



CUSTOMER CONSULTATIVE GROUP

Meeting Communique – 19 March 2019

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 19 March 2019 (see membership list at page 2) to discuss current issues affecting residential and small energy customers.
2. CCG Chair, Jim Cox, noted key areas of work for the AER since December 2018, including:
 - a. the development of the Default Market Offer
 - b. Electricity Retailer of Last Resort event for Flow Systems Pty Ltd
 - c. Rate of Return guidelines, with NSW distribution business adopting the guidelines
 - d. progress on network regulatory determinations and tariff structure statements noting final decisions are required by 30 April 2019
 - e. recent reviews including: rate of return, tax and opex productivity review.
3. Staff presented on a range of topical issues and current projects. These included:
 - a. Compliance and Enforcement: Strategic review project, Statement of approach and priorities
 - b. development of the inaugural Customer Hardship Policy Guideline
 - c. Embedded networks framework review
 - d. New Reg initiative and AusNet Services trial.
4. During Members' time, CCG Chair and members discussed a number of key issues including:
 - a. The AER's approach to consumer engagement and its upcoming review of key consumer engagement mechanisms
 - b. funding to support consumer engagement
 - c. Energy Charter.



ATTENDEES

CCG members

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

Observers

Australian Energy Market Commission	Ben Davis
Energy and Water Ombudsman NSW	Janine Young

AER Representatives

AER Chair	Paula Conboy
AER Consumer and Markets Ag General Manager	Angela Bourke
AER Consumer and Markets – Ag Directors	Graziella Campana/Emma McQuilkin
AER Consumer and Markets – team members	Carly Weate, Pablo Albornoz

Apologies

Energy Consumers Australia	Jacqueline Crawshaw
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