

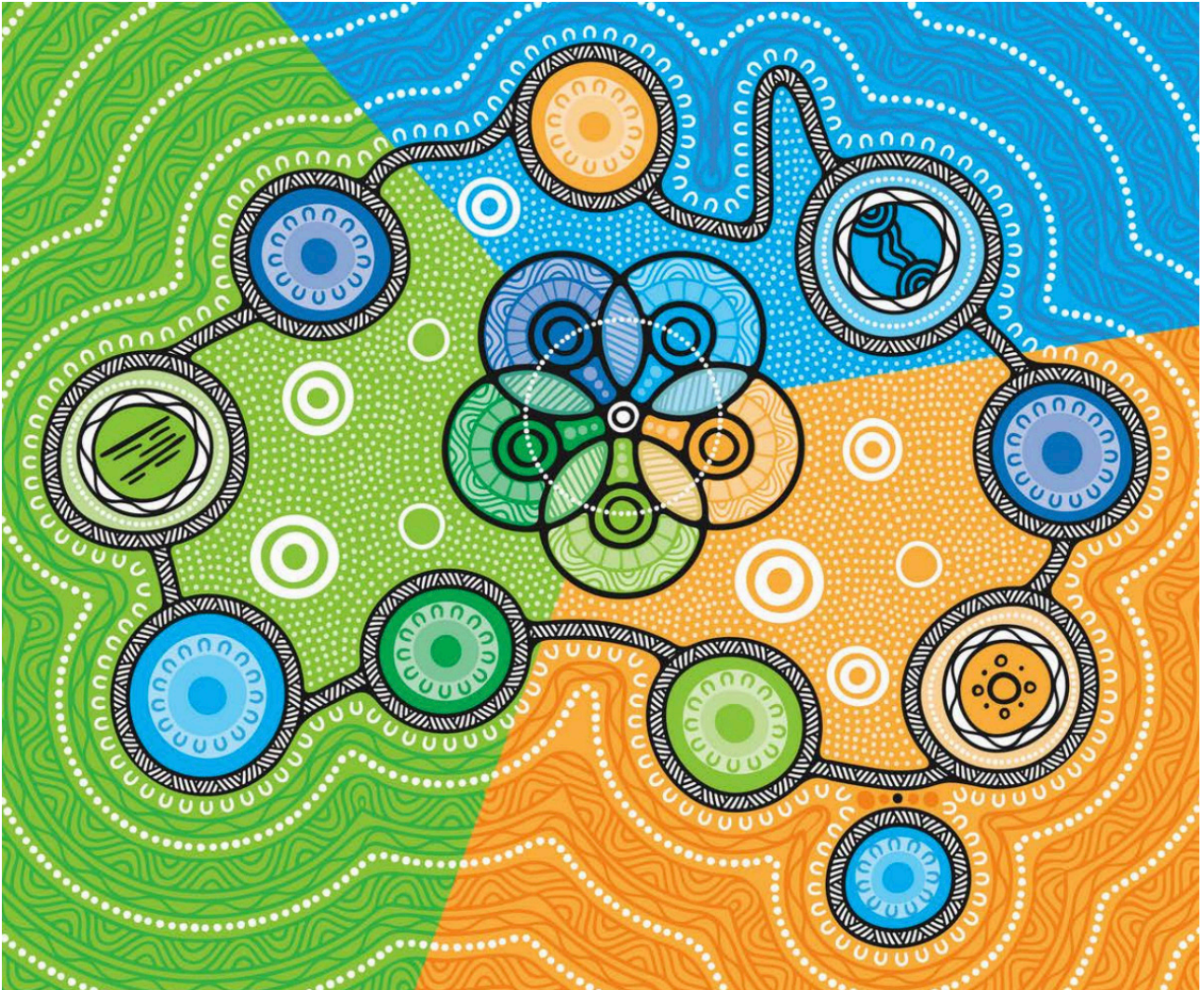


# The Energy Charter Disclosure 2025: Collaboration in Action



The Energy  
Charter

[theenergycharter.com.au](https://theenergycharter.com.au)



## Acknowledgement of Country

---

We acknowledge and pay deep respect to our diverse First Nations communities, the Traditional Custodians, Elders past and present, whose country we work on. We also acknowledge that the history of this land is complex and that there is a need for healing. We express our heartfelt thanks to our local communities and remain committed to nurturing the world's oldest adapting culture and our First People's connection to land, sea and sky.

This artwork 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.

Artwork by Ngarrindjeri artist, Jordan Lovegrove.

# Contents

---

About us	04
Our Customers + Communities	05
Messages	08
Collaboration Highlights	11
Timeline	12
Collaboration in Action	14
Our #BetterTogether Initiatives	15
Accountability + Maturity	27





# About the Energy Charter

---

**We are The Energy Charter: a unique, 30+ CEO-led coalition of energy organisations united by a shared passion and purpose: delivering for customers and empowering communities in the energy transition.**

Our purpose is to empower one another across the energy ecosystem to deliver better outcomes for customers and communities. Our vision is that together, we can create a better energy future for all Australians.

There is no other collaboration like us; and the work we do, together, has never been more important than it is today. Learn more about what we do [here](#).

**We are #BetterTogether.**





# Customers + Community at the centre

---

**Thank you to our growing number of customer and community collaborators for their ongoing collaboration helping to shape The Energy Charter and our #BetterTogether initiatives.**

## Independent Chairs and Administrators 2025

- Adam Johnston AM, Life Support in the Home: Lived Experience Chair
- Anne Whitehouse, Customer Code Administrator
- Anthony Cooper, National Knock to Stay Connected Customer Code Chair
- Carolyn Campbell, Life Support in the Home: Lived Experience Deputy Chair
- Cath Smith, End-User Consultative Group Chair
- Charlie Prell, Developer Rating Scheme: Landholder Lived Experience Panel Chair
- Emily Wood, National Customer Code Energy Brokers, Consultants + Retailers Co-Chair
- Graeme Gardener, First Nations Community of Practice Chair
- John Huggart, National Smart Meter Customer Code Chair
- John Smith, National Customer Code Energy Comparators and Moving Services Chair
- Joy Thomas, Ag Energy Social Licence Roundtable Chair
- Nicholas Giles, National Customer Code Energy Brokers, Consultants + Retailers Co-Chair
- Nina Braid, First Nations Community of Practice Deputy Chair

## End-User Consultative Group

Co-created in 2018, the End-User Consultative Group consists of customer, small business and large commercial, industrial and community voices nationally. It provides a barometer of consumer and community expectations and guides our strategic outcomes and impact. Thank you to:

- ACT Council of Social Service
- Australian Council of Social Service
- Australian Industry Group
- Bundaberg Ag Food and Fibre Alliance
- Business New South Wales
- Council of the Ageing
- Energesis
- Energetic Communities Association
- Energy Consumers Australia
- Department of Energy and Economic Diversification, Western Australia
- Energy Users Association of Australia
- Justice and Equity Centre
- Queensland Council of Social Services
- South Australian Council of Social Service
- St Vincent de Paul
- Tasmanian Council of Social Service
- Tasmanian Small Business Council
- UnitingCare



## 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 (COG) who guide us towards outcomes.

1. Ag Energy Taskforce
2. AgForce QLD
3. Australian Energy Infrastructure Commission
4. Australian Local Government Association
5. Australian Medical Association
6. Australian National University
7. Bawley Point Residents
8. Bundaberg Ag-Food & Fibre Alliance
9. Bundaberg Canegrowers
10. Bundaberg Regional Irrigators Group
11. Business NSW
12. Cane Growers
13. Carers Victoria
14. Central Coast Council
15. Central Irrigators Trust
16. City of Lake Macquarie
17. City of Moonee Valley
18. Coalition for Community Energy
19. Coexistence Queensland
20. Community Power Agency
21. Consumer Health Forum of Australia
22. Consumer Policy Research Centre
23. Cotton Australia
24. Country Fire Authority Victoria
25. Dairy Australia
26. Department for Energy & Mining SA
27. Department of Energy, Environment and Climate Action Commonwealth
28. Department of Energy, Environment and Climate Action Victoria
29. Energy and Water Ombudsman NSW
30. Energy Consumers Australia
31. Erne Energy
32. Farm Renewables Consulting
33. Farmers for Climate Action
34. Financial Counselling Australia
35. First Nations Clean Energy Network
36. Geni Energy
37. Gippsland Climate Change Network
38. Goulburn Murray Climate Alliance
39. Hawkesbury Council
40. Hunter Joint Organisation
41. International Sustainability Council
42. Gladstone City Council
43. Justice and Equity Centre
44. Karin Stark, Farm Renewables Consulting
45. Lived Experience Panel – Community Energy Resilience
46. Lived Experience Panel – Developer Rating Scheme
47. Lived Experience Panel – Life Support in the Home
48. Macdonald Valley Association
49. Mental Health Australia
50. Murrumbidgee Irrigation
51. National Farmers' Federation
52. National Irrigators Council
53. Natural Resource Management Australia
54. Next Generation Engagement
55. Next Economy
56. New South Wales Farmers
57. Ombudsman Network
58. Penrith City
59. Pioneer Valley Water
60. Queensland Council of Social Service
61. Queensland Farmers' Federation



- 62. RDA Murray
- 63. RDA Orana
- 64. RDA Riverina
- 65. Red Cross NSW/ACT
- 66. Regional Australia Institute
- 67. Royal Australian College of General Practitioners
- 68. SES NSW
- 69. Singleton Council
- 70. South-East Water
- 71. State Emergency Service Port Stephens
- 72. Tasmanian Farmers and Graziers Association
- 73. Terrain NRM
- 74. The Australian National University
- 75. The NEXT Economy
- 76. Thriving Communities Australia
- 77. Uralla Shire Council
- 78. Victorian Farmers Federation
- 79. WA Department of Energy
- 80. World Wildlife Fund





# Message from our CEO Executive Council Chair – Andrew Bills



The energy transition is reshaping Australia faster than any of us anticipated. Every day, families, farmers, businesses and entire regions are navigating change on a scale we have never seen before. This brings challenges – rising cost-of-living pressures, affordability concerns and growing frustration in regional Australia – but also enormous opportunity for collaboration, innovation and shared progress.

What remains crystal clear is this: **trust, equity, customer and community participation** are essential to unlocking a successful energy transition. The Energy Charter continues to lead the sector in this space – building collective confidence and accountability, while relentlessly keeping customers and communities at the centre of decision-making.

This year, our Strategic Review reaffirmed the enormous value of our collaboration – and the mandate for us to go further. Independent feedback confirms The Energy Charter is highly trusted, respected across jurisdictions and uniquely positioned to tackle issues no single organisation can solve alone. The message was clear: focus on where we have the greatest impact – collaboration, culture change, energy equity, stronger social licence and place-based engagement, particularly in regional communities.

We heard this message and have acted. The establishment of The Energy Charter Limited, a not-for-profit with co-operative principles and our CEO Executive Council Board, supporting a revitalised governance model together with the CEO Council, has strengthened alignment across the sector and reaffirmed our ambition: to be a bold, independent CEO-led coalition committed to delivering better outcomes for customers and communities.

Together we will:

- **Lead with courage** – embracing transparency, candour and continuous improvement
- **Scale collaboration** – particularly through high-impact #BetterTogether initiatives
- **Deliver where it matters most** – tackling affordability, trust and consumer and community participation
- **Champion regional leadership** – ensuring communities feel the transition is done with them, not to them including through the Regional Energy Accord.

As Chair of the CEO Executive Council, I am confident that the year ahead will see us **sharp in focus, strong in purpose and united by impact**.

**Thank you to every Customer and Community Outcome Group member and stakeholder, Full Signatory, #BetterTogether Collaborator and Supporter, who has contributed to our progress. The energy transition requires shared leadership – and The Energy Charter continues to provide a trusted platform for exactly that.**

The work ahead remains difficult – but together, we are delivering what matters most.

**We are #BetterTogether.**

**Andrew Bills**  
**CEO Council Chair 2025-6**  
**CEO SA Power Networks**



# Message from our CEO – Sabiene Heindl



**Across Australia, people are experiencing the energy transition in deeply personal ways – from affordability pressures showing up in household bills, to the transformation of regional landscapes, and the growing need for reliability and resilience in a climate-challenged world. Expectations are clear: energy must work for everyone – not just in the future, but right now.**

This year, The Energy Charter has doubled down on what we do best – bringing together leaders across the energy supply chain with customers and communities to deliver practical, human-centred change. Our #BetterTogether initiatives remain the engine of that impact.

We were also proud to join **Equal by 30** as the **21st Australian signatory**, reaffirming our commitment to gender equality, representation and inclusive leadership across the energy sector. This is core to how we show up – because a successful transition must not only be clean and fair, but equitable.

Through the **Regional Energy Accord**, we're piloting collaboration at scale – empowering local leadership and ensuring community voices shape renewable energy development and regional economic opportunity. We've also strengthened support for those who need it most. Our **#BetterTogether Life Support Customer initiative** continues to drive national improvements to protect medically dependent customers, while the Knock to Stay Connected Customer Code ensures early, human-centred intervention when people fall behind on bills. The **#BetterTogether Customer-Led Tariffs initiative** is redefining tariff reform through lived experience and our new **#BetterTogether Battery Energy Storage System safety initiative** is building confidence in the infrastructure essential to a clean, resilient energy future.

In line with our commitment to accountability, ten Full Signatories publicly disclosed their performance through our Accountability Process and Maturity Self-Assessment. While some areas have plateaued or dipped – reflecting honest self-evaluation and the growing complexity of delivering social licence in practice – others, particularly affordability and vulnerability support, continue to strengthen.

Thank you to every leader who has backed collaboration over competition and action over intent. My gratitude to Andrew Bills, CEO Executive Council Chair, David Smales, Deputy Chair, Mike Cole, Industry Working Group Chair, Rebecca Carter, Deputy Chair and our #TinyTeam – for your leadership and contribution to reshaping the culture of our industry.

**The road ahead demands even bolder effort. We won't solve every problem – and certainly not alone – but together, we'll keep making meaningful progress on the issues that matter most. Because the transition only succeeds when we do it #BetterTogether.**

**Sabiene Heindl**  
Chief Executive Officer  
The Energy Charter



# Our Collaboration Highlights

---

**3**

National awards for #BetterTogether initiatives

**15**

#BetterTogether initiatives delivering better outcomes for customers and communities

**18**

emPOWER Podcasts

**70+**

Customer Code Signatories

**120+**

Customer + Community Outcomes Group members

**200+**

Community leaders in Regional Energy Accord Roundtables

**300+**

National Landholder + Community Engagement Training attendances across 50+ organisations and five locations since 2023

**450+**

Community of Practice members

**66,000+**

Users of Community Resilience + Life Support Power Outage Plans



# 2025 Timeline

## February 2025

- New CEO Executive Council established.
- Commonwealth Developer Rating Scheme Lived Experience Panel set up.
- New #BetterTogether Collaborator ACERREZ.
- Launch of 'Life Support Power Outage Plan - When it happens to you know what do' and 'Power Outage Plan - Don't be in the dark. Know what to do'.
- First Nations Community of Practice - Kimberley Communities Solar Saver.

## March 2025

- 4th National Landholder + Community Engagement Training in Gippsland, Victoria.
- The Energy Charter Red Cross Blood Drive.
- Social Licence Community of Practice - Understanding the human side of renewables.

## April 2025

- First Nations Community of Practice - Deep dive into the Federal Government's First Nations Clean Energy Strategy.
- Accountability Exchange launched.
- Ag + Energy Roundtable showcasing Better Practice Social Licence Guideline accountability.

## May 2025

- New Supporter Signatory - Wimmera Southern Mallee Development.
- Know Your Customers + Communities Community of Practice specialised forums launched.

## June 2025

- New Supporter Signatory RDA Orana.
- #BetterTogether Power Outage Plans launched.
- Red Cross Blood Drive contributed over 1,200 blood donations, saving more than 3,700 lives nationally.
- First Nations Community of Practice - Building respectful workplace culture: managing colonial load placed on First Nations staff.
- Social Licence Community of Practice - Building trust through data: understanding and measuring social licence in the energy transition.
- "The Energy Charter" Red Cross Blood Drive

## July 2025

- Regional Energy Accord pilot launched in Victoria.
- #BetterTogether Power Outage Plans gain strong national uptake with 38,000+ users.
- Ag + Energy Taskforce showcasing Better Practice Social Licence Guideline accountability.





## August 2025

- Australian Clean Energy Summit CEC “Collaboration Award” awarded for the Wimmera Southern Mallee Collaboration.
- Shared Value Project Award “Enhancing the Community” awarded to #BetterTogether Power Outage Plans.
- Regional Energy Collaboration Framework launched nationally.
- National Smart Meter Customer Code launched nationally.
- Equal by 30 – 21st Australian signatory.
- Regional Energy Accord Roundtables in Gippsland, North-East Victoria and Wimmera Southern Mallee with over 150 participants.
- Know your Customers + Communities Community of Practice – Supporting Vulnerability.
- First Nations Community of Practice – First Nations Clean Energy Strategy.

## September 2025

- #BetterTogether Battery Safety initiative kicked off.
- Inaugural Smart Meter Customer Code Council meeting.
- Social Licence Community of Practice – Bias in Action.

## October 2025

- Annual Disclosures published by Full Signatories.
- 5th National Landholder + Community Engagement Training, Dubbo, Central-West Orana, NSW.
- Highly Commended Engagement Institute (formerly IAP2) Award “Core Value” awarded to #BetterTogether Power Outage Plans.

## November 2025

- Regional Energy Accord Roundtables announced for NSW.
- Ag + Energy Taskforce showcasing Better Practice Social Licence Guideline accountability.
- New Supporter Signatory – SEC Newgate.
- Know your Customers + Communities Community of Practice – Meaningful Accessibility.
- Social Licence Community of Practice – Social value insights from the National Landholder + Community Engagement Training.
- Regional Energy Accord Roundtable in Wagga Wagga, NSW.

## December 2025

- The Energy Charter Annual Disclosure 2025 national launch with CEO Council Forum.





# Our #BetterTogether collaboration in action

**Collaboration is not an add-on – it is the core of how we deliver impact. We bring together people with lived experience, regional communities, farmers, First Nations leaders, social services, conservation groups, health networks and energy businesses large and small to shape better outcomes, together.**

Through our **#BetterTogether Innovation Framework – Ideate → Incubate → Accelerate** – we co-design initiatives with customers and communities, ensuring solutions are grounded in lived experience, shaped by shared expertise and scaled for real-world benefit.

Our collaborations are intentionally diverse. We take on the **hard problems** that others can't (or won't), addressing affordability, trust, resilience and social licence through action rather than intention. We collaborate across the whole energy supply chain – and even beyond our industry – to create shared value for both communities and businesses. And we tailor every initiative to local context – no cookie-cutters, just practical outcomes that matter.

Each #BetterTogether initiative is aligned with at least one of **The Energy Charter Principles** demonstrating **collaboration in action** and delivering change with communities, not to them and we leverage **The Energy Charter Impact Framework** to ensure genuine outcomes.

Our #BetterTogether initiatives focus on two aligned priorities:

- **Energy Transition** – driving progress towards a cleaner, more sustainable future.
- **Energy Equity** – ensuring the benefits of that future are shared fairly across all communities.

A table of all our #BetterTogether initiatives, Communities of Practice and Customer Codes is on page 31.





# Energy Transition

**We've made significant progress for landholders and regional communities across key areas of focus in the energy transition, including:**

1. Regional Energy Accord
2. #BetterTogether Wimmera Southern Mallee Collaboration
3. #BetterTogether Regional Energy Collaboration Framework
4. #BetterTogether Commonwealth Developer Rating Scheme
5. #BetterTogether National Landholder + Community Engagement Training
6. #BetterTogether Better Practice Social Licence Guideline.

## Regional Energy Accord

**Led by The Energy Charter CEO Council**

### Why we are doing it

Regional Australia is shouldering much of the infrastructure for the energy transition – from transmission lines to solar and wind farms and batteries. Yet regional communities have told us they often feel excluded from decision-making, disconnected from benefits and overwhelmed by change. These risks erode trust and slow progress. That's why we took on this initiative – because the energy transition must be built *with* regional communities, not *done* to them. And that requires a shared foundation for collaboration across the energy sector, rooted in local leadership, transparency and tangible outcomes.

### Collaboration

Inspired by Cath McGowan AO, the Regional Energy Accord brings together regional leaders from regions in Victoria and New South Wales, together with a **Community Outcomes Group** and **Industry Impact Group**, supported by our CEO Council. The

process is independently facilitated to ensure trust, equity and meaningful co-design.

In 2025, we delivered:

- A National Regional Energy Accord Roundtable process inspired by lived experience and community leadership throughout regions in Victoria and NSW
- A governance framework including regional voices shaping design and delivery
- Growing alignment around a common Accord architecture and shared principles
- Pilots in early regions testing place-based collaboration frameworks.

The impact is already being felt with stronger relationships between energy organisations and communities, early commitments to local benefits and growing momentum for regional co-ownership of the energy transition.

**“Regional communities are ready to lead – not just host – Australia’s renewable energy future. The Regional Energy Accord is about shifting the conversation from consultation to collaboration and from transactional to transformational. It puts local people at the centre of decisions that affect their land, livelihoods and legacy – ensuring the benefits of the transition are felt first and strongest where change happens. That’s good for trust, good for democracy and good for the energy transition.”**



– Cath McGowan AO, Former Independent MP for Indi and champion of regional leadership



## #BetterTogether Wimmera Southern Mallee Collaboration

Led by the AusNet and  
Wimmera Southern  
Mallee Development



### Why we did it

In the Wimmera Southern Mallee region, communities voiced a strong desire to shift energy development from being externally imposed to locally empowering. They wanted energy projects to deliver shared benefits – beyond land leases or royalty payments – and to reflect local aspirations in agriculture, resilience and community wellbeing. To achieve that, energy organisations needed to collaborate more deeply with each other and with the community, aligned around long-term regional outcomes.

### Collaboration

This #BetterTogether initiative brought together Wimmera Southern Mallee Development, more than ten renewable energy and transmission companies, landholders, First Nations representatives, state agencies and independent advisors, supported by The Energy Charter. Over a 12-month co-design process, these parties jointly shaped commitments, structures and governance that enable ongoing collaboration and collective benefit sharing.

Through the Wimmera Southern Mallee Collaboration, we achieved:

- The Australian Clean Energy Summit CEC Collaboration Award
- A formal Wimmera Southern Mallee Collaboration Agreement: a locally co-designed pact that sets shared structures, processes and expectations for regional energy participants and the community.

These outcomes deliver foundational infrastructure for collaboration – not just for Wimmera Southern Mallee, but as a replicable model for other regions through the Regional Energy Collaboration Framework.

“For too long, regional communities like ours have had energy development done to us, not with us. The Wimmera Southern Mallee Collaboration has flipped that script. It’s shown that when industry genuinely partners with local people – listens, learns and acts – we can create something far more powerful than a project: we can build a legacy. This is regional leadership in action and a model for how the energy transition can work across Australia.”



– Chris Sounness, CEO, Wimmera Southern Mallee Development

## #BetterTogether Regional Energy Collaboration Framework (RECF)

Led by RDA Orana and Wimmera Southern  
Mallee Development

### Why we did it

Australia’s energy transition is unfolding most intensely in regional landscapes, where the infrastructure, land and communities intersect. But when energy organisations engage independently, communities often experience fatigue, confusion and fragmented outcomes. The RECF responds to this challenge: it is a structured, replicable pathway for energy businesses and communities to collaborate – designing shared value, managing cumulative impacts and building trust in the transition.

The RECF is rooted in the lessons of the Wimmera Southern Mallee Collaboration and is designed to ensure that regional Australia is an active partner – and beneficiary – in our energy future.



## Collaboration

The RECF process brings together regional community leadership, energy businesses across transmission, distribution, generation and storage and independent facilitation and support from The Energy Charter. This collaboration culminates in a Regional Energy Collaboration Agreement – a place-based contract between communities and energy organisations to work together toward locally meaningful outcomes.

---

“The RECF is a game-changer for our regions. It gives communities a seat at the table and a structure to shape how energy development unfolds, on our terms, with our values at the centre. Across New South Wales and the Australian Capital Territory, RDA Orana, with the broader RDA network, is backing this framework because it’s practical, it’s place-based and it helps us move to real collaboration. It’s the coordination we’ve been calling for, so our regions can lead the transition, not just react to it.”



– Justine Campbell, CEO, RDA Orana

## #BetterTogether Commonwealth Developer Rating Scheme

### Lived Experience Panel

#### Why we did it

Too often, landholders and community members hosting or neighbouring energy projects feel unheard, undervalued or exposed to risks that aren’t adequately managed. The Dyer Review recommended

a **Developer Rating Scheme** (DRS) to improve trust, transparency and accountability in how renewable energy projects are developed. The Lived Experience Panel brings real, grounded voices into the design of that scheme – to make sure it serves people, not just processes.

## Collaboration

In October 2024, we established the **Lived Experience Panel** at the request of the Commonwealth Department of Climate Change, Energy, the Environment and Water. The panel is independently chaired by **Charlie Prell** and includes ten landholders from New South Wales, Victoria, Tasmania, South Australia, Queensland and Western Australia, all with firsthand experience in hosting or engaging with renewable or transmission projects.

The Panel meets every two months to explore how the DRS can incentivise better developer practices, deepen authentic community engagement and strengthen support for landholders.

---

“You can’t hire a plumber, carpenter, electrician or builder without a licence – even taxi and rideshare drivers are judged on the experience they deliver. Why should it be any different for developers? We are encouraging a rating scheme grounded in lived reality, shaped by the voices of the people who host and neighbour energy projects. True accountability isn’t about policies on paper – it’s about how developers show up in practice, with transparency, trust and respect built in.”



– Charlie Prell, Independent Chair, Developer Rating Scheme Lived Experience Panel



## #BetterTogether National Landholder + Community Engagement Training

Led by ACERREZ, EnergyCo, Essential Energy, JLL, Marinus Link and RDA Orana

### Why we did it

Building on the momentum encouraged by the Australian Energy Infrastructure Commissioner in 2023, our national training continues to empower those working on the frontline with landholders and communities impacted by renewable energy projects.

### Collaboration

**Gippsland, Victoria (March 2025):** hosted by Marinus Link, this unique, immersive training enabled participants to hear from landholders, community engagement experts and community organisations about how to build trust during project development. At the dinner, Karen Cain, former CEO of Latrobe Valley Authority, shared invaluable insights about how the energy transition was changing the region.

---

**“As the clean energy transition gathers pace and momentum, so too does opportunities and challenges as community expectations and government regulations evolve and mature. The Landholder + Community Engagement training hosted in Gippsland was a day to share knowledge, practice and probe new ideas. Best practice is paramount and as an industry we must embrace collective action, collaboration to support co-opetition over competition and respectful consideration of stakeholders across community, government, industry and academia. The Landholder + Community Engagement training day in Gippsland delivered on all!”**

*– Renewable Developer Training Participant, Gippsland*

**Central-West Orana REZ, NSW (October 2025):** as the first declared REZ, this was an opportunity for participants to hear directly from ACERREZ, Dubbo Regional Council, EnergyCo, Essential Energy, JLL and RDA Orana and step into the heart of Australia’s energy transformation and see how it is unfolding. We also heard from our local voices and industry panels along with deep learning about social risk, shared value and meaningful engagement. At the dinner, Tony Mahar, Australian Energy Infrastructure Commissioner, spoke with honesty about what truly drives a fair and successful energy transition: partnerships, passion and people.





## #BetterTogether Better Practice Social Licence Guideline

Led by AusNet, Marinus Link, Powerlink Qld, TasNetworks and Transgrid

### Why we did it

Our transmission Signatories committed to embedding the co-designed **Better Practice Social Licence Guideline** to strengthen how they engage with landholders and communities. To ensure transparency and accountability, they have provided quarterly updates to the Ag Energy Roundtable and Taskforce on progress against the Guideline’s 20 priority actions. This allows them to demonstrate what is being delivered, highlight where further support is required and ensure social licence remains a shared priority across the transition.

### Collaboration

The quarterly updates have enabled **real collaboration in action** – with transmission businesses sharing learnings, surfacing challenges early and working together to improve consistency and quality of engagement on the ground. The process has helped build a clearer national picture

of progress and fostered joint problem-solving with government, agriculture and community stakeholders. The next step is an Independent Review in early 2026.

“Accountability is key to building trust. The quarterly updates under the Better Practice Social Licence Guideline show a real commitment from transmission businesses to not just say the right things – but to do better and be able to actively demonstrate that they are doing better – for landholders and regional communities.”



– Joy Thomas, Independent Chair, Ag Energy Infrastructure Taskforce



# Energy Equity

---

We've made significant progress for energy customers across key areas of focus in energy equity, including:

1. #BetterTogether Better Protections for Life Support Customers
2. #BetterTogether Community Energy Resilience
3. #BetterTogether Customer-led Tariffs.

## #BetterTogether Better Protections for Life Support Customers

Led by Essential Energy and SA Power Networks

### Why we did it

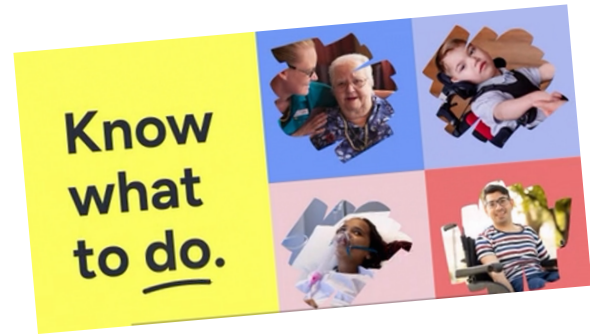
Many Australians rely on medical equipment at home – devices that require continuous power to maintain health and safety. Yet in the event of unplanned outages or system faults, they can be particularly vulnerable. This initiative seeks to strengthen protections, engagement and responsiveness so that people with these critical needs aren't left behind in the energy transition.

### Collaboration

In 2024, we formed a Lived Experience Panel made up of health consumers who rely on – or have relied on – medical equipment at home. They worked alongside the Life Support Medical Advisory Group, energy networks, retailers, regulators and health sector representatives.

To date, key outputs have included:

- Awarded the Shared Value Project Award and Highly Commended Engagement Institute (formerly IAP2) Core Value Award
- Four co-developed critical commitments: redefining life support eligibility based on critical medical needs, designing a national medical registration process, a national power outage plan template and a national awareness campaign



- The launch of the **Life Support Power Outage Plan + Checklist**, with “When it happens to you, know what to do” as a call to action, with 41,000 active users and growing
- Fully accessible microsite in plain English, translations in five key languages, First Nations design, Easy Read, AUSLAN captioned videos and tagged PDFs for low-vision users
- A strengthened proposal for Rule Changes under the Australian Energy Market Commission (AEMC) and Victoria’s Essential Services Commission (ESC) to improve the reliability, recognition and protections for Life Support Customers
- Wider engagement with consumer health groups, medical peak bodies and energy companies to ensure a holistic and medically informed approach.

---

**“For people who rely on life support and medical equipment in the home, power isn’t optional – it’s life and death. Planning and preparedness aren’t just logistical challenges; they’re matters of safety, dignity and survival. Bringing people with lived experience together into a cross-sector collaboration across health, community and the energy sector, ensures Power Outage Planning genuinely supports and is seen to support, those who depend on it most.”**



– Adam Johnston AM, Independent Chair, Lived Experience Panel for Life Support in the Home



## #BetterTogether Community Energy Resilience

Led by AusNet and Endeavour Energy

### Why we did it

In a changing climate, extreme weather and severe storms are becoming more frequent – and with them, the risk of extended, unplanned power outages. Many communities are unprepared and power outages can have serious consequences for people’s safety, health, finances and social wellbeing. This #BetterTogether initiative aims to build household preparedness, customer know-how and community-focused supports so that people can better cope, recover and stay resilient when the lights go out.

### Collaboration

Guided by a **Lived Experience Panel** – made up of people who have experienced outages firsthand in extreme weather events – working alongside, health and emergency services, consumer organisations and local government and energy industry partners plus regulators. This #BetterTogether initiative builds on the earlier Resilience Community of Practice, which established a shared learning platform on disaster readiness and response and now evolves into more targeted engagement, preparedness and community engagement efforts.

To date, the #BetterTogether initiative has delivered:

- Awarded the Shared Value Project Award and Highly Commended Engagement Institute (formerly IAP2) Core Value Award
- The **Power Outage Plan campaign** built around “Check. Plan. Do.”, helping households across Australia prepare for unplanned outages with 25,000 active users and growing
- Fully accessible microsite in plain English, translations in five key languages, First Nations design, Easy Read, AUSLAN captioned videos and tagged PDFs for low-vision users
- A clear, accessible **Power Outage Plan + Checklist** that supports people to assess risks, make plans and act before outages occur
- Integration of life support and medical equipment considerations into power outage planning,

Don't be in the dark.  
Know what to do.

Check. Plan. Do.

poweroutageplan.com.au



ensuring households experiencing vulnerability are not left behind

- Stronger alignment between energy providers, health systems, emergency services and community networks to improve coordination during power outages
- A growing resource library and shared practice tools for networks, local councils and community and health organisations to use in communities when building energy resilience.

“After a long power outage, you realise how fragile life can be – medicines and food spoil, phones die, and people can become isolated. Having a Power Outage Plan isn’t just about convenience; it’s about being prepared when outages happen. It’s about keeping yourself and your loved ones safe. True community energy resilience begins when the voices of those most affected help shape the solutions from the beginning. It was a privilege to be directly involved with this diverse group in developing the ‘Don’t Be in the Dark’ campaign. Together, we co-created comprehensive tools that will help communities across Australia.”



– Jen Bradley, Lived Experience Panel Member



## #BetterTogether Customer-led Tariffs

Led by EnergyAustralia, Essential Energy and SA Power Networks CEOs

### Why we did it

Electricity tariffs shape how households understand, use and pay for energy. Yet too often, they have been designed *for* customers, not *with* them. Customers have told us that pricing feels complex, inequitable and disconnected from their everyday needs. Left unaddressed, these risks undermine trust and slow down the energy transition. This #BetterTogether initiative is about collaboration across the whole supply chain, with customers at the centre.

### Collaboration

This initiative brings together a retailer (EnergyAustralia) and distribution networks (Essential Energy and SA Power Networks) guided by our Community Outcomes Group.

Stage Two in 2025, delivered:

- Tariff modelling results showing the impact of different tariff designs on households
- Initial findings about equity, customer understanding and behaviour
- Recommendations to guide future tariff reform to the AEMC Future Pricing initiative.

The impact is clear: a stronger foundation for tariffs that support households, enables smarter energy use and support a fairer transition, while creating shared value for industry through improved customer trust and acceptance.



Stage Three has commenced with ongoing focus on:

- Sharing a public facing Customer-led Tariffs Report on the lessons learnt so far
- Establishing and deep diving with customer focus groups to better understand customers preferences, energy use and payment behaviours
- Developing a customer-led tariffs sandbox trial based on the customer-led findings from the focus groups
- Progressing toward a real-world trial of customer-led tariffs.



# Customer Codes

“Customer Codes unite frontline teams, (those closest to customers across the energy sector) into a powerful force for change. By turning The Energy Charter’s principles into everyday action, Signatories are working with customer and community voices to drive real improvements in customer experience, transparency and trust. Their shared commitment is reshaping how we serve customers and communities, creating a culture of care, accountability and lasting impact.”

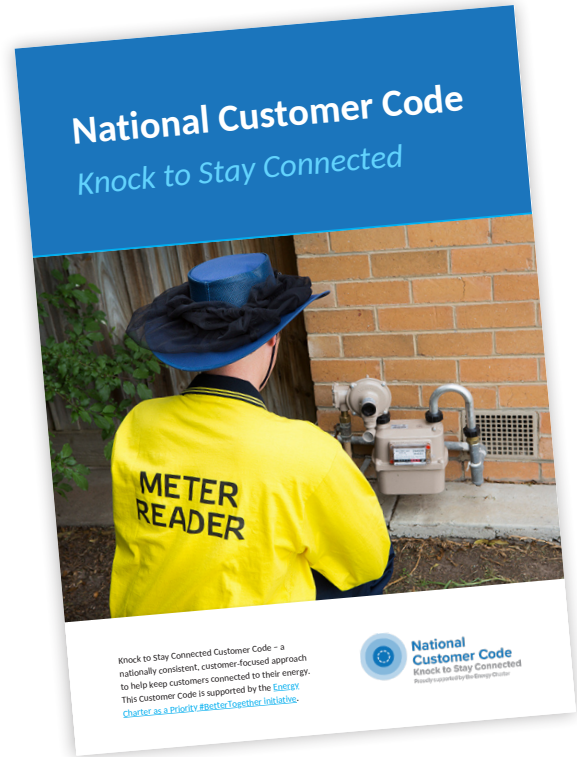


– Anne Whitehouse, Customer Code Administrator

## Smart Meter Customer Code

Co-designed and launched in August 2025, the Smart Meter Customer Code is a bold step forward in embedding the customer voice into every stage of Australia’s smart meter journey. Energy retailers, distributors and metering businesses are coming together with customer advocates to ensure smart meter upgrades are not only technically sound, but genuinely customer-led. The launch marked a milestone moment of cross-sector collaboration, united by one clear goal: to build a smarter, fairer energy future for customers.

**Foundational Signatories:** Endeavour Energy, EnergyAustralia, Enerven, Essential Energy and SA Power Networks.



## Knock to Stay Connected Customer Code

The non-payment of energy bills can be driven by circumstances beyond a customer’s control. They are not always aware that their retailer can help through a range of programs and supports. We saw this as a crucial opportunity to help customers when they may be most vulnerable and keep thousands of customers connected to energy. Bringing together community representatives, energy retailers and networks, we addressed the need to keep people connected to their energy through tailored hand-delivered information to at-risk customers, connecting them with retailers for support.

**Signatories:** Aurora Energy, Australian Gas Infrastructure Group (AGIG), CovaU Energy, Endeavour Energy, EnergyAustralia, Energy Queensland, Essential Energy, Jemena, SA Power Networks, Sumo Power and TasNetworks.



## National Customer Code for Energy Brokers, Consultants + Retailers

Now in its fifth year, this Customer Code continues to raise the bar for fairness, transparency and collaboration in the energy sector. Designed for those working with large energy users, the Customer Code helps signatories align their practices with customer-centric principles ensuring that commercial and industrial customers receive clear, consistent and trustworthy support. One standout tool is the Procurement Checklist, a practical guide that empowers customers to make informed decisions as they navigate complex energy contracts and choices.

**Signatories + Supporters:** AGL, Arena Energy, Consulting, Aurora Energy, Australian Gas Infrastructure Group, Australian Systems Integration, Australian Utilities, Austech Power + Gas, Choice Energy, CS Energy, Edge 2020, Edge Utilities, Edisun Group, Enercom Energy Solutions, Energetica, Energy Brokers, EnergyAustralia Energy Intelligence, Energy Marketplace, Energy Options, Energy Pulse, Eutility, Green Metering, Indigneous Energy Procurement, Key Energy & Resources, Knight Energy, Leading Edge, Metropolis Metering, Northmore Gordon, Power Choice, Power Select (NSW), Selectricity, South Street, Spinifex, Strata Energy Services, Tasmanian Energy Brokers, The Energy Alliance, Watt Power Brokers, Watt Utilities, WiseUp Energy Solutions, Zembl.

## Customer Code for Energy Comparators + Moving Services

Designed to unite comparator and moving services with energy retailers and customer advocates to enhance customer outcomes, this Customer Code promotes fairness, transparency and a customer-centric approach. One of the key benefits of the Customer Code is fostering collaboration among its Signatories to work together in the best interests of their customers.

**Signatories + Supporters:** Awaken Energy, Cheap Bills + iCause, Compare Club, Compare Corp + Compare for Change, Compare the Market, EnergyAustralia, Engie, Move Me In, Muval, MyConnect, Pacific Blue, Select and Switch, Utility Market Australia Pty Ltd, Zembl.



# Communities of Practice

---

## First Nations Better Practice Community Engagement

### Led by Yarra Valley Water TasNetworks

With over 340 members, this Community of Practice provides a valuable and culturally safe opportunity to improve understanding and collaboration between Indigenous communities and the energy and water sectors. In 2025, this Community of Practice, co-chaired by First Nations leaders Graeme Gardener and Nina Braid, focused on enhancing corporate cultural capability and the impact of colonial load, with case studies from the Kimberley Community Savers program and launch of the First Nations Clean Energy Strategy added to the First Nations Better Practice Community Engagement Toolkit.

## Social Licence Better Practice

### Led by Ark Energy and Energy Estate

This Community of Practice brings together professionals delivering the energy transition to explore the challenges, learnings, and opportunities to build and prioritise trust with landholders, communities, Traditional Custodians and other stakeholders. In 2025, this Community of Practice focused on Bias in Action – what we miss in renewable energy engagement, measuring trust through data and understanding the human side of renewables.

## Know your Customer + Communities

### Led by TasNetworks

This Community of Practice featured three focused specialised forums – Co-Designing Energy Solutions: The Power of Lived Experience, Shared Learning: Supporting Vulnerability and Meaningful Accessibility: How True Accessibility Goes Beyond Compliance. Chaired by TasNetworks, these sessions explored how authentic collaboration and values-driven engagement can deepen trust, strengthen resilience and ensure energy services are equitable, inclusive and responsive to the diverse needs of all Australians through the energy transition.





## emPOWER Podcast

Since its launch in late 2024, the emPOWER Podcast hosted by Wendy Agar, Engaged Outcomes, and supported by The Energy Charter, has become a go-to resource for landholder and community engagement professionals. Releasing 18 podcasts in 2025, emPOWER spotlights practical insights, on-the-ground experiences and real stories from the people driving change across regional Australia. It's helping build a more human-centred, just and trusted transition – one conversation at a time.



**“The emPOWER Podcast is lifting up the voices that matter most – those working at the coalface of community engagement in regional Australia.**

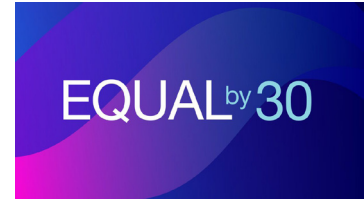
**These stories are shaping the future of the energy transition and I’m proud to partner with The Energy Charter to help them be heard.”**



– Wendy Agar, Managing Director, Engaged Outcomes

## Equal by 30

In 2025, we proudly became the 21st signatory to Equal by 30 – a global campaign dedicated to achieving equal pay, equal leadership and equal opportunities for women and other marginalised groups in the energy sector. This milestone reinforces our belief that the energy transition is not only a technological shift, but a societal transformation – one that must be inclusive if it is to be successful.



Our #BetterTogether initiatives reflect these commitments in action. Whether it's co-designing solutions with regional landholders, elevating lived experience panels or embedding diverse regional voices into frameworks like the Regional Energy Accord, we are ensuring that women and marginalised communities have equal leadership, influence and opportunity in shaping the future of energy. By mainstreaming gender equality into collaboration, we help create an energy system that works for all.

Equal by 30 challenges us to keep raising the bar – building accountability into our governance, amplifying underrepresented voices and sharing progress openly. For us, joining is an opportunity to walk the talk, with a small all-female #TinyTeam, and showcase that a truly just energy transition is one where equity and inclusion are non-negotiable.

In 2025, Sabiene Heindl, our CEO was appointed by as an Equality Initiative Ambassador by the Australian Government.





# Accountability + Maturity

**“Without accountability, there can be no trust and without trust, there can be no meaningful collaboration.”**

– Patrick Lencioni

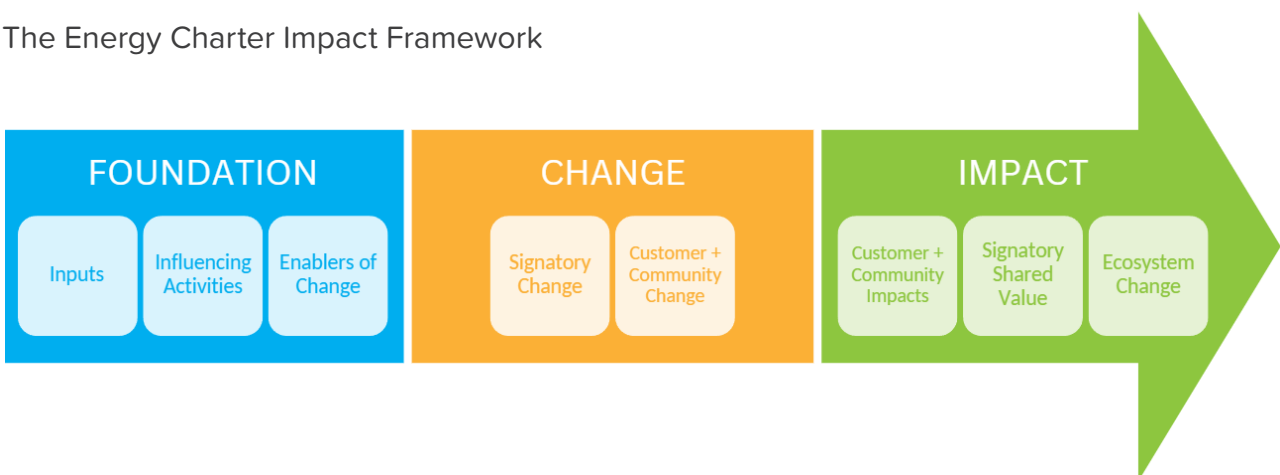
Transparency and accountability remain essential to how Full Signatories deliver better outcomes for customers and communities. Our Accountability Process has continued to focus on **impact over compliance** – demonstrating where progress is being made, where challenges remain and how industry is learning and improving together. This year, ten Full Signatories publicly disclosed how they are advancing The Energy Charter Principles, assessed their maturity and set clear plans to continue their improvement journeys.

## Our Accountability Process

Our Accountability Process focuses on customer and community consultation rather than on internal processes, 'box ticking' compliance or indicators that are measured through mandatory reporting to other organisations.

As part of their commitment to The Energy Charter, Full Signatory CEOs agree to publicly disclose how they are delivering against the five Principles through public Disclosures and CEO engagement with their customer/community councils or stakeholder forums, highlighted in Feedback Summaries. Full Signatories self-assess their maturity against **The Energy Charter Maturity Model**, indicating where on the maturity scale they are, where they intend to progress to, over what period and how they plan to achieve this. We also leverage **The Energy Charter Impact Framework** to highlight the outcomes and impact delivered for customers and communities. In future years, our Accountability Process will be voluntary and may be part of ESG reporting.

## The Energy Charter Impact Framework





## 2025 Overview

Across the energy supply chain, Full Signatories continue to **accelerate the energy transition** – connecting more renewable generation, trialling storage, delivering community batteries and exploring flexible demand and tariff innovation. These efforts are supporting decarbonisation while building resilience in the face of rising energy needs and more frequent extreme weather.

Customer-centricity continues to strengthen, with Full Signatories increasing transparency, improving the digital experience and strengthening communication in moments that matter – especially during outages and major projects. The growing emphasis on listening to lived experience is building stronger understanding of what customers want, expect and value.

Ensuring **equity and affordability** remains at the forefront. Full Signatories are enhancing support for people and communities experiencing vulnerability, including those in remote regions, those adjusting to system changes and families prioritising essential needs under cost-of-living pressures. Programs designed to ensure fair access to the benefits of the transition – such as electrification, rooftop solar, storage and demand flexibility – are continuing to evolve.

Innovation and technology are delivering safer, cleaner and more reliable services. The integration of smart systems, digital tools, real-time network visibility and electrification pilots are enabling meaningful improvements for communities, while laying the groundwork for a future energy system that is efficiently managed and customer-led.

Across the country, there is a powerful focus on **social licence and regional community engagement**. More investment is being made in local partnerships, benefit frameworks, resilience planning and transparent communication, recognising that infrastructure build-out must be grounded in trust, mutual respect and shared value for host communities.

Finally, Signatories are deepening **First Nations partnerships**, building cultural capability and creating opportunities for co-designed solutions that recognise Country, heritage and community aspirations – ensuring the transition is more inclusive and just.

Together, these themes tell a clear story: **the energy sector is leaning in**. The Energy Charter Full Signatories are working collaboratively to deliver a fairer, cleaner and more resilient energy future – one that places customers and communities at the centre.

## Maturity: a sector adapting while the transition accelerates

Every year, Full Signatories self-assess their maturity against The Energy Charter Maturity Model, indicating where on the maturity scale they are, where they intend to progress to, over what period and how they plan to achieve this, as set out in the Disclosures 2024-25. These are tested and validated with their customer and community councils.

In 2025, ten Full Signatories undertook the Maturity Self-Assessment – reflecting a smaller, more focused coalition of organisations actively participating in the Accountability Process. While the number of Signatories has reduced, the commitment of those involved has strengthened, underscoring the value placed on continuous improvement and transparency.

This year's results show modest movement across the Principles, with some areas advancing while others have plateaued or dipped. These shifts reflect the reality of a sector operating under intense transformation pressures – including community expectations, rising affordability concerns and major infrastructure delivery challenges.

Key insights from the 2025 results:

1. **Core commitment remains strong** – Despite fewer participants, Full Signatories continue to demonstrate meaningful maturity in their customer and community focus, particularly in areas related to safety, reliability and transition readiness (Principle Three).
2. **Increased realism and honesty** – Some declines reflect more candid self-evaluation as Full Signatories deepen their understanding of customer and community expectations and the complexity of delivering change in practice.
3. **Affordability and vulnerability support continue to uplift maturity** – Principles Two and Five show continued progress as organisations respond to sustained cost-of-living pressures, climate-driven disruption and demand for clearer, fairer support.



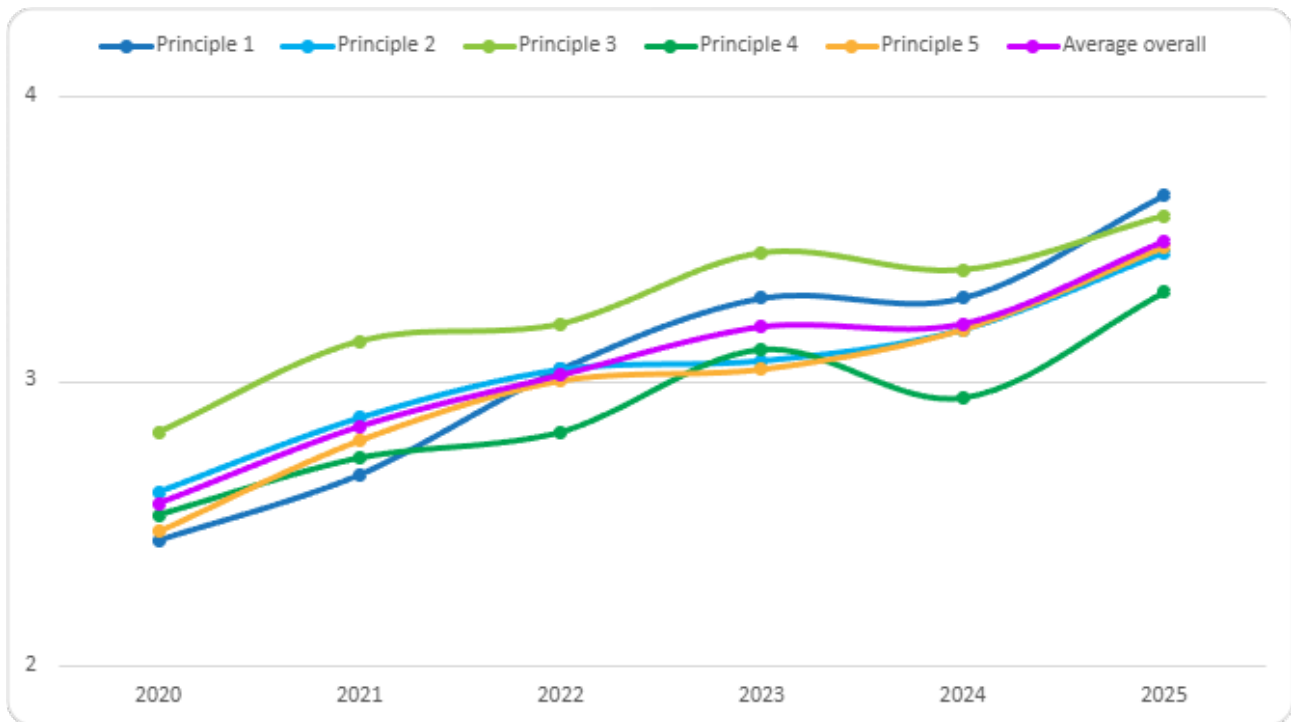
- 4. **Customer and community experience under pressure** – Principle Four maturity remains challenging. Social licence, engagement consistency and trust in regional communities continue to require stronger, more coordinated action.
- 5. **Transition speed vs. trust gaps** – Where maturity has dipped, it often reflects the gap between infrastructure urgency and community readiness, amplifying the ongoing need for shared approaches that enable trust, fairness and benefit-sharing.

The 2025 self-assessed maturity results reinforce that the energy sector is:

- Still learning and improving
- Operating in increasingly contested environments, with rising social licence concerns
- Becoming more self-aware of where outcomes need to lift.

As customer and community expectations rise – with good reason – the opportunity is to use these insights to focus and accelerate the improvements that matter most on the ground. The direction is still forward – but the work is getting harder. This year’s self-assessments reflect a growing maturity about what genuine progress requires: collaboration, accountability and humility.

**Full Signatory Maturity Self-Assessments 2025**



**Principle 1**

We will put customers and communities at the centre of our business and the energy system

**Principle 2**

We will improve energy affordability for customers and communities

**Principle 3**

We will provide energy safely, sustainably and reliably.

**Principle 4**

We will improve the customer and community experience

**Principle 5**

We will support customers and communities facing vulnerable circumstances

**All**



# Thank you to The Energy Charter Signatories

## Full Signatories



## #BetterTogether Collaborators



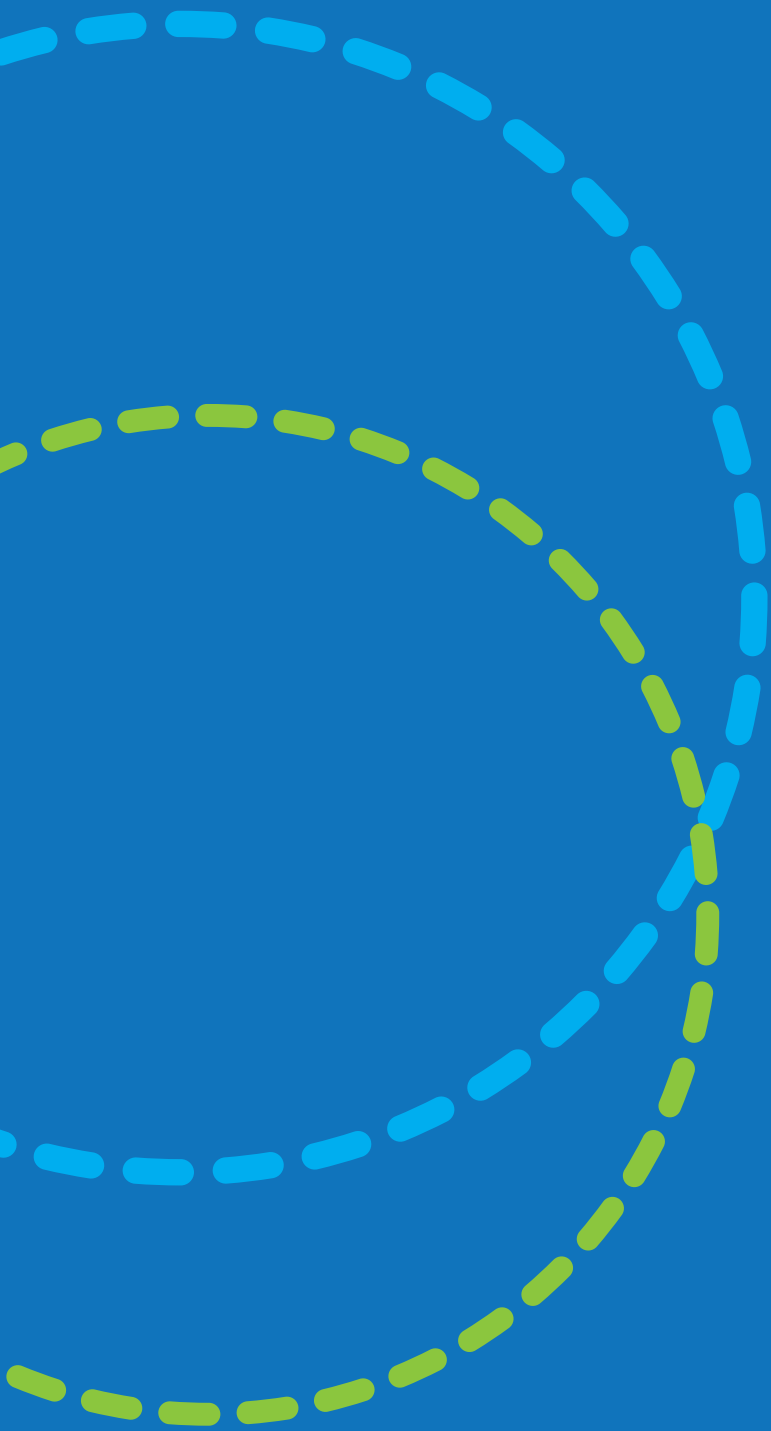
## Supporters





## #BetterTogether initiatives, Communities of Practice and Customer Codes

	Energy Transition #BetterTogethers							Energy Equity #BetterTogethers			Customer Codes				Communities of Practice		
	Regional Energy Accord	WSM Collaboration	Regional Energy Collaboration Framework	Better Practice Social Licence Guide	Cth Developer Rating Scheme	National Landholder Community Engagement Training	Ag + Energy Roundtable	Life Support Customers	Community Energy Resilience	Customer-led tariffs	Smart Meter	Knock to Stay Connected	Energy Broker, Consultants + Retailers	Energy Comparators + Moving Services	First Nations Engagement	Know your Customer + Community	Social Licence
<b>Full Signatories</b>																	
AusNet Services	X	X	X	X	X	X	X	X	X						X		X
CS Energy						X							X		X	X	X
Endeavour Energy	X						X	X	X		X	X			X	X	X
EnergyAustralia					X	X		X		X	X	X	X	X			X
Essential Energy	X		X			X	X	X	X	X	X				X	X	X
Horizon Power							X	X							X	X	X
Powerlink Qld			X	X	X	X									X		X
SA Power Networks							X	X	X	X	X				X		X
TasNetworks			X	X	X	X	X	X				X			X	X	X
Transgrid	X		X	X	X	X									X		X
<b>#BetterTogether Collaborators</b>																	
ACEREZ	X		X		X	X									X	X	X
AGIG	X						X	X	X			X	X		X	X	
Ark Energy	X		X	X		X	X								X		X
Energy Qld						X	X	X	X			X			X	X	
Energy Estate	X		X		X	X	X								X	X	X
Intium						X	X								X		X
Marinus Link	X		X	X	X	X									X		X
<b>Supporters</b>																	
JLL						X											X
KPMG				X		X									X		X
EnergyCo			X			X	X								X	X	X
EWON						X		X	X	X	X				X	X	X
EWOQ								X	X			X			X		
EWOA								X	X			X			X		
RDA Orana	X		X			X											
WSM Development	X	X	X				X										



The Energy  
Charter