

Smart demand, what's in it for consumers?

Monday 7 April 2014

10:00am – 3:30pm

Monash University Law Chambers, 555 Lonsdale Street, Melbourne CBD

- 9:30** **Arrival, registration, coffee**
- 10:00 – 10:15** **Introductions**
Chair – Professor John Thwaites, Chair, Monash Sustainability Institute (MSI)
Co-host – Tony Nicholson, Executive Director, Brotherhood of St Laurence (BSL)
- 10:15 – 11:40** **Session 1: Smart Demand: What is it and the current state of play**
Smart demand: the issues and what we aim to achieve today
Dr Gill Owen, Research Program Leader, Consumers and Energy Markets, MSI
The Power of Choice and smart demand
Lisa Nardi, Senior Advisor, Australian Energy Market Commission (AEMC)
Smart appliances – securing benefits for all consumers
Steve Refshauge, Assistant Manager, Energy Efficiency Division, Department of Industry
Case study: Experiences of smart demand – Energex
Peter Price, Executive General Manager, Asset Management, Energex
Questions
- 11:40 – 12:00** **Morning tea**
- 12:00 – 13:10** **Session 2: What is the value (and what are the risks) of smart demand for networks, retailers and consumers?**
Chair – Dr Ron Ben-David, Chairperson, Essential Services Commission, Victoria
A retailer perspective
Professor Paul Simshauser, Chief Economist & Group Head of Corporate Affairs, AGL
A network perspective
Mark Vincent, Manager Network Investment Strategy, SA Power Networks
A consumer perspective
Gavin Dufty, Manager, Policy and Research, St Vincent de Paul
Questions

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13:10 – 13:50 *Lunch*

13:50 – 14:30 **Session 3: Exploring consumer attitudes and new approaches - Panel**

Gerard Brody, CEO, Consumer Action Law Centre, 'Research on consumer attitudes'

Yann Burden, CEO, Billcap, 'Customer insights – who wants it and why?'

Chris Murphy, Manager, Regulatory and Commercial, Meridian Energy/Powershop

Chris Pattas, General Manager, Networks, AER

Craig Memery, Smart Networks Specialist, ATA

Questions from the Chair and from the floor

14:30 *Rolling afternoon tea*

14:30 – 15:20 **Panel – clarifying the main issues - Questions from the Chair and from the floor**

Chair – Professor John Thwaites, MSI

Gill Owen, MSI

Paul Simshauser, AGL

Tony Nicholson, BSL

15:20 – 15:30 **Closing remarks and next steps**