



Strategic Plan 2024-29

Acknowledgement of country

We acknowledge the Ngunnawal people as the traditional custodians of the lands and waterways on which we work and live and recognise any other families with connection to the lands of the ACT and region.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and region.

Our purpose

The commission promotes effective competition and protects the ongoing interests of the ACT community with respect to the price, quality and reliability of essential services.

Our role

We operate under the *Independent Competition and Regulatory Commission Act 1997*, the *Utilities Act 2000* and associated regulations. Our role includes:

- Administering the licensing schemes established under the Acts
- Administering codes and develop further codes as required
- Making pricing decisions for regulated services, including water and sewerage services and retail electricity
- Monitoring compliance with regulatory requirements and undertaking actions to encourage and enforce outcomes
- Investigating competitive neutrality complaints
- Providing advice to government on competition issues and other areas as requested

Our goals

- G1.** Promote effective competition in the interests of consumers
- G2.** Balance efficiency, environmental and social considerations in regulatory decisions
- G3.** Promote efficient investment, operation and use of regulated services into the future
- G4.** Encourage the provision of safe, reliable and high-quality utility services at reasonable prices
- G5.** Develop high quality, evidence-based advice as requested by Government and others

Our values

In conducting our work, we:

- always demonstrate respect, integrity and professionalism
- are open and transparent in explaining our processes and decisions
- listen to and collaborate with consumers, regulated businesses, colleagues, and other stakeholders
- target zero work health and safety incidents

Focus areas for 2026-27

	Priority areas	Link to Goals
1	Determine prices for ActewAGL’s standing offers for the supply of electricity to small customers for 2027-30.	G1, G2
2	Complete our review of sewerage tariffs and liquid trade waste charging ahead of the next water and sewerage services price investigation.	G2, G3, G5
3	Commence a price investigation for water and sewerage services as well as update the regulated prices for 2027-28.	G2, G3
4	Complete reviewing the Consumer Protection Code and commence a review of the Retail Electricity (Transparency and Comparability) Code to implement the enforcement powers under the ICRC Amendment Act 2024.	G4
5	Monitor compliance of the Consumer Protection Code, Retail Electricity (Transparency and Comparability) Code, Climate Change and Greenhouse Gas Reduction Regulation and licence conditions	G1, G4, G5
6	Monitor the competitiveness of the retail electricity market, including the impact of policies on pricing in the electricity market.	G1, G2, G5
7	Monitor and advise on changing technologies and developments in the national and local energy and water sectors.	G5
8	Develop and maintain the capacity of commission resources, including training on the appropriate use of Artificial Intelligence in our reviews and analysis.	G1, G2, G3, G4, G5

Performance measures

- Stakeholder and community confidence that our decisions and advice are accurate, well-informed, evidence-based and balanced
- Continued Government requests for advice in our areas of expertise
- Timely decision making and advice

- Productive, collaborative working relationships with our stakeholders resulting in effective consultation opportunities that recognise our diverse stakeholders' interests, needs and preferences
- Regulatory approaches that support certainty and predictability
- Efficiency and prudence of the commission costs and regulatory fees