



Ethnic Communities' Council of NSW Inc.

221 Cope Street Waterloo NSW 2017

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4 February 2019

Re: Draft AER Hardship Guidelines 2019

Since its formation over 40 years ago the Ethnic Communities' Council of NSW (ECCNSW) has been the peak body for culturally and linguistically diverse (CALD) community members and representative organisations in NSW. The Ethnic Communities' Council of NSW main activities are advocacy, education and community development. It is a member of the Federation of Ethnic Communities' Councils of Australia (FECCA) and in its energy advocacy role represents FECCA in the National Energy Market (NEM).

We thank the AER for the opportunity to be involved in the consultations on the Draft Hardship Guidelines. Our energy advocate attended the workshop in Melbourne on 25 February and we look forward to the record of the discussions on the day by the AER and an indication of their impact on the final determination and Guidelines.

At this stage ECCNSW does not have the appropriate time and resources for a detailed submission on the Draft Guidelines beyond our part in the workshop on 25 February and our detailed responses to the AER Issues paper.

We write in full and active support for the detailed submission on the Draft Guidelines by the Public Interest Advocacy Centre (PIAC).

ECCNSW is also a member of the National Energy Roundtable Enabling Sub-Group looking at payment difficulties frameworks more generally but with particular focus on the current AER Guidelines process.

If you require additional information please contact Iain Maitland, Energy Advocate on 02 9319 0288, 0425 833 891 or by email iain.maitland@eccnsw.org.au.

A handwritten signature in black ink, appearing to read 'Iain Maitland'.

Iain Maitland
Energy Advocate