

4 June 2010



General Manager
Markets Branch
Australian Energy Regulator
GPO Box 520
Melbourne Vic 3001

Via e-mail: AERInquiry@aer.gov.au

Dear General Manager

Submission – Developing National Hardship Indicators

The Public Interest Advocacy Centre (PIAC) is an independent, non-profit, law and policy organisation that works for a just and democratic society by taking strategic action on public interest issues. PIAC has, as a key area of work, energy and water policy. The Energy + Water Consumers' Advocacy Program (EWCAP) represents the interests of NSW residential electricity, gas and water consumers, including low-income and other vulnerable households. EWCAP is funded by Industry & Investment NSW.

PIAC takes this opportunity to endorse the submission of the Queensland Council of Social Service (QCOSS) to the Australian Energy Regulator's (AER) *Issues Paper: Developing National Hardship Indicators*.

QCOSS is in the process of undertaking a Consumer Advocacy Panel funded project on energy retailer performance reporting and hardship indicators. This project has informed the QCOSS submission to the AER. PIAC is a member of the steering committee for this project and has contributed to the development of the recommendations in the QCOSS submission. PIAC urges the AER to respond favourably to these recommendations.

If you have any queries please contact Joel Pringle, Policy Officer, on 8898 6520 or jpringle@piac.asn.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Robin Banks".

Robin Banks
Chief Executive Officer

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Encl: QCOSS Submission – AER Issues Paper on Developing National Hardship Indicators

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