

 <p>QUEENSLAND CONSUMERS ASSOCIATION</p>	<p>A non-profit, volunteer organisation, advocating to advance the interests of consumers in Queensland</p> <p><i>Secretary: Max Howard PO Box 261 Corinda Q 4075</i></p>
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16 August 2013

**COMMENTS ON AER'S DRAFT CONSUMER
ENGAGEMENT GUIDELINES FOR NETWORK SERVICE
PROVIDERS**

BACKGROUND

The Queensland Consumers' Association (the Association) is a non-profit organisation which exists to advance the interests of Queensland consumers. The Association's members work in a voluntary capacity and specialise in particular policy areas, including energy.

The Association is a member of the Consumers' Federation of Australia, the peak body for Australian consumer groups, and is represented on the Queensland Competition Authority's Consumer Consultative Committee, the Energy and Water Ombudsman Queensland's Advisory Council, Origin Energy's National Customer Consultative Council, and the Queensland Minister for Energy and Water's Consumer and Industry Reference Group on energy issues. The Association is also a member of the Queensland Council of Social Service's Energy Reference Group.

The Association welcomes the release of the draft guidelines.

The contact person for this submission is: Ian Jarratt, email ijarratt@australiainmail.com

COMMENTS

The Association participated in a welcome and informative face to face meeting on the draft guidelines arranged by the AER with several Queensland consumer groups in Brisbane on 5 August 2013.

At that meeting, the Association indicated verbally its views on the draft and its experiences with consultations/engagement undertaken by a variety of organisations, including network service providers.

The Association endorses QCOSS's written submission on the draft guidelines.