



Rulings Panel Performance Objectives – July 2026 to June 2027

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

No.	Objective	Performance Measure	Target
1	Independence and Impartiality	• The Rulings Panel is independent and without the potential for bias, perceived or actual. • Hearings are conducted in public, and decisions are published unless there is a good reason not to.	• All conflicts of interest are disclosed. • An Interests Register is maintained by Rulings Panel members. • Open access to hearings is provided, subject to confidentiality requirements. • Decisions are published in a timely manner.
2	Fair treatment	• Each party is given the opportunity to put their case and be heard. • Matters are determined impartially and according to the law. • Rules of evidence are observed as modified by regulation 39.	• Requirements of the Electricity Act 2010 and the Electricity Industry (Enforcement) Regulations 2010 are observed. • Rulings Panel Procedures are published, observed and regularly reviewed. • Conduct hearings in a manner that establishes and maintains the independence and authority of the Rulings Panel and enables proper participation by all involved. • Ensure that hearings and decisions address all relevant issues. • Rules of natural justice observed.

No.	Objective	Performance Measure	Target
3	Accessibility	- Information about the existence of the Rulings Panel, its jurisdiction and what is involved for users is readily accessible. - Access to the Rulings Panel is available without undue administrative burden. - Costs to the user do not impose an undue barrier to access.	- Maintain an independent website. - Publish procedures, decisions and related materials. - Promote an understanding of the Rulings Panel's jurisdiction and functions. - No costs are imposed on filing matters with the Rulings Panel. - Rulings Panel costs are imposed on an equitable basis and in accordance with regulation 90. - Innovative and cost-effective means to hear matters are developed and implemented. - Rulings Panel maintains a sector profile through attendance at industry events and undertaking speaking opportunities.
4	Integrity	- Respect for the law. - Ethical conduct, consideration for others and personal responsibility.	- Respects and complies with the law. - Members maintain the independence, authority and reputation of the Rulings Panel. - Members maintain personal independence and integrity. - Members promote the highest standards of behaviour and abide by its Code of Conduct. - Rulings Panel maintains a Transparency Register
5	Professionalism and Knowledge	- Rulings Panel Members are competent in the performance of their functions. - Decide cases fairly and free from influence.	- Rulings Panel Members have the knowledge and technical skills, together with the communication and decision-making skills, to make robust decisions. - Possess a sound and detailed knowledge of the electricity industry legal framework and the Panel's jurisdiction.

No.	Objective	Performance Measure	Target
			• Possess a detailed knowledge of the Rulings Panel's procedures and apply those procedures appropriately. • Specialist Members possess an in-depth and up-to-date expert knowledge. • Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons. • Rulings Panel membership of the Coalition of Australasian Tribunals (COAT). • Members undertake training and maintain awareness of sector matters. • Members meet as required to review cases, decisions, procedures and changes to jurisdiction or the Code that impact the Panel.
5	Decision Making	• Rulings Panel is decisive, confident, independent and impartial in its decision making	• Rulings Panel identifies and assimilates relevant facts and expert evidence and exercises sound judgment. • Uses a structured decision-making process to produce well-structured, concise and clear decisions and reasons for decisions.
5	Accountability	• Rulings Panel meets its statutory objectives: ○ reasonable endeavours are used to decide matters within 40 days of a hearing or receiving final submissions; ○ decisions published within 10 working days; and ○ reporting completed in accordance with regulations 113 to 114.	• Performance results are regularly published through regulation 114 Quarterly Reports and monthly financial updates. • Improvement action is taken when objectives are not met. • Quarterly and annual reporting completed in a timely manner. • Annual meetings with the Electricity Authority Chair and Board.

No.	Objective	Performance Measure	Target
6	Efficiency	- Active management of cases to promote the efficient determination of matters. - Decisions are made in a timely manner. - Ruling Panel costs proportionate to the matter being considered are incurred. - Innovative and flexible approaches are adopted.	90% of cases are decided within 40 days of a hearing or receiving final submissions. - Use of draft decisions, where appropriate. - Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons. - Use of external administrative bureau services if required.
7	Information Disclosure	- Confidentiality of complaints under consideration is maintained. - Suppression orders are issued as appropriate for matters under consideration.	Requirements of regulations 116 and 117 of the Electricity Industry (Enforcement) Regulations 2010 are observed.



Mel Orange
Rulings Panel Chair
Date: 27 July 2026