

# Consumer protections in an evolving market

## Workshop

Rydges World Square – 389 Pitt Street, Sydney NSW 2000

Thursday 6 February 2020

## Agenda



Session	Speakers	Time
<b>Registration, coffee and morning tea</b>		<b>9:00 - 9:30</b>
Welcome	Commissioner	9:30 – 9:40
Introduction	Michael Bradley	9:40 - 10:00
<b>New energy products and services – Issues paper 1</b>		
<b>Session 1:</b> Rationale for energy specific consumer protections	Stephanie Flechas	10:00– 10:10
<b>Discussion 1:</b> Rationale for energy specific consumer protections	Roundtables	10:10 - 11:00
<b>Session 2:</b> Application of consumer protections and regulatory boundaries	Stephanie Flechas	11:00 – 11:10
<b>Discussion 2:</b> Application of consumer protections and regulatory boundaries	Roundtables	11:10 – 12:00
<b>Lunch</b>		<b>12:00 – 12:45</b>
<b>Session 3:</b> Objectives of consumer regulatory frameworks and principles	Stephanie Flechas	12:45 – 12:55
<b>Discussion 3:</b> Objectives of consumer regulatory frameworks and principles	Roundtables	12:55 – 1:45
<b>Recap and next steps – Issues paper 1</b>	<b>Ben Davis</b>	<b>1:45 – 1:55</b>
<b>Coffee break</b>		<b>1:55 – 2:10</b>
<b>Traditional sale of energy – Issues paper 2</b>		
<b>Session 4:</b> Information provision	Lauren Taborda	2:10 – 2:20

<b>Discussion 4:</b> Information provision	Roundtables	2:20 – 3:00
<b>Session 5:</b> Explicit informed consent and cooling-off periods	Lauren Taborda	3:00 – 3:10
<b>Discussion 5:</b> Explicit informed consent and cooling-off periods	Roundtables	3:10 – 4:00
<b>Recap and next steps – Issues paper 2</b>	<b>Ben Davis</b>	<b>4:00 – 4:15</b>