

From: [Helen Owens](#)
To: [REDACTED]
Subject: Prioritisation of Requests to Consumer Division Executives and Staff [SEC=OFFICIAL]
Date: Thursday, 9 July 2026 2:12:09 PM
Attachments: [image001.png](#)
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[image005.jpg](#)

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Dear CRD Colleagues,

Our staff in the Consumer Division are currently managing a significant increase in an already high workload, particularly following yesterday's Triple Zero outage, [REDACTED].

To support them during this period, I ask that only matters of genuine urgency and critical importance be directed to Consumer Division Executives and staff. Wherever possible, please defer requests relating to future planning activities, research projects, non-critical administrative tasks, form completion, and other matters that are not time-sensitive.

This request applies to CRD staff at all levels who may be seeking input, decisions, or actions from Consumer Division Executives.

It is important that we remain mindful of the considerable pressures the Consumer Division is currently experiencing and provide them with the space and capacity needed to respond effectively to these significant regulatory events and their ongoing responsibilities.

Before contacting a Consumer Division Executive in particular, I would encourage you to discuss the matter with your Executive Manager in the first instance and consider whether the request is genuinely critical and requires immediate attention.

Thank you for your understanding, cooperation, and support.

Helen

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peoples to the land, waters and their communities. We pay our respects to Elders past and present.



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