



CUSTOMER CONSULTATIVE GROUP

Meeting Communique – 11 December 2018

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 11 December 2018 (see membership list at page 2) to discuss current issues affecting residential and small energy customers.
2. CCG Chair, Jim Cox, noted the key areas of work for the AER since July 2018, including:
 - a. the Energy Made Easy (EME) redevelopment project;
 - b. the Hardship Guideline;
 - c. consultation on the draft standardised statements for use in customer hardship policies;
 - d. work on the 'Exempt Selling – access to dispute resolution, embedded networks' review with the Australian Energy Market Commission (AEMC) and a number of other stakeholders;
 - e. work around metering contestability; and
 - f. the release of the AER's Black System Event report which will be published on 14 December 2018.
3. Staff presented on a range of topical issues and current projects. These included:
 - a. Consumer Data Right
 - b. Value of Customer Reliability
 - c. AER draft decisions: network determinations and tariff structure proposals
 - d. Default Market Offer
4. During Members' time, CCG Chair and members discussed a number of key issues including:
 - a. the process to make submissions to consultation processes in alternative formats;
 - b. consumer representation and engagement and the AER's approach; and
 - c. customer accounts and the impact of pay-on-time discounts for low income households.



ATTENDEES

CCG members

CCG Chair	Jim Cox, AER Board Member
Brotherhood of St Laurence	David Bryant
Council on the Ageing	Robyn Robinson
Country Women's Association of Australia	Tanya Cameron
Ethnic Communities Council NSW	Iain Maitland
National Retail Association	Ian Winterburn
Public Interest Advocacy Centre	Craig Memery
Queensland Council of Social Service	Fiona Hawthorne
Renew	Dean Lombard
St Vincent de Paul Society	Gavin Dufty
Tasmania Council of Social Service	Bernadette Jago
Uniting Communities	Mark Henley

Observers

AEMC	Shari Boyd
Energy and Water Ombudsman QLD	Jane Pires

AER Representatives

AER Consumers and Markets, General Manager	Sarah Proudfoot
AER Consumers and Markets	Graziella Campana
AER Consumers and Markets	Emma McQuilkin
AER Consumers and Markets	Pablo Albornoz

Apologies

AEMC	Michael Bradley
AER, Chair	Paula Conboy
Brotherhood of St Laurence	Damian Sullivan
Care Inc.	Eileen Newmarch
Energy Consumers Australia	Sabiene Heindl
Energy Consumers Australia	Chris Alexander
Queensland Council of Social Service	Rose McGrath