

## Our work plan, 2017–18

Here's what we have planned for 2017–18, in line with our purpose of promoting the long term interests of Victorian consumers with respect to the price, quality and reliability of essential services.

### Our organisational goals



**We will ensure our regulatory regimes are designed to promote outcomes that are in the interests of consumers.**

Our regimes will help ensure regulated groups focus on delivering services in a way that considers the interests of consumers.



**We will create effective and efficient incentives for businesses to perform.**

We will use regulation to further motivate regulated groups to deliver value to their customers. We will also monitor markets to gauge the performance of different organisations and the effectiveness of competitive markets.



**We will deliver high quality advice to government on issues related to economic regulation.**

Our reports and decisions will be accessible, understandable, achievable and defensible. This will give the government a clear, evidence-based foundation for their decision making processes.



**We will be an organisation that promotes thought leadership and delivers great performance.**

We will be innovative, original and willing to challenge conventional ways of working in the pursuit of more efficient and effective outcomes. We will also invest in people and systems that support great performance.



**We will continue to improve the way we engage with key stakeholders.**

We understand the impact of what we do on the cost of doing business. Our communications strategy will focus on helping the government, businesses and the public have an increased understanding of our roles, responsibilities and objectives as a regulator. We will ensure our internal communication supports high levels of staff engagement and performance.

## Our major projects in 2017–18

Our organisational structure reflects our regulatory responsibilities, which cover areas including gas, electricity, water, local government, taxis, accident towing, rail freight, and the Port of Melbourne. We also have an organisational performance team that focuses on efficient delivery of our organisational priorities.

This section details our major projects for each team in 2017–18.

### Energy



1. Implement the register of exempt persons (a register of electricity sellers and suppliers who are exempt from holding an electricity licence).
2. Set the unaccounted for gas benchmarks for the years 2018 to 2022, to motivate gas distributors to efficiently minimise unaccounted-for gas levels.
3. Commence a review of the energy distribution code.
4. Update the energy retail code to focus on improving outcomes for customers.
5. Review the energy compliance audit program with the aim of ensuring that all energy licensees:
  - understand their obligations
  - have policies, systems and processes in place that secure good outcomes for customers.
6. Implement a regulatory information system technology platform that:
  - contains the register of licensees and stakeholders and the register of exempt persons
  - supports our compliance and enforcement workflow.
7. Improve the reach and effectiveness of our reporting on the Victorian energy market.

### Local government



1. Provide advice to the Minister for Local Government on the 2018–19 council rate cap.
2. Ensure our 2018–19 higher cap decisions are consistent with the long-term interests of ratepayers.
3. Report on compliance with the Fair Go Rates system.
4. Use the findings of the productivity and growth studies to encourage councils to adopt best practice.

### Transport



1. Assess the port's tariff compliance statement and develop our commentary on it.
2. Publish our statement of approach to regulating the Port of Melbourne. This will provide a transparent, stable and predictable regulatory environment for the port to perform.
3. Prepare information determinations to support the port's compliance with the legislated pricing order.
4. Deliver our annual country and regional taxi monitoring report.

## Water



1. Deliver a successful 2018 water price review, embedding customers at the centre of the price-setting process.
2. Implement incentives from our new water pricing model (PREMO) via the water price review process.
3. Implement new ways to report on water business performance.

## Victorian Energy Efficiency Target (VEET)



1. Continue to improve the VEET website so that it includes additional consumer information and a monthly bulletin for stakeholders.
2. Continue to focus on scheme compliance to ensure breaches are identified and appropriate enforcement action taken.
3. Continue to improve internal processes to deliver better outcomes for scheme users. We'll do this by reviewing our future systems needs to meet increasing scheme requirements, and improving workflows and the timing of Victorian energy efficiency certificate assessments.

## Organisational performance



1. Refresh the people strategy.
2. Identify, encourage and facilitate service and product improvements.
3. Support the achievement of the commission's operational objectives via appropriate partnerships.

## Strategic communication and legal



Our legal team's primary focus for the year ahead is to support the divisions to operationalise the risk management framework and manage legal risks.

Our strategic communication team aims to review the charter of consultation and regulatory practice to identify opportunities for improvement and modernisation. They also plan to implement a social media strategy, redevelop the website and intranet, provide media issues management services, and develop stakeholder engagement capability across the organisation.

### Want more information?

To find out more about our current goals and our performance over the past year, read our *Annual Report 2016–17*: <http://www.esc.vic.gov.au/annual-report-2016-17/>.