

Consumer Reference Group



What is the CRG?

The CRG is the name for a group of people who present consumer views to the Australian Energy Regulator (AER).

The CRG works with consumers to learn about what matters to them, so that their views are represented alongside energy businesses, investors and other stakeholders. We draw on the diversity within our group to inform and advise the AER.

What does CRG stand for?

CRG stands for Consumer Reference Group. Members have been selected by the AER to provide consumer views on two major processes that have an impact on the prices that consumers pay. These two major projects include:

- The changing value of the dollar (for The Review of Inflation 2020); and
- How to decide the expected cost of investment funds for energy network businesses (for the 2022 Rate of Return Instrument)

Under Australian law, the Australian Energy Regulator is required to set up a Consumer Reference Group.

The Review of Inflation 2020

Have you ever noticed that what you can buy with \$1 changes over time? If so, you're not alone. In the energy sector, the dollar's changing value can hit hard on energy businesses, energy consumers, and the people who provide the funds for investment in the sector. Inflation is the term for what can be described as the changing value of the dollar. The AER is currently considering expected inflation in its [Review of Inflation 2020](#).

2022 Rate of Return Instrument

The poles, wires and pipeline energy businesses need to secure funds to continue delivering energy services, otherwise known as attracting investment. The Australian Energy Regulator consults with stakeholders how it should decide the expected cost of these investment funds. The [2022 Rate of Return Instrument](#) will set out this decision when it is made. The Rate of Return has a major impact on the prices energy consumers pay.

If you would like to learn more and make a contribution, please see [here](#).

Questions for consumers:

Are you interested in hearing more about these reviews?

How best can the CRG work with you?

More Info

Members of the CRG welcome discussions with you. Our contact is InflationReview2020@aer.gov.au