

TERMS OF REFERENCE

Consumer Forum

Objectives

- To enable information sharing between AEMO and forum participants to:
 - Support AEMO's ability to operate energy systems and markets in the long-term interests of consumers
 - Benefit from AEMO's expertise and insights.
- To foster active and constructive collaboration between AEMO and forum participants on energy issues of mutual interest and priority.

Functions

The Consumer Forum will:

- Provide attendees with current and pertinent information about AEMO's activities, priorities and emerging issues.
- Provide attendees with access and insights from AEMO's internal subject matter experts.
- Provide AEMO with the opportunity to benefit from attendees' insights into energy consumer issues and energy markets more broadly.
- Foster a spirit and intent of collaboration between AEMO and forum attendees, including the development of shared priorities and initiatives, where mutually desirable.

At AEMO's sole discretion, feedback from attendees at a Consumer Forum may be treated as a submission to a nominated consultation procedure and AEMO will advise that this is the case prior to any such session and AEMO will prepare minutes of the feedback and discussion for publication on AEMO's website page for the consultation.

Participation

The Consumer Forum is open to organisations that represent the interests of any group of Australian electricity or gas market consumers, including representatives of independent consumer dispute resolution services.

Individuals attending the forum are expected to have sufficient expertise and authority to consider matters on behalf of the consumer(s) that they represent, and their views will be on public record.

Meetings

Meeting Frequency: Three times per year. The last and first meeting of each calendar year will be timed to provide an outlook and review of the National Electricity Market's performance over summer.

Locations: AEMO Offices:

Adelaide	Level 9, 99 Gawler Place, Adelaide, SA
Sydney	Level 2, 20 Bond Street, Sydney, NSW
Melbourne	Level 22, 530 Collins Street, Melbourne, VIC
Brisbane	Level 10, 10 Eagle Street, Brisbane, QLD

October 2019

Perth Level 44, 152 St Georges Terrace, Perth, WA (*as required*)

Attendance via telephone or internet-based virtual meeting system will also be offered.

Resourcing

AEMO will provide Chair and Secretariat services to the Consumer Forum. AEMO will make the final decision on the level of resourcing available.

Any expenses incurred to attend meetings or activities associated with the Consumer Forum are at the expense of the attendee.

For more information contact: StakeholderRelations@aemo.com.au.