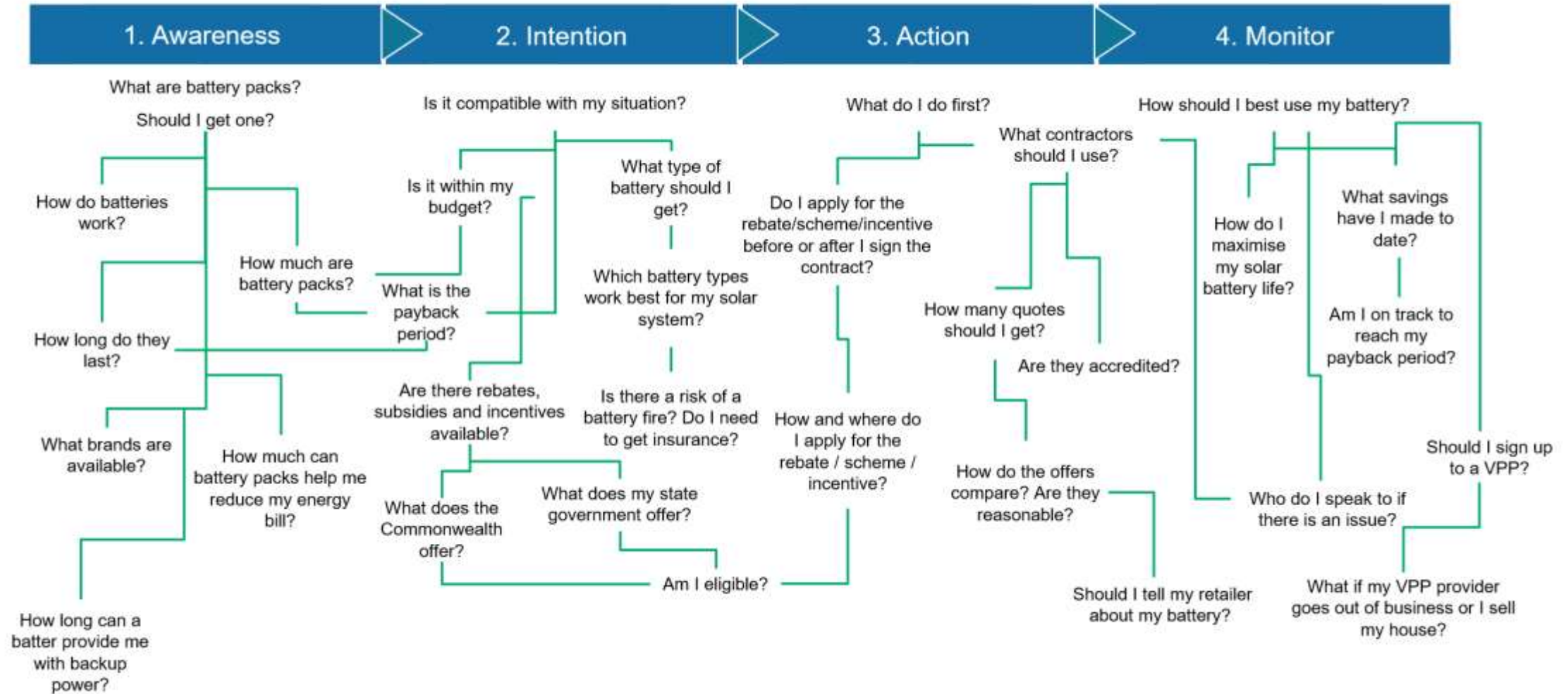
Bizarre Simpsons link to controversial issue in Australian politics

Who's behind the latest effort 'save the whales'? The fossil fuel industry

# Consumers have to navigate a **complex and confusing web** of decisions and organisations

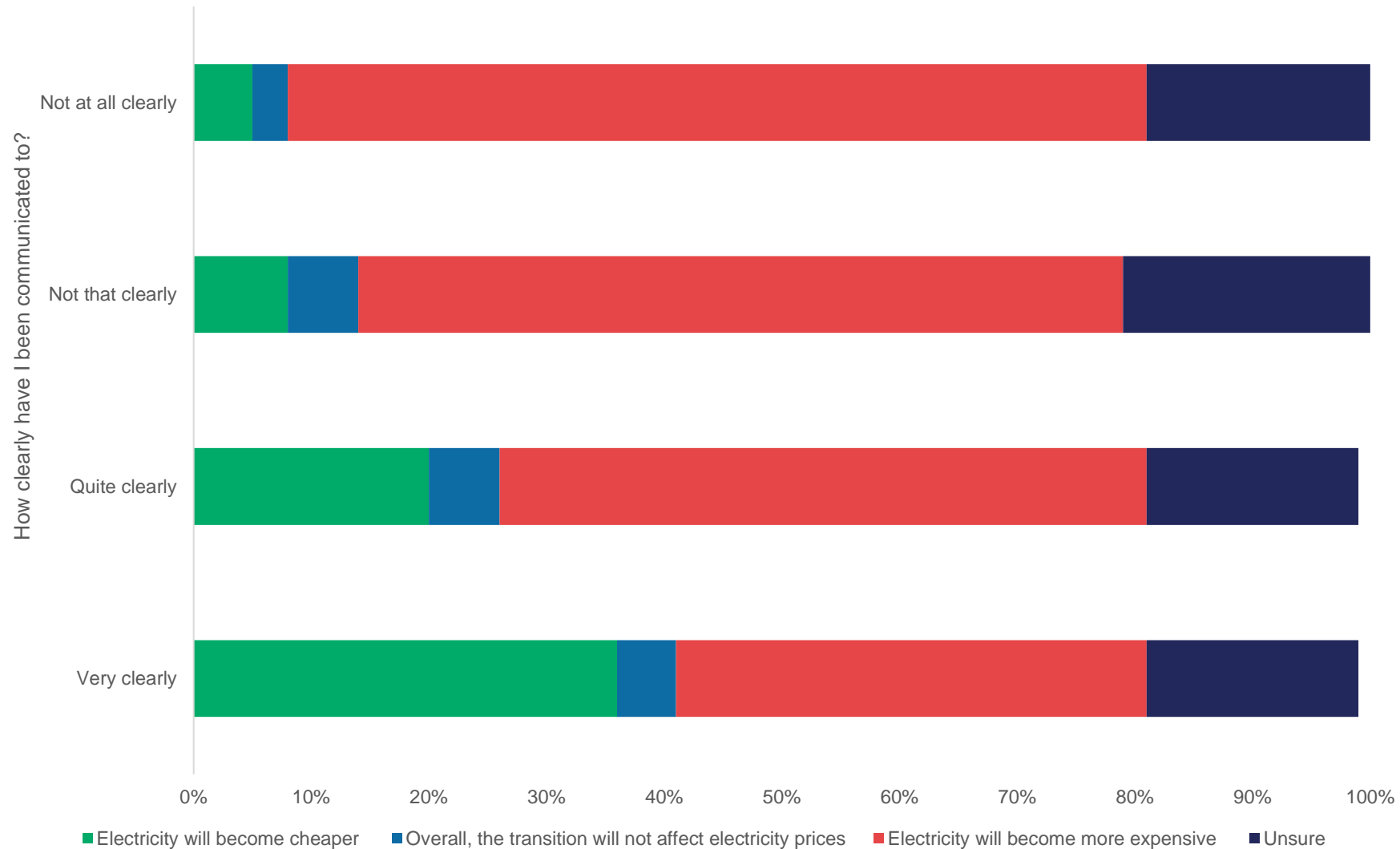


# Making just one decision – like buying a battery – is daunting and confusing





# Clarity: consumers who feel they have been **communicated to clearly** about the energy transition **feel more positive** about the future



What would help consumers?



# 1. A national narrative on the transition

There is **no roadmap** for the energy transition for household and small business energy consumers.

Market communications about energy are **not cutting through**.

More than

**3/4**

of households feel they **haven't received clear communication** from government or industry on what the transition means for them.

**1/2**

of household consumers haven't even begun **looking for information** on energy.

**3/5**

of households say they **haven't seen or heard anything** about energy or ways to reduce energy use in the last 12 months.

## 2. A comprehensive **One Stop Shop** would be a trusted voice



### 3. Consumer protections must be adequate – and equal

Energy is an essential service and spoken of as a human right, yet **consumers in financial stress are still being disconnected.**

Consumers in regional and remote areas, particularly First Nations consumers, do not have access to the full range of consumer protections.

Certain supply arrangements – eg embedded networks, prepayment meters – don't provide protections others enjoy – **and can't get CER.**



## 4. We need a national plan to **get consumers off gas**



There is no nationally-agreed support for electrification of homes and small businesses



New residential and small business consumers will keep connecting to the distribution network in some jurisdictions



Customers are not replacing their old / defunct gas appliances with electric ones



Gas distribution networks are still incurring large amounts of capital expenditure leading to growing regulatory asset bases



The way gas distribution network costs are recovered may no longer be fit for purpose, or equitable

## 5. Australian homes and offices must become energy efficient

Energy inefficient homes and businesses are **driving up bills and emissions.**

Consumers see energy **efficiency upgrades as a luxury** and struggle to find the information they need for decision-making.

Energy inefficient homes cause **poor health outcomes.**

Fragmented policy and regulatory frameworks are **creating poor outcomes** for consumers.

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