



The Energy Charter

You're invited

**2023 Energy Charter
Information Pack**



We are the Energy Charter

We are the Energy Charter: a unique coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.

Energy customers rely on *all* of us. We all use energy every day. It lights our homes and powers businesses. We're all part of the same ecosystem, so working #BetterTogether is vital now and into the future.

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

For us, the opportunity is to keep humans at the centre of the design and delivery of energy solutions; to navigate the changing needs of customers and communities as we transform to a cleaner energy future.

There really is no other collaboration like us; and the work we do, together, has never been more important than it is today.

Our strengths are our CEO-led guidance and our diverse representation across industry, customer and community groups. But what gives us power, is our ability to take a whole-of-sector view; to collaborate, innovate and strive for better. To share knowledge and connections from all sides and, importantly, to proactively co-design customer-led solutions.

Transitioning to a low-emissions future needs collaboration. Our role is to encourage the difficult conversations and to amplify the customer's needs. To bridge the gap between 'hard-to-do' and 'can-do'; to go beyond what any one of us could achieve alone.

Together, we are the Energy Charter.

**Empowering one another
to deliver better energy outcomes for all.**

Are you ready to join us?

The Energy Charter is a unique platform for collaboration to drive better customer and community outcomes against these five Principles.

We're also guided by these values in everything we do:

**BE OPEN
LEARN &
IMPROVE!**

**THINK
BIG
BE BOLD!**

**BE
INVESTED
MAKE A DIFFERENCE!**



What does it mean to be a #BT Collaborator?

#BetterTogether Collaborators partner with Energy Charter Full Signatories to deliver high impact change for customers and communities across the five Energy Charter Principles.

Using our #BetterTogether Innovation Framework of **'ideate, incubate and accelerate'** we bring energy businesses together with customer and community representatives and other stakeholders to co-design collaborative projects that deliver tangible customer and community outcomes.

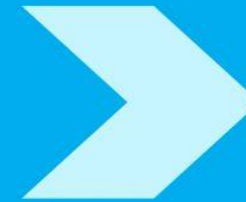
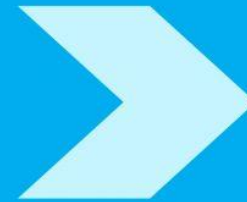
The **energy transition** and **affordability** are key focus areas for our #BetterTogether collaborations.

#BETTERTOGETHER

IDEATE

INCUBATE

ACCELERATE

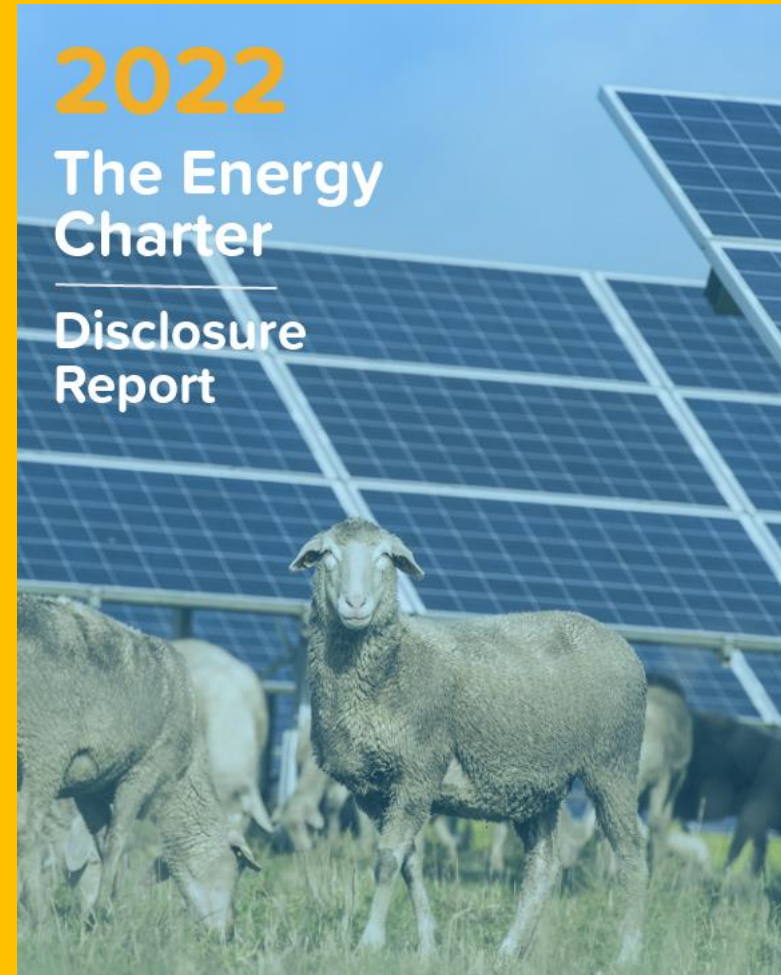


What does it mean to be a Full Signatory?

Energy Charter Full Signatories also leverage our [#BetterTogether Innovation Framework](#).

In addition, Full Signatory CEOs participate through the decentralised [Accountability Process](#). They annually disclose how they are delivering against the five Energy Charter Principles through public disclosures, maturity self-assessments and direct engagement with their customer/community councils.

Full Signatory CEOs are members of our CEO Council, guiding priorities for #BetterTogether collaboration and strategic leadership.





Our current #BT initiatives

- ✓ Priority #BT [Landholder and Community Social Licence](#)
 - ✓ Priority #BT [Cost of living - Concessions Awareness + Engagement Campaign](#)
 - ✓ Priority #BT [National Customer Code to Knock to Stay Connected](#)
 - ✓ #BT [National Customer Code for Energy Brokers, Consultants and Retailers](#)
 - ✓ #BT [National Customer Code for Energy Comparators and Moving Services](#)
 - ✓ #BT [Biodiversity + Renewables](#)
 - ✓ #BT [Community Capacity Building, Voices for Power](#)
 - ✓ #BT Life Support Customers
 - ✓ Community of Practice - [First Nations Community Engagement](#)
 - ✓ Community of Practice - [Know Your Customers and Communities](#)
 - ✓ Community of Practice – [Resilience](#)
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 [Read more: theenergycharter.com.au/bettertogether/](https://theenergycharter.com.au/bettertogether/)

Why join us?

1. Demonstrate leadership as part of an Australia-wide network focused on a customer-centred approach to managing the energy transition
2. Access to a suite of tools and documents to support your organisation in navigating customer and community challenges associated with the energy transition
3. Provide your senior leadership team with opportunities to engage and interact with energy experts from across the industry
4. Collaborate and shape #BetterTogether initiatives focused on relevant developer issues.
5. Connect with key community and consumer stakeholders in a collaborative environment focused on the co-design of tangible outcomes
6. Input into future cross-sector energy initiatives relevant to your industry that are focused on improving customer and community outcomes
7. Get ahead of regulation – join the conversation on what Better Practice looks like and lead the way on its practical implementation.

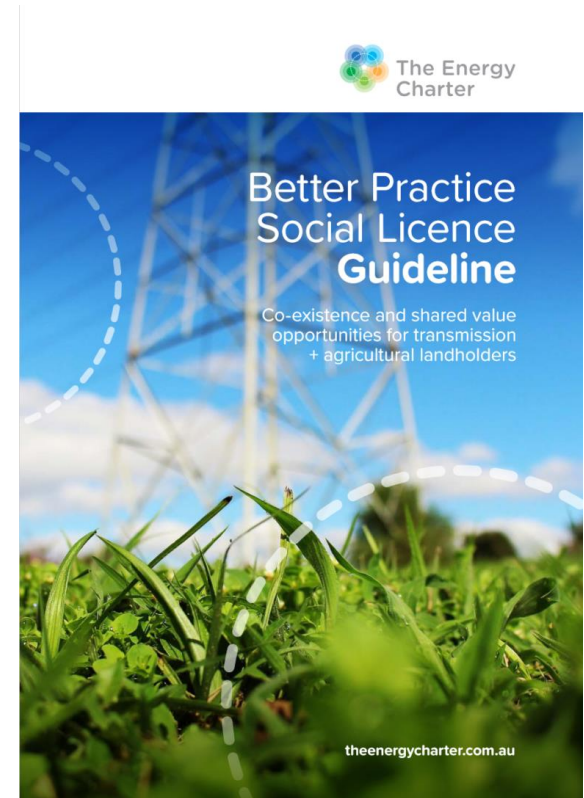


Case Study: Better Practice Social Licence Guidelines

The co-design and development of the Better Practice Social Licence Guideline with the ag sector was critical to developing a deeper understanding of:

- The ways electricity transmission infrastructure impacts agricultural landholders and their communities
- The principles that underpin how to build and maintain social licence for landholders and communities affected by renewable energy developments
- Practical opportunities to minimise impacts and deliver shared value during the planning, construction, operation and decommissioning of energy infrastructure.

By validating impacts and identifying opportunities to improve outcomes for landholders, the Better Practice Guideline supports businesses to better understand and act on, the factors that contribute to building trust and maintaining social licence with agricultural landholders and their communities. It also supports agricultural representatives, landholders and host communities to raise and discuss known impacts and work constructively with energy businesses to achieve shared value outcomes.



This collaboration led the way for our current **Priority #BT Landholder and Social Licence** which includes:

- The **Ag Energy Strategic Roundtable** with leaders from the energy and agriculture sectors to discuss emerging issues in the energy transition, identify what's working and areas for continuous improvement
- The **Undergrounding transmission infrastructure** initiative (from July 2023)
- A new **Community of Practice on Transitioning Communities and Community Benefit Schemes** (from August 2023)

Case study: Biodiversity + Renewables

To deliver better outcomes in the intersection between biodiversity and renewable energy infrastructure, our #BT collaborators are:

- Building a container for safe discussion and genuine relationships between conservation and environmental groups and the energy sector
- Developing a shared understanding of the risks and opportunities in the intersection between biodiversity and renewable energy infrastructure
- Identifying leaders and committed to work on change collaboratively



Key collaborators: Led by **RE Alliance, Cairns and Far North Qld Environmental Centre**, with support from Powerlink, CS Energy, Energy Qld, CleanCo, Stanwell, renewable developers and a broad group of conservation groups including WWF, ACF and Qld Conservation Society.

Activities: Workshops kicked off in 2022 agreeing to focus on biodiversity mapping and Better Practice Guidelines for Biodiversity and Renewables in Queensland.



Biodiversity is a critical issue for the developers of renewable energy assets and the communities in which they operate.



Are you the right fit?

- Do you care about customer and community outcomes in the renewables energy sector?
- Do you have a passion for collaboration?
- Are you keen to be leader demonstrating innovative and forward-thinking about exploring opportunities for customers and communities?
- Do you believe that the energy industry's challenges are best solved by working together?
- Are you open to learning, sharing and improving for the benefit of customers and communities?
- Do you want to deliver impactful outcomes?

If you've answered yes and you're keen to learn more, get in touch.





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