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**Re: Submission VCR Review**

I have been following the AER's VCR review closely and was also a consumer participant in the 2019 review,

Mark Grenning, Energy Users Association of Australia (EUAA), and I both sit on the AusNet Reset Coordination Group, and I was also a member of AusNet's Customer Forum for their last reset. I also sit on the CitiPower Powercor United Energy (CPPCUE) Consumer Advisory Panel (CAP) and with a professional background in social research and statistics I have been closely involved in helping shape AusNet's Quantifying Customer Values work and I am across CPPCUE's work in this space. Over the last two weeks Mark and I have discussed the AER's Draft Determination on the Values of Customer Reliability Methodology and have formed the same conclusions. I have also reviewed the EUAA's submission and agree with their position. Hence the purpose of my submission is to express my support for the EUAA's submission. Ultimately, I share the same sentiments, particularly around:

- Ensuring the methodology remains fit for purpose (in particular, the sample selection, data collection and questions, less so about the analysis approach).
- The short timetable to engage with stakeholders, and the chosen dates for public consultation that straddled the Easter break.
- The extent the AER's approach is consistent with its expectations of networks under the Better Reset's Handbook and further to that point the opportunity or consider consumer interests and demonstrate a transparent and unbiased process.

Like the EUAA, I appreciate the AER's time constraints and agree with the EUAA's recommendation to establish a Stakeholder Reference Group, with consumer representation to consider and form a view and advise on the above.

Kind regards

Helen Bartley

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