



AUSTRALIAN  
ENERGY  
REGULATOR

# National Hardship Indicators

28 May 2010

STAKEHOLDER FORUM

# Agenda

- Welcome and introductions
- A consumer group's perspective
- A retailer's perspective
- **BREAK** (11:45 – 12:00)
- Discussion: AER's National Hardship Indicators Issues Paper
- Meeting close: next steps and thank you

# A consumer group's perspective

Roger Church – Queensland Council of Social Service (QCOSS)

- National Energy Retailer Reporting Project
- What are effective hardship indicators?

# **The retailer perspective**

Tom Keenan – Origin Energy & ERAA

- Experience to date in Victoria
- Interpreting retailer performance

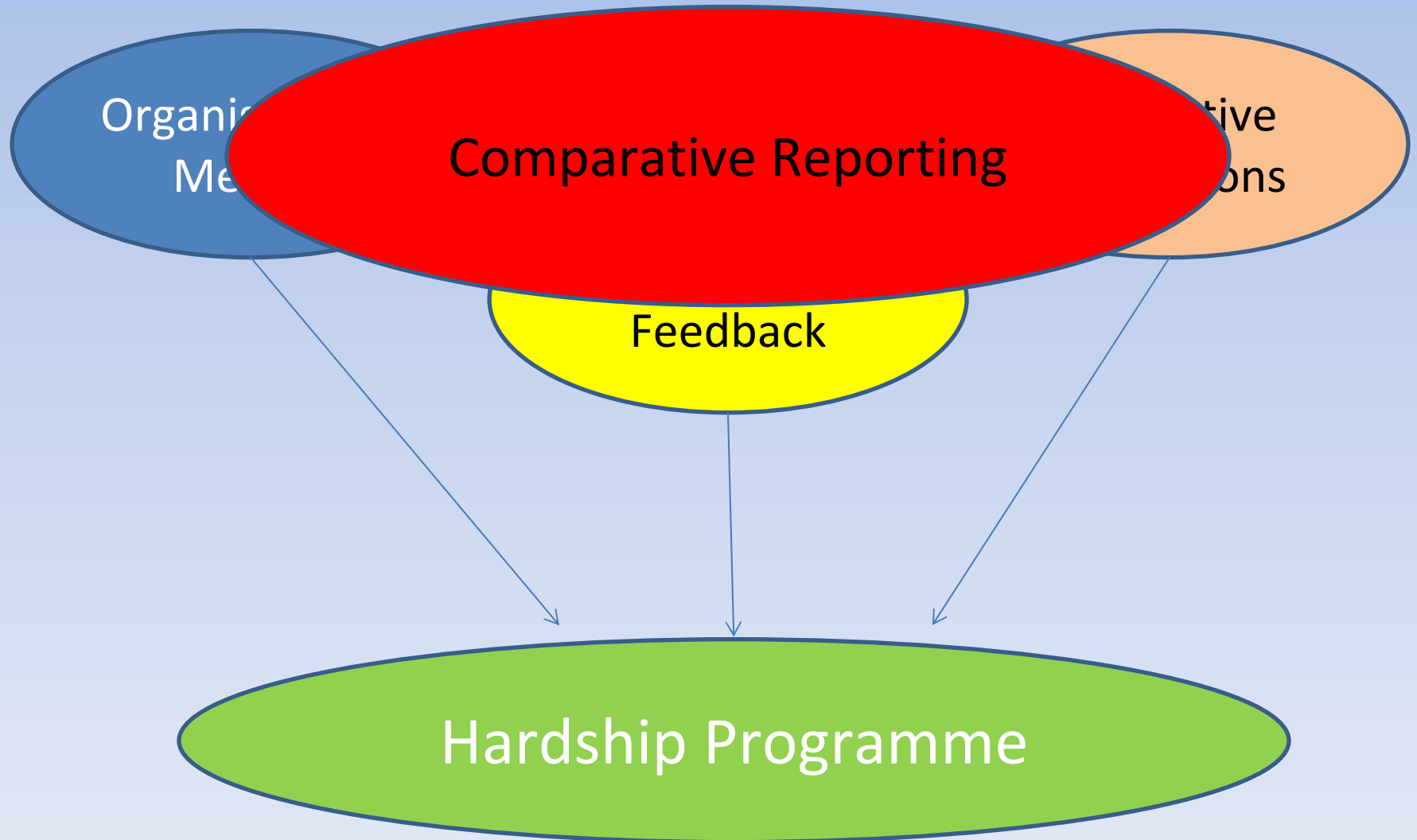
**Comparative  
Reporting  
'The Retailer  
Experience'**

## Main Points of Experience:

- Comparison of Apples and Oranges
- Confusion across measurement sets
- Broader community 'poverty' issues

*Highlighted to Retailers, Government, etc, that  
the issue of poverty is incredibly complex*

# What does a good hardship programme look like?



## Example 1 – Mrs T

Entered Programme	March '09
Debt on Entry	\$771
Usage	\$60 per f/n
Payment agreed	\$45 per f/n
Energy Audit	No
Payments ceased	Jan '10
Removed from programme	Mar '10 (transferred retailer)
Debt on exit	\$1520



## Example 2 - Mr S

Entered Programme	March '09
Debt on Entry	\$815
Usage	\$90 per f/n
Payment agreed	\$45 per f/n (via Centrepay)
Energy Audit	Yes
Retrofit	Yes
Appliance Assistance	Yes
Payments ceased	Jan '10
Removed from programme	Mar '10
Debt on exit	\$1620
Disconnected	April '10 (reconnected same day)
Re-entered Programme	April '10 (via F/C)
Debt on Entry	\$2040
Usage	\$70 per f/n
Payment requested	\$35 per f/n

# What do I measure?

- Access

- Payment Plan Success Rate

**BREAK**

**11:45 – 12:00**

# Discussion: AER's National Hardship Indicators Issues Paper

# National Hardship Indicators

- Purpose & objectives – appropriate?
- Entry Indicators
  - Total & customers entering
  - Concessions
  - Third party referrals
  - Denied access

# National Hardship Indicators cont.

- Participation & assistance
  - Debt on entry/exit
  - Length on program
  - Exit & excluded from program
  - Disconnection & reconnection

# National Hardship Indicators cont.

- Reporting requirements
  - Gas, electricity, dual fuel customers
  - How often?
- Case studies
  - Will these add value?

Meeting close

THANKS