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Ms Paula Conboy
Chair
Australian Energy Regulator
GPO Box 520
MELBOURNE VIC 3001


Dear Ms Conboy

Thank you for the opportunity to contribute to the Australian Energy Regulator's (AER) Customer Information Review Issues Paper.

The NSW Government is committed to assisting customers to shop around and move to the best energy deal. Simplifying and increasing the transparency of energy market offers will provide customers with more confidence to engage in the market and find the best energy deal.

I would like to commend the AER on its issues paper and consultation process which is a crucial step in identifying ways to improve the quality and accessibility of information that customers receive about energy offers.

In developing improvements, I would encourage you to consider the following:

- Encouraging the use of diagrams, infographics and the Power of Choice campaign.
- Ensuring that any technological solutions do not exclude any customers (e.g. households with no access to internet or smartphones).
- Propose the development of a monthly comparison rate which incorporates all aspects of an offer, and reduces the risk of bill shock.
- Encourage the use of an infographic or similar that can be printed on Energy Price Fact Sheets, designed for customers without internet access. The infographic or similar could provide a comparison of a single rate based on typical household types.

I look forward to the outcomes of the Issues Paper and the Energy Made Easy website reforms.

Should you have any questions in relation to this submission, please contact Katharine Hole, Executive Director, Energy Strategy, at the Department of Planning and Environment on 9338 6634.

Yours sincerely



Liz Develin
Deputy Secretary
Energy, Water and Portfolio Strategy

