

STAKEHOLDER FORUM

NATIONAL HARDSHIP INDICATORS

MEETING No. 1/2010

10:00am – 1:00pm EST

Date: 28 May 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
10:00 – 10:15	Welcome & introductions
10:15 – 11:00	A consumer group's perspective <ul style="list-style-type: none">- National Energy Retailer Reporting Project- What are effective hardship indicators?
11:00 – 11:45	A retailer's perspective <ul style="list-style-type: none">- Experience to date in Victoria- Interpreting retailer performance from hardship indicators
11:45 – 12:00	BREAK
12:00 – 12:45	Discussion: AER's National Hardship Indicators Issues Paper
12:45 – 12:55	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