



## Rulings Panel Performance Objectives – July 2025 to June 2026

### Pursuant to Regulation 113 of the Electricity Industry (Enforcement) Regulations 2010

No.	Objective	Performance Measure	Target
1	Independence and Impartiality	<ul style="list-style-type: none"><li>• The Rulings Panel is independent and without the potential for bias, perceived or actual.</li><li>• Hearings are conducted in public, and decisions are published unless there is a good reason not to.</li></ul>	<ul style="list-style-type: none"><li>• All conflicts of interest are disclosed.</li><li>• Interests register is maintained by Rulings Panel members.</li><li>• Open access to hearings is provided.</li><li>• Decisions are published in a timely manner.</li></ul>
2	Fair treatment	<ul style="list-style-type: none"><li>• Each party is given the opportunity to put their case and be heard.</li><li>• Matters are determined impartially and according to the law.</li><li>• Rules of evidence are observed as modified by regulation 39.</li></ul>	<ul style="list-style-type: none"><li>• Requirements of the Electricity Act 2010 and the Electricity Industry (Enforcement) Regulations 2010 are observed.</li><li>• Rulings Panel Procedures are published, observed and regularly reviewed.</li><li>• Conduct hearings in a manner that establishes and maintains the independence and authority of the Rulings Panel and enables proper participation by all involved.</li><li>• Ensure that hearings and decisions address all relevant issues.</li><li>• Rules of natural justice observed.</li></ul>
3	Accessibility	<ul style="list-style-type: none"><li>• Information about the existence of the Rulings Panel, its jurisdiction and what is involved for users is readily accessible.</li></ul>	<ul style="list-style-type: none"><li>• Maintain an independent website.</li><li>• Publish procedures, decisions and related materials.</li></ul>

No.	Objective	Performance Measure	Target
		<ul style="list-style-type: none"> <li>Access to the Rulings Panel is available without undue administrative burden.</li> <li>Costs to the user do not impose an undue barrier to access.</li> </ul>	<ul style="list-style-type: none"> <li>Promote an understanding of the Rulings Panel's jurisdiction and functions.</li> <li>No costs are imposed on filing matters with the Rulings Panel.</li> <li>Rulings Panel costs are imposed on an equitable basis and in accordance with regulation 90.</li> <li>Innovative and cost-effective means to hear matters are developed and implemented.</li> <li>Rulings Panel maintains a sector profile through attendance at industry events and undertaking speaking opportunities.</li> </ul>
4	Integrity	<ul style="list-style-type: none"> <li>Respect for the law.</li> <li>Ethical conduct, consideration for others and personal responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>Respects and complies with the law.</li> <li>Members maintain the independence, authority and reputation of the Rulings Panel.</li> <li>Members maintain personal independence and integrity.</li> <li>Members promote the highest standards of behaviour and abide by its Code of Conduct.</li> <li>Rulings Panel maintains a Transparency Register</li> </ul>
5	Professionalism and Knowledge	<ul style="list-style-type: none"> <li>Rulings Panel Members are competent in the performance of their functions.</li> <li>Decide cases fairly and free from influence.</li> </ul>	<ul style="list-style-type: none"> <li>Rulings Panel Members have the knowledge and technical skills together with the communication and decision-making skills to make robust decisions.</li> <li>Possess a sound and detailed knowledge of the electricity industry legal framework and the Panel's jurisdiction.</li> <li>Possess a detailed knowledge of the Rulings Panel's procedures and apply those procedures appropriately.</li> </ul>

No.	Objective	Performance Measure	Target
			<ul style="list-style-type: none"> <li>• Specialist Members possess an in-depth and up-to-date expert knowledge.</li> <li>• Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons.</li> <li>• Rulings Panel membership of the Coalition of Australasian Tribunals (COAT).</li> <li>• Members undertake training and maintain awareness of sector matters.</li> <li>• Members meet as required to review cases, decisions, procedures and changes to jurisdiction or the Code that impact the Panel.</li> </ul>
5	Decision Making	<ul style="list-style-type: none"> <li>• Rulings Panel is decisive, confident, independent and impartial in its decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Rulings Panel identifies and assimilates relevant facts and expert evidence and exercises sound judgment.</li> <li>• Uses a structured decision-making process to produce well-structured, concise and clear decisions and reasons for decisions.</li> </ul>
5	Accountability	<ul style="list-style-type: none"> <li>• Rulings Panel meets its statutory objectives: <ul style="list-style-type: none"> <li>○ reasonable endeavours are used to decide matters within 40 days of a hearing or receiving final submissions;</li> <li>○ decisions published within 10 working days; and</li> <li>○ reporting completed in accordance with regulations 113 to 114.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Performance results are regularly published through regulation 114 Quarterly Reports and monthly financial updates.</li> <li>• Improvement action is taken when objectives are not met.</li> <li>• Quarterly and annual reporting completed in a timely manner.</li> <li>• Annual meetings with the Electricity Authority Chair and Board.</li> <li>•</li> <li>•</li> </ul>

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6	Efficiency	<ul style="list-style-type: none"> <li>Active management of cases to promote the efficient determination of matters.</li> <li>Decisions are made in a timely manner.</li> <li>Ruling Panel costs proportionate to the matter being considered are incurred.</li> <li>Innovative and flexible approaches are adopted.</li> </ul>	<ul style="list-style-type: none"> <li>90% of cases are decided within 40 days of a hearing or receiving final submissions.</li> <li>Use of draft decisions, where appropriate.</li> <li>Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons.</li> <li>Use of external administrative bureau services if required.</li> </ul>
7	Information Disclosure	<ul style="list-style-type: none"> <li>Confidentiality of complaints under consideration is maintained.</li> <li>Suppression orders are issued as appropriate for matters under consideration.</li> </ul>	<ul style="list-style-type: none"> <li>Requirements of regulations 116 and 117 of the Electricity Industry (Enforcement) Regulations 2010 are observed.</li> </ul>



Mel Orange  
Rulings Panel Chair  
Date: 1 July 2025