

AEMO Consumer Forum

Terms of Reference

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Version release

Version	Release date	Approval	Changes
1	3 November 2021	Stakeholder Engagement	Initial published version
2	19 November 2025	General Manager, Stakeholder Engagement	Updated to include new sections 'Overview', 'Background', 'Meeting conduct and expectations', 'Meeting records', 'Privacy', 'Definitions'.

1 Overview

Group name	AEMO Consumer Forum
Focus area	Engage on AEMO activities, projects and emerging issues with energy consumer advocates.
Market/s	All
Regulatory basis	This forum is not required by energy regulation and is held at AEMO's discretion to provide a structured mechanism for engagement.
Attendees	AEMO, consumers and consumer advocates, including relevant industry representatives such as consumer dispute resolution services.
Type	Forum: Open discussion and exchange of ideas among stakeholders.
Appointment	Open to all those who meet the criteria for attendance (see section 3)
Meeting frequency/cadence	At least four times a year
Terms of reference	First published in 2021 and updated as needed.
Contact	StakeholderRelations@aemo.com.au

2 Background

AEMO values meaningful engagement with stakeholders and considers it essential in helping to shape Australia's energy future. This commitment is reflected in our [Strategic Corporate Plan](#), which highlights the importance of incorporating diverse perspectives when making decisions that fulfil our core responsibilities to plan and operate our energy systems and markets. By working collaboratively with consumer and community stakeholders, we aim to deliver better energy outcomes for consumers and the broader community.

To support this, AEMO provides a range of engagement channels including the Consumer Forum. Established in 2021, AEMO's Consumer Forum provides a channel for information sharing between AEMO, consumer and community advocates and other relevant industry representatives about activities, projects and emerging issues of interest. The forum is used by AEMO to present current and planned work and projects to seek feedback and comments from attendees. It is also utilised by other organisations to present relevant projects that may be of interest to the group.

3 Purpose

The AEMO Consumer Forum provides an opportunity:

- for AEMO to update consumer and community advocates on projects or emerging issues that affect electricity and gas end-users in Australia
- for attendees to provide feedback on AEMO projects or emerging issues that may impact or involve them
- to help identify areas of concern to consumers in relation to gas or electricity markets
- to foster collaboration throughout the industry on projects to benefit the long-term interests of consumers
- to foster a spirit and intent of collaboration between AEMO and forum attendees, including the development of shared priorities and initiatives, where mutually desirable.

4 Attendees

The AEMO Consumer Forum is open to nominated 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.

Forum attendees are expected to:

- represent and have sufficient expertise and authority to consider matters on behalf of the consumer segment/s they represent and provide the views of those they represent for the public record if appropriate
- identify the consumers and organisations they represent
- participate in a way consistent with the expected behaviour outlined below.

AEMO personnel who attend the forum include:

- Stakeholder Engagement Manager (Chair) or their delegate
- Senior Stakeholder Engagement Advisor
- AEMO subject matter experts as needed.

AEMO's roles and responsibilities in respect to the forum are outlined below.

5 Meeting governance

5.1 Cadence

At least four virtual meetings of approximately 1.5 to 2 hours will be held per calendar year.

5.2 Meeting topics

AEMO's purpose is to ensure safe, reliable and affordable energy, and enable the energy transition for the benefit of all Australians. It is intended that the Consumer Forum agendas will include relevant consumer and community issues related to AEMO's priorities as described in its current [strategic corporate plan](#).

5.3 AEMO responsibilities

AEMO will:

- chair the meeting in accordance with the meeting conduct and expectations set out below
- send the agenda and relevant meeting papers via email at least five business days prior to a meeting. If AEMO is unable to meet this deadline, we will communicate this to attendees and distribute papers as soon as they become available.
- publish meeting minutes on its website in a timely way after the meeting.

5.4 Meeting conduct and expectations

AEMO is committed to supporting a safe and respectful environment for our people and all attendees of the Consumer Forum. We seek to provide an environment in which stakeholders feel informed and comfortable to share their perspectives and concerns with us.

All attendees are expected to:

- prepare for the meetings, including reviewing any pre-reading and presentation material
- ensure they have appropriate software available to join the meeting (which will be indicated in the meeting invitation, usually Microsoft Teams)
- respect the diversity of the group

- speak one at a time and refrain from interrupting others to ensure all attendees who wish to have an opportunity to speak are afforded the opportunity to do so
- share opinions and information respectfully, whether verbally or in writing (e.g. in Teams ‘chats’), and respect the contributions of others (even where there may be a difference of opinion)
- share opinions that are relevant to the topic under discussion
- maintain confidentiality when information is shared in confidence.

AEMO will remind attendees of these meeting expectations at the start of each session.

Behaviour that is in AEMO’s opinion, disruptive, disrespectful or not in accordance with the above expectations, may result in the immediate removal of an attendee from a meeting by AEMO and a review of the individual’s ongoing involvement in future forums.

5.5 Meeting records

AEMO will record meetings for the purposes of record keeping and save these recordings in accordance with AEMO’s record retention policy. AEMO will remind attendees at the start of each meeting of our intent to record the meeting. Recordings will not be published on AEMO’s website.

Meeting participants are requested not to record the meetings.

AEMO will use the recording and may use AI tools, such as Copilot, to support the creation of meeting minutes. We will do this in accordance with our AI policy, which supports the use of ethical, secure and responsible AI.

To ensure that meetings are a space where everyone feels safe to speak up and ask questions, meeting minutes are prepared in a way that anonymises any views shared. Attendees may request to have views attributed to them, which AEMO will consider. The views of stakeholders captured in meeting minutes does not indicate AEMO’s endorsement of those views.

Meeting minutes are published on AEMO’s website.

5.6 Remuneration

In line with AEMO’s policy on remuneration and reimbursement of consumer and community representatives, any expense incurred as a result of attending meetings or activities associated with the forum are at the expense of the attendee or their employer.

6 Privacy

Personal information received by AEMO is managed in accordance with AEMO’s [Privacy Policy](#) and the [Privacy Act 1988 \(Cth\)](#). Please see our privacy policy for information on how we handle personal information, your rights to seek access to and correct personal information, and your right to complain about breaches of privacy by AEMO.

7 Definitions

The following words have the following meaning when used in this Terms of Reference.

Term	Definition
AEMO	Australian Energy Market Operator Limited and includes its subsidiaries
AEMO personnel	<ul style="list-style-type: none"> • Any person who is employed by AEMO under a Common Law Contract (CLC), Enterprise Agreement (EA) or Fixed Term Contract (FTC); • Any person who is employed by a third-party organisation, such as a recruitment agency, and provides services to AEMO; and/or • Any contractors who perform services for AEMO.
Attendee	Any person attending the forum.

8 Related AEMO policies and procedures

Title	Location
Stakeholder Engagement Framework and Principles	AEMO website
Remuneration and Reimbursement for Consumer and Community Engagement Policy	Provided upon request