

July 2018

Dear Mr Michael Bradley

Re: AEMC rule change on Hardship

CPSA is a non-profit, non-party-political membership association founded in 1931 which serves pensioners of all ages, superannuants and low-income retirees. CPSA has 76 branches and affiliated organisations with a combined membership of over 25,000 people. As such, CPSA frequently hears from pensioners who are struggling to keep up with the cost of energy.

CPSA is pleased to endorse the key issues and recommendations raised in the Public Interest Advocacy Centre's response to the Australian Energy Market Commission's strengthening protections for customers in hardship rule change consultation paper. Specifically, CPSA would like to reinforce:

1. That the definition of 'hardship' is simplified to include all consumers experiencing payment difficulty.
2. That enforceable hardship guidelines are implemented and are consistent with the Victorian Essential Services Commission payment difficult framework, helping to ensure consistency across retailers' support programs and to ensure that the regulator can better monitor and enforce retailers' actions and outcomes for consumers.

These measures will help ensure that consumers' access to essential energy services are better supported through periods of financial difficulty.

Yours sincerely



Bob Jay
CPSA Secretary

Combined Pensioners & Superannuants Association of NSW Inc (CPSA)

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