

# Terms of Reference

## AEMO Consumer Forum

### Objectives of the forum

The objective of the AEMO Consumer Forum is to provide a channel for information sharing between AEMO, consumer advocates and other relevant industry representatives to share information about projects affecting energy consumers. The forum allows AEMO to present current and planned projects to consumer advocates and seek feedback and comments. It also allows other organisations to present relevant projects that may be of interest to the group.

The AEMO Consumer Forum helps foster active and constructive collaboration between AEMO and forum participants on energy issues and AEMO workstreams of mutual interest and priority. It will continue to run on a regular cadence on an ongoing basis.

### Functions

The AEMO Consumer Forum will:

- Provide an opportunity for AEMO to update consumer advocates on projects or emerging issues that affect electricity and gas end-users in Australia.
- Provide an opportunity for consumer advocates and other participants to provide feedback on AEMO projects that may impact or involve them.
- Help identify areas of concern consumers in the gas or electricity markets.
- Provide an opportunity to foster collaboration throughout the industry.
- Foster a spirit and intent of collaboration between AEMO and forum attendees, including the development of shared priorities and initiatives, where mutually desirable.

### Participation

Participation in the AEMO Consumer Forum is open to suitably qualified representatives of 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.

Any expense incurred as a result of attending meetings or activities associated with the forum are at the expense of the participant or their employer.

AEMO members on the forum will include:

- Group Manager, Stakeholder Relations (Chair).
- Other relevant AEMO staff as needed.

Forum participants are expected to:

- Represent and have sufficient expertise and authority to consider matters on behalf of the consumer segment/s that they represent and provide the views of those representatives for the public record if appropriate.
- Openly share who the consumers and organisations are that they represent.
- work collaboratively with AEMO staff and other forum participants.

AEMO's roles and responsibilities are outlined in the Governance section of these Terms of Reference.

## Meetings

Three to four virtual meetings of approximately 3 hours duration will be held per year. Microsoft Teams or Webex video conference information will be made available in advance of each meeting. Additional workshops and / or out-of-session meetings may be scheduled as required between meeting dates.

## Governance

AEMO will provide the Chairperson and Secretariat services to the Consumer Forum including:

- Preparation and distribution of all meeting correspondence via email.
- Publication of meeting presentation on the AEMO website.
- Circulation of a draft agenda to the Consumer Forum at least 10 business days before a meeting.
- Circulation of relevant meeting papers and a finalised agenda at least five business days prior to a meeting.

For more information, please contact [stakeholderrelations@aemo.com.au](mailto:stakeholderrelations@aemo.com.au)