

STAKEHOLDER FORUM

NATIONAL HARDSHIP INDICATORS

MEETING No. 2/2010

2:00pm – 5:00pm EST
Date: 8 September 2010

THE AUSTRALIAN ENERGY REGULATOR

Location: AER offices, Level 35, 360 Elizabeth Street, Melbourne VIC 3000

VCU to AER offices in Sydney, Canberra, Adelaide, Brisbane and Hobart
(Please see further details and office addresses below)

Time	Agenda Item
2:00 – 2:15	Welcome & introductions
2:15 – 2:30	Entry & concession indicators <ul style="list-style-type: none">- Customers on the program and new entrants- Customers receiving a concession
2:30 – 2:50	Denied access, third party referrals & length of participation <ul style="list-style-type: none">- Denied access – preferred option?- Defining denied access- Length of participation & third party referrals
2:50 – 3:20	Debt on entry & debt on exit <ul style="list-style-type: none">- Preferred options?- Definition of debt
3:20 – 3:35	BREAK
3:35 – 3:50	Exiting the hardship program <ul style="list-style-type: none">- Is there value in breaking down the information?
3:50 – 4:30	Disconnections and Reconnections <ul style="list-style-type: none">- Which is the preferred option?
4:30 – 4:40	Measuring assistance provided <ul style="list-style-type: none">- Is there support collecting this information?
4:40 – 4:55	Other indicators proposed
4:55 – 5:00	Meeting close: next steps and thank you

AER OFFICE LOCATIONS

The table below provides details for each of the AER offices: the street address and the meeting room for the VCU link.

For all offices, attendees will need to report to ACCC reception to get a visitor security pass. Attendees will then be met at reception and shown to the meeting room.

Office	Address	Meeting Room
Melbourne	Level 35, 360 Elizabeth Street Melbourne Central Melbourne VIC 3000	Level 38 Commission Room
Sydney	Level 7, Angel Place 123 Pitt Street (between Hunter Street and Martin Place) Sydney NSW 2000	Level 7 Conference Room
Canberra	23 Marcus Clarke Street Canberra ACT 2601	Level 2 Meeting Room West
Adelaide	Level 2 19 Grenfell Street Adelaide SA 5001	Adelaide Barossa Room
Brisbane	Level 24 400 George Street Brisbane QLD 4000	Brisbane Conference Room
Hobart	3rd Floor, AMP Building 86 Collins Street (Cnr Elizabeth & Collins Streets) Hobart TAS 7000	Conference Room