

RP4 Consumer Working Group

Terms of Reference

V1.2 – April 2026

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1. Purpose

The RP4 Consumer Working Group (CWG) is being established by Transgrid to provide focused consumer insight and advice throughout the development of Transgrid's FY29–FY33 Revenue Proposals (RP4).

Grounding the RP4 process in the needs and preferences of energy consumers will ensure Transgrid delivers better quality revenue proposals to the AER, and through that support Transgrid in delivering efficient and valued transmission services into the future.

The CWG will serve as an expert consumer-focused advisory body that supports and enhances consumer engagement throughout the preparation of Transgrid's RP4 regulatory reset. While the CWG does not directly represent consumers, its aim is to ensure consumer perspectives and needs are appropriately considered and meaningfully reflected by Transgrid as it develops its RP4 proposals.

The CWG will work in parallel to Transgrid's direct engagement with energy consumers on key issues and trade-offs arising during the RP4 engagement process.

The CWG will be asked to form a view on the extent to which Transgrid's Draft Plan, Regulatory Proposal and Revised Regulatory Proposal ("**Proposals**") address the needs and preferences of energy consumers.

2. Objectives

The CWG will:

- Inform and influence the development of Transgrid's Proposals and form a view on the extent to which they reflect the needs and preferences of energy consumers
- Test key aspects of the Proposals including key assumptions and forecasts, risk allocation and incentives, key themes and narrative, and expenditure proposals
- Provide input on consumer perspectives and priorities and how these should be reflected in the Proposals
- Assess and provide feedback on Transgrid's approach to consumer engagement and research.
- Provide consumer perspectives to Transgrid to influence and enhance the level of consumer focus across business-as-usual activities
- Review and provide advice on communications materials to ensure they are accessible and will encourage consumer contributions and can support a diversity of views
- Develop and deliver to Transgrid, in consultation with the Consumer Advisory Group (CAG), three independent reports on Transgrid's Proposals and participate in engagement process reviews
- Support Transgrid's continuous improvement, providing feedback on engagement processes and materials, and advising how Transgrid can improve transparency and accessibility
- Identify areas requiring further research or analysis to support and justify the Proposals.

3. Membership and governance

The CWG was selected by Transgrid through an EOI process conducted in November 2025. This process was open to consumer representatives and consumer representative bodies that were members of the TAC. Each consumer representative body was entitled to nominate a maximum of one representative, and

one alternate representative, to the CWG. The alternate representative will only attend CWG meetings where the nominated representative is unable to attend.

Following the EOI process, the following CWG members were appointed in January 2026:

- Energy Users Association of Australia (consumer representative body)
- Justice & Equity Centre (consumer representative body)
- St Vincent de Paul Society (consumer representative body)
- Louise Benjamin (independent consumer representative)
- Michael Swanston (independent consumer representative)

Nominated representatives must have the relevant knowledge, skills and experience necessary to represent the preferences and needs of energy consumers on the CWG including:

- Sound knowledge of the energy sector, including transmission, and the associated regulatory framework
- Professional experience and skills relevant to the energy sector
- Proven ability to author or coordinate reports and submissions, ensuring effective advocacy
- Commitment to collaboration with Transgrid to deepen understanding of consumer needs, issues of value, and expectations
- Capacity to consider matters through a long-term consumer interest lens, prioritising outcomes that benefit consumers over time.

Expressions of Interest were/are required to include a declaration of actual or perceived conflicts of interest of the nominated representative (and any proposed alternate representative). If any conflicts of interest arise between the time the EOI is submitted and appointment of members, it/they are to be disclosed as soon as possible.

Should a Member resign, or otherwise be unable to carry out their role, Transgrid may:

- appoint a replacement based on applicants from the Expressions of Interest process
- call for new Expressions of Interest for a replacement; or
- choose not to replace the Member.

3.1. Relationship with the Consumer Advisory Group (CAG)

The CAG remains the primary advisory forum to Transgrid on strategic stakeholder issues

- The CWG will act as a sub-committee of the CAG
- The CWG will consult with the CAG on its approach to engaging on key RP4 issues, and the consumer perspectives it is presenting to Transgrid. This will be facilitated through the CWG Chair providing an update at CAG meetings, at a frequency of at least once per quarter, to be determined in consultation with the CWG Chair.

3.2. Role of CWG members

- CWG members are to fulfill the objectives of the group (listed in 2.[Objectives](#))
- CWG members will endeavour to reach consensus on issues and advice to Transgrid, and where this is not possible, will appropriately represent all CWG member views

- Members are expected to contribute to advice and ideas through a range of mechanisms including, but not limited to, attendance and participation in meetings, meeting preparation and the review of documents
- Members of the CWG are not representatives of Transgrid and are not authorised to speak on behalf of the organisation. While members may express personal views about Transgrid, including on public platforms such as social media, they must not disclose any confidential or sensitive information provided to them in the course of their CWG involvement
- The confidentiality provisions in the Non-Disclosure Agreement (NDA), which were signed by members of the Transgrid Advisory Council and amended upon the creation of the Consumer Advisory Group (CAG) will be extended to cover all CWG activities.

3.3. Role of the Independent Chair

The CWG will be chaired by an independent chair (non-CAG member) appointed by Transgrid. The Chair is responsible for:

- Managing any actual or perceived conflicts of interest that may arise during membership of the CWG

More specifically, the role of the Independent Chair is to:

- support a range of CWG voices to be heard during meetings
- support meetings that are open, transparent, genuine, and clear
- organise the conduct of CWG meetings and facilitate consultation with the CAG
- encourage participation in deliberations by all CWG members so that the benefit of each member's perspectives and contribution can be shared and considered
- set standards of behaviour and engagement at meetings and discourage behaviour inconsistent with those standards
- Represent the CWG in discussions with the Transgrid Executive Leadership Team and Transgrid Board of Directors, when required

Ruth Lavery was appointed as the independent chair of the CWG in January 2026.

Transgrid may appoint a Deputy Chair to support and complement the role of the Chair. The Deputy Chair may be appointed from the CWG membership or as an independent

Michael Swanston was appointed as Deputy Chair of the CWG in January 2026.

3.4. Role of Transgrid

Transgrid will:

- Provide secretariat support for meetings (where there is Transgrid representation), including minute-taking and noting of action items
- Prepare and provide meeting notes to CWG members
- Prepare and provide agendas, pre-reading and/ or any other relevant material
- Ensure that all confidential materials provided by Transgrid are clearly identified as such
- Communicate clearly to the CWG, along with reasons why, cases where Transgrid has not adopted the CWG's advice

- Consider and respond to requests for additional information in a timely manner
- Present technical information in a way that is accessible and considerate of participants' varying levels of expertise
- Support CWG members in understanding key issues to enable informed contributions.
- Support may be provided by Transgrid on an outsourced basis where appropriate.

3.5. Relationship with the AER

Transgrid and the CWG intend to maintain regular contact with the AER throughout the program. The CWG can request the AER assist by providing:

- Specialist information and advice on regulatory, economic, industry or other relevant matters
- Advice about how a particular matter in the Proposals might be considered by AER staff. Transgrid and the CWG recognise that any contributions may not reflect the views of the AER Board.

4. Meetings and Operations

- The frequency and topics for CWG meetings will be determined via consultation between Transgrid and the CWG
- The CWG may meet without Transgrid representatives in attendance but must notify Transgrid of such meetings
- The structure and format of CWG meeting notes will be determined following discussion and agreement between Transgrid and the CWG
- Transgrid will endeavour to share relevant materials with the CWG before meetings in a timely way, with meeting summaries and slides or other materials distributed afterwards to CWG members
- Transgrid may invite subject matter experts or AER representatives to attend sessions as appropriate
- CWG members will declare any new conflict(s) of interest at the commencement of each CWG meeting
- Quorum for meeting with Transgrid is two CWG members (does not have to include the Chair).

5. Reporting

The CWG will have responsibility for compiling reports that:

- clearly articulate the degree to which Transgrid's Proposals address the needs and preferences of consumers
- highlight areas of agreement and disagreement, including how Transgrid responded to advice from the CWG that was raised through the process and preferences and feedback raised by consumer during the engagement process
- Reflect on the effectiveness of Transgrid's engagement process in relation to the AER's Better Rests Handbook, and/or other recognised industry benchmarks for engagement.
- CWG reports will be free from the influence or control of Transgrid
- The CWG will provide Transgrid a draft of their reports to review for fact checking and confidentiality, with reasonable notice
- Transgrid's Proposals will respond to CWG recommendations, indicating the degree to which its recommendations have been incorporated in its Proposals, and why.

6. Remuneration and Resources

CWG members will be remunerated at a rate of \$325 per hour exc. GST

- Activities outside the scope of meeting attendance, reasonable meeting preparation time, and report writing shall not be remunerated unless explicitly agreed to in advance by Transgrid
- Remuneration arrangements for the Chair (and Deputy Chair if appointed) will be negotiated with Transgrid
- Reimbursement of costs associated with commissioning of research and independent advice will be determined in advance via discussion between the CWG Chair and Transgrid.
- Members and the Chair (including Deputy Chair if relevant) will be appointed for such period as is required to complete the regulatory review process for Transgrid's RP4 including a Post Implementation Review.

7. Approval and amendment of these Terms of Reference

Transgrid may revise these Terms of Reference during the term. Any proposed changes will be shared with CAG and CWG members for consultation prior to finalisation.

These terms of reference were originally approved and shared with CWG members in December 2025

Approver	Date Approved	Version
Alex McPherson, General Manager Regulation and Policy	17 March 2026	V1.1
Alex McPherson, General Manager Regulation and Policy	7 April 2026	V1.2

Nature of amendment	Version number and date
• Remove reference to the Transgrid Advisory Council (TAC) and replace with Consumer Advisory Group (CAG) to reflect retirement of the TAC and establishment of the CAG • Note that the CWG will act as a formal sub-committee of the CAG	RP4 CWG ToR V1.1 18 March 2026
• Section 2, amended wording to remove reference to the CWG delivering independent reports to the CAG in addition to Transgrid • Section 2, inserted reference to the CWG developing and delivering reports to Transgrid in consultation with the CAG • Section 3, removed the list of organisations invited to nominate members to the Consumer Working Group (CWG) and replaced it with a list detailing the final composition of CWG membership • Section 3, updated language to reflect past tense • Section 3.1, removed the word 'formal' from the description of the CWG as a sub-committee of the CAG • Section 3.3, noted the appointment of Ruth Lavery as Independent Chair and the appointment of Michael Swanston as Deputy Chair	RP4 CWG ToR V1.2 7 April 2026