



ENERGY AND WATER OMBUDSMAN Victoria

Listen Assist Resolve

31 May 2011

Ms Lynley Jorgensen
General Manager
Markets Branch
Australian Energy Regulator
GPO Box 520
Melbourne VIC 3000

By email: AERInquiry@aer.gov.au

Dear Ms Jorgensen

Re: The Australian Energy Regulator (AER)'s notice of draft instrument on AER Performance Reporting Procedures and Guidelines

Thank you for the opportunity to provide further comment on the AER's Performance Reporting Procedures and Guidelines (draft instrument) in addition to our previous submissions dated 22 December 2010 (AER's Consultation Paper) and 16 August 2010 (AER's Issue Paper).

As outlined in our previous comments, The Energy and Water Ombudsman (Victoria) (EWOV), continues to support the AER's approach to performance reporting. EWOV acknowledges that performance reports provide valuable information for stakeholders, including ombudsman schemes.

EWOV specifically welcomes the AER's proposed indicators regarding hardship programs and complaints, and the AER's suggested frequency of reporting.

We trust the above comments are helpful. Should you require further information or have any queries, please contact Belinda Crivelli, Senior Research and Communications Officer, on (03) 9672 4460 or at Belinda.Crivelli@ewov.com.au.

Yours sincerely

Fiona McLeod
Energy and Water Ombudsman (Victoria)

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