

A Future of Energy Governance

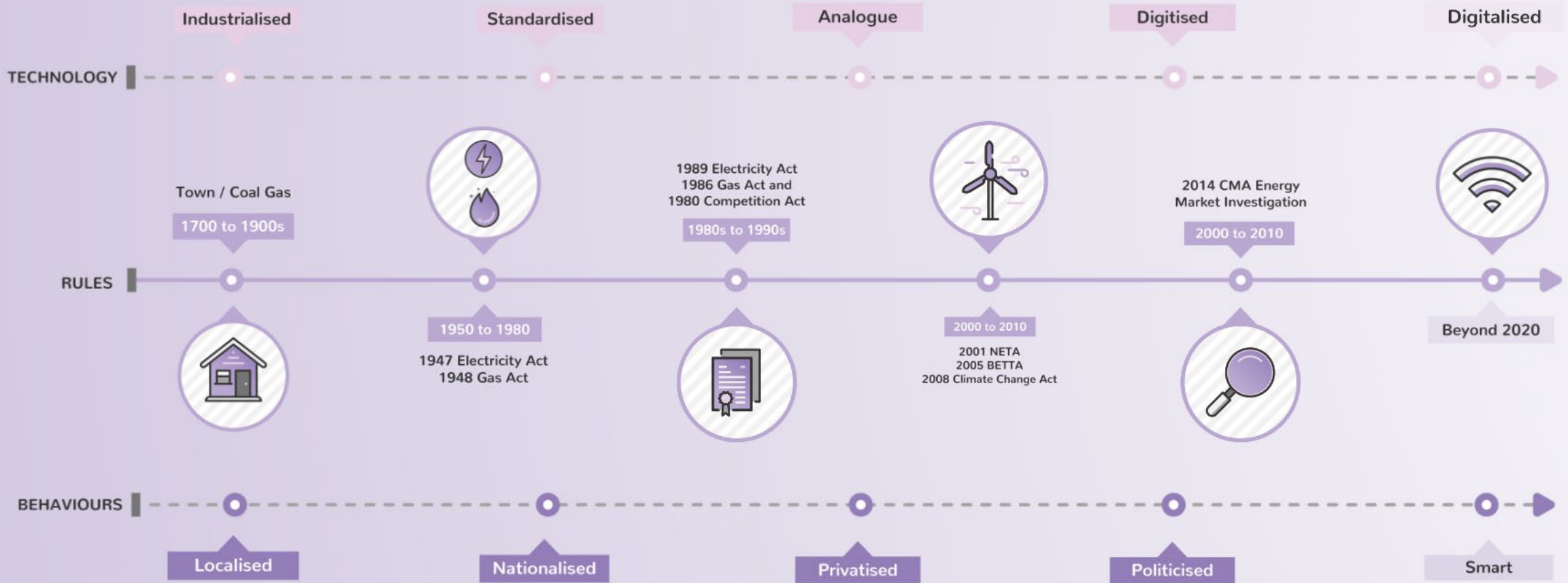


**The
Context**

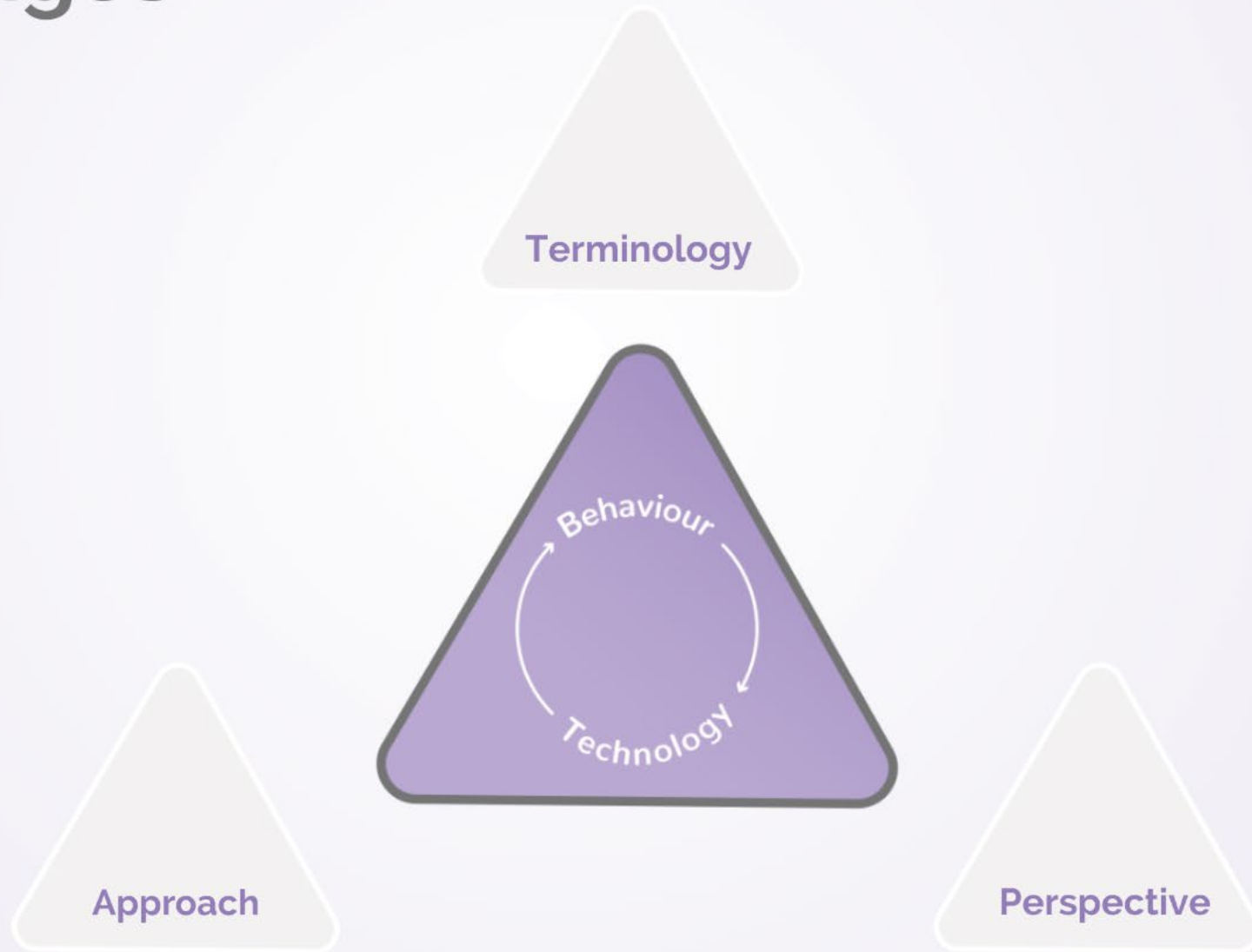
**The
Changes**

**The
Portal**

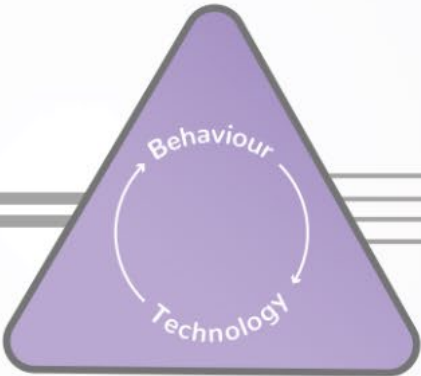
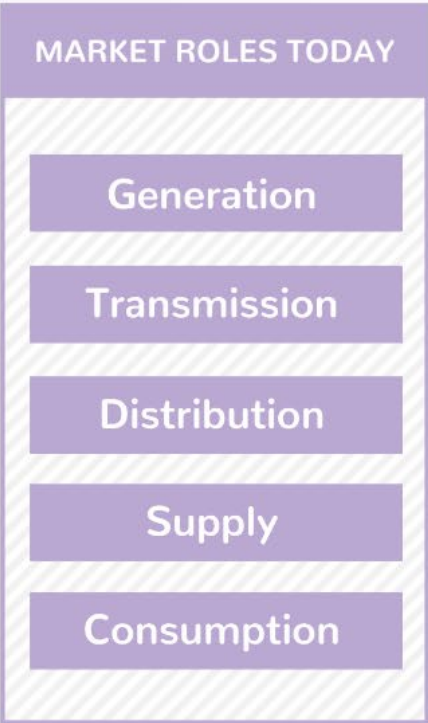
The Context



The Changes



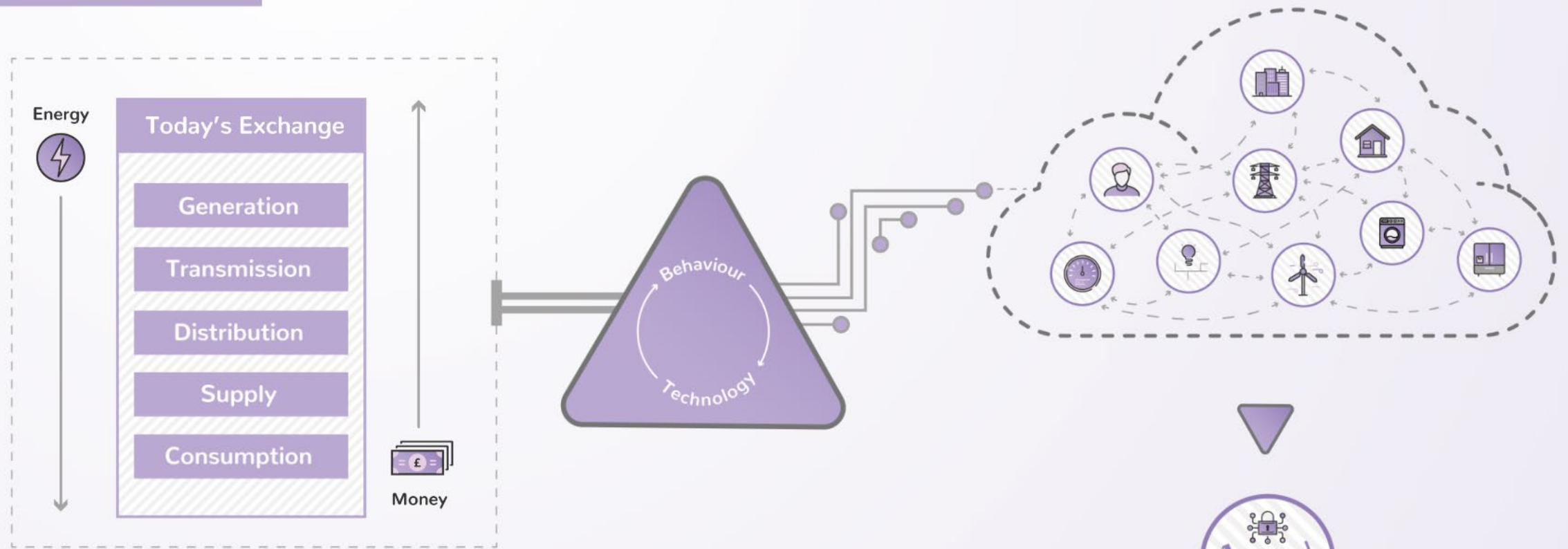
Terminology



1. Change the terminology:
we are all
Market Participants

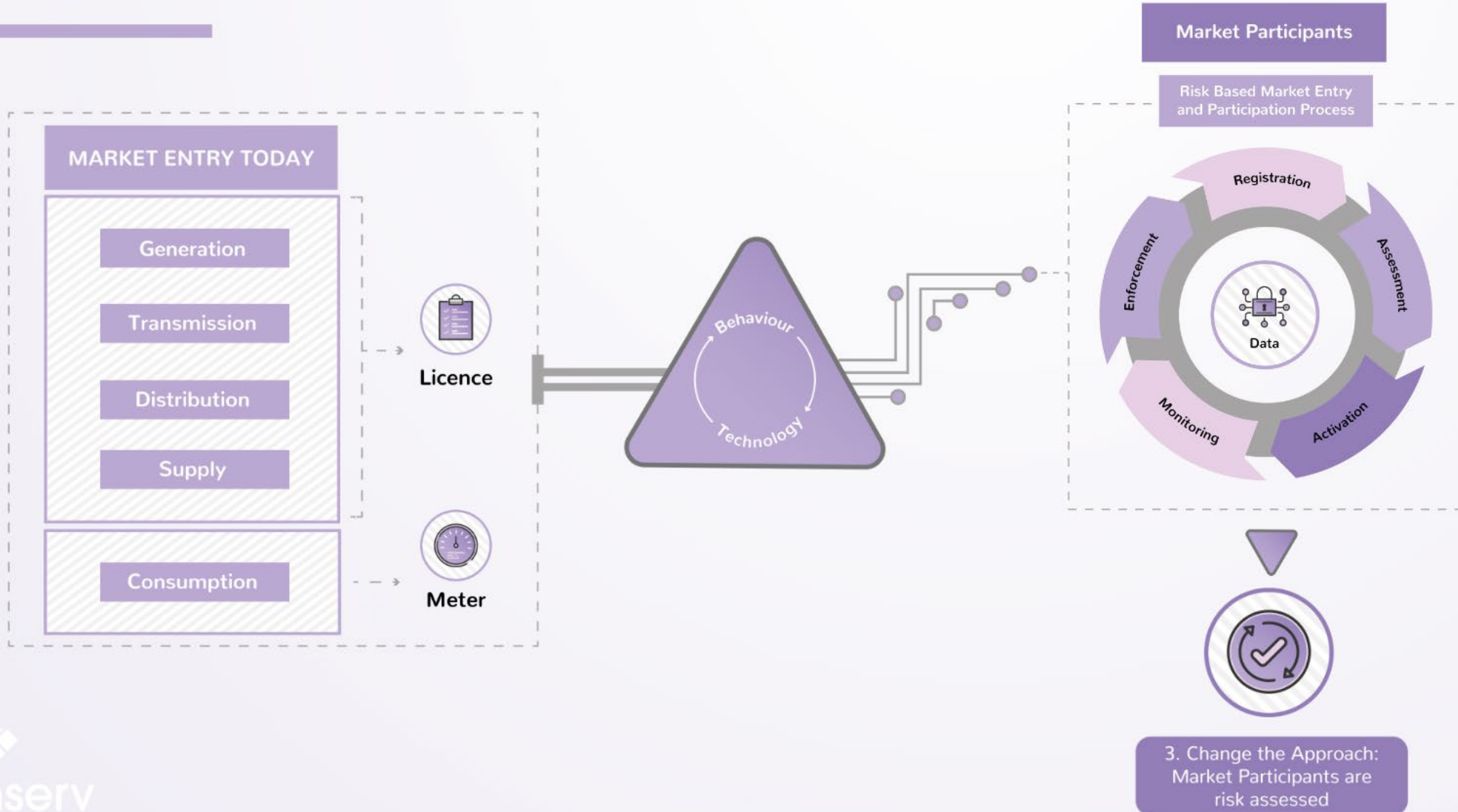
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- Market roles are less defined
 - Market roles are more dynamic
 - More than one Market role
 - New Market roles are being introduced

Perspective

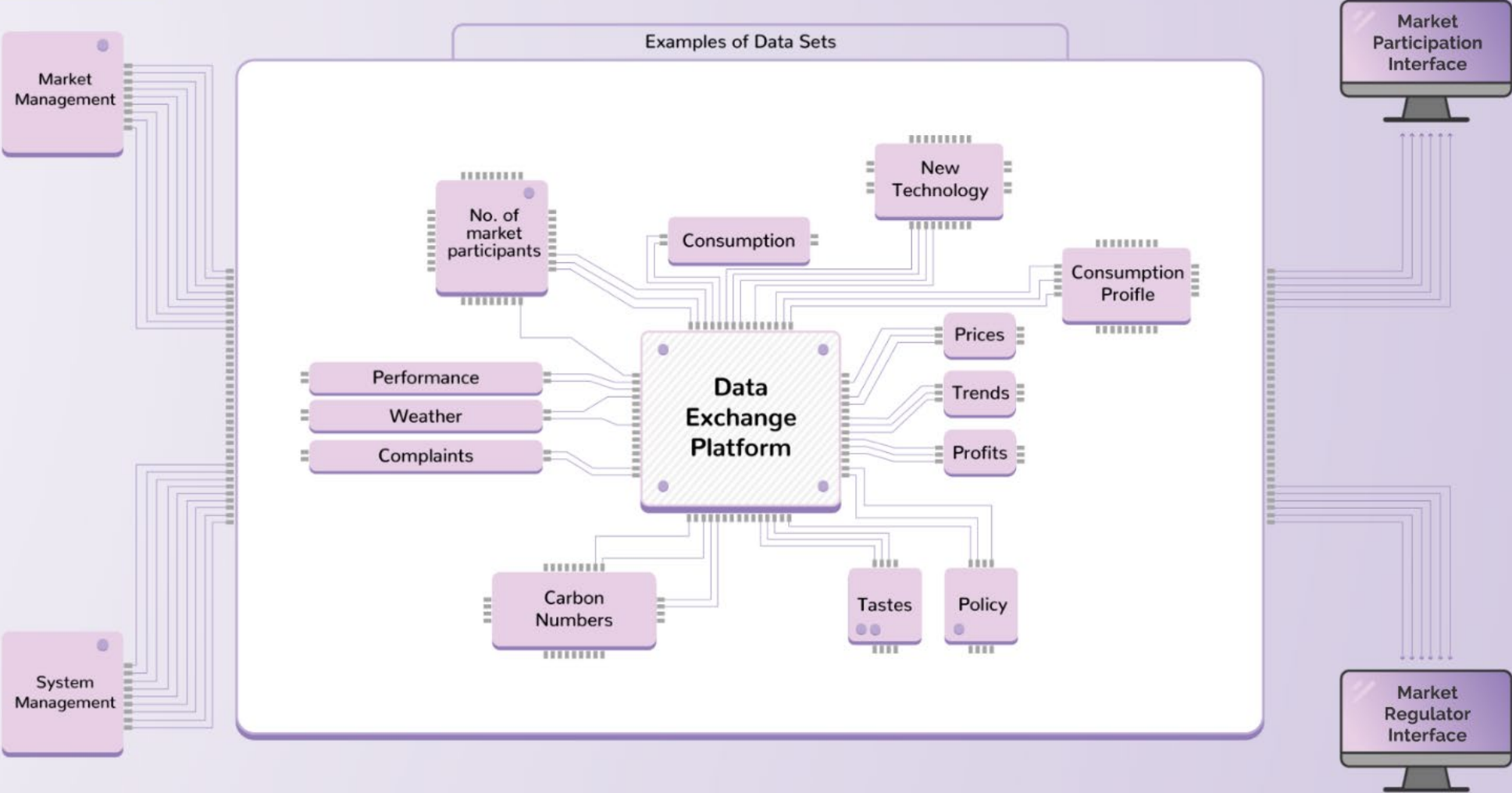


2. Change the perspective:
Market Participants
exchange data

Approach



The Portal



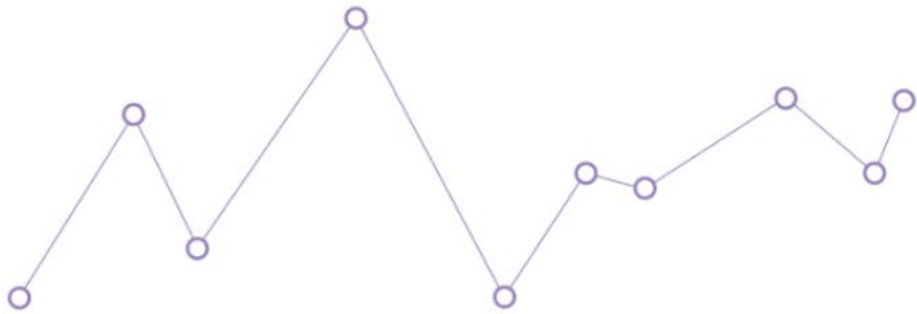
Home

Notifications **22**

Reports

Market Analytics

Search...



View Company Performance

Changes in Legislation



Ongoing Policy Updates >

87

Approved Policy Updates

View History...



Available Votes >
Historic Votes >

Voting Portal



Policy Documents >
Meeting Minutes >



ENERGY CO.

Energy Co. Company Portal

Account Details...

Company Information >

Financial Information >

More...

96 120

2017/2018 Total complaints
2016/2017 Total Complaints

Complaint Management...

Products and Services

- Product Information >
- Service Information >
- Add a Product or Service >
- Add Pricing >

Find a Consumer



- Alpha Mobile
- Bravo Exports
- Charlie Cosmetics



Home



Notifications

22

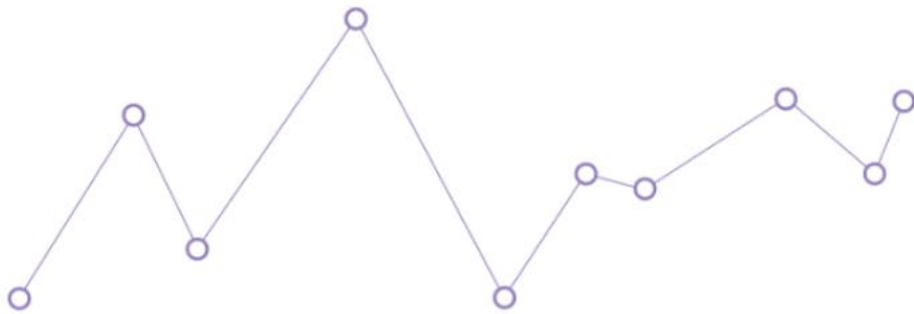


Reports



Market Analytics

Search...



View Market Performance

Retail Operations



Practices, Processes, Systems >

8

Consultations out for response

Review



Market Monitoring >

Analytics



Strategic Documents >

Strategic Performance >

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Penalties Outstanding

Regulatory Actions...

Performance Review >

Enforcement >

More...



2017/2018 Financial Year

Consumer Satisfaction



2016/2017 Financial Year

Market Conformance

Certifications & Trademarks >

Standards >

Compliance Actions >

Charges and Sanctions >

Find a Market Participant



Alpha Energy

Bravo Utilities

Charlie Gas