

**Australian Energy Regulator  
Draft instrument  
AER RETAIL PRICING INFORMATION GUIDELINE  
MAY 2011**

**SUBMISSION  
The Ethnic Communities' Council of NSW (ECC)**

**Recommendation:**

- The ECC supports the AER that for each *standing offer* and *market offer* that a retailer offers to a *small customer*, the retailer must produce and *Energy Price Fact Sheet*.
- The ECC recommends that the *Energy Price Fact Sheet* for all generally available *contract offers* be available in at least the major languages other than English that are spoken in the distribution zone as printed copy.
- The ECC recommends that an interpreter is made available to explain the *Energy Price Fact Sheet* to *small customers* whose language is other than English and for whom a translated printed fact sheet is not available or the *small customer* is unable to read the translated material.

**Background**

For over a decade the ECC has provided ethnic communities of NSW with information about living sustainably and saving energy at home and work. This community capacity building has been provided by trained bilingual environmental educators who conduct the culturally appropriate learning to their communities and their activities are supported by the provision of culturally appropriate translated materials. The success of the program is due to the facilitators speaking the language of their communities and the provision of fact sheets in the communities' language.

**Rationale**

Translated material is important for not only newly arrived migrants, refugees and international students who are in the process of learning English but also the older migrants who arrived in the 1950s and 60s. These older community members have often lost their understanding of English as they have aged and have reverted to their former language of their country of origin.

In addition many of these community members have not had the opportunity to become literate in their own language necessitating an interpreter to translate verbally the information in the *Energy Price Fact Sheet*.

Publishing the information on the webpage is not sufficient as these groups are often not computer literate or cannot access the web.

**If additional information is required please contact:**

Helen Scott  
Energy Programs  
[energy@eccnsw.org.au](mailto:energy@eccnsw.org.au)  
9319 0288



APPROVED: \_\_\_\_\_

**Mark Franklin**  
**Executive Officer**  
**Ethnic Communities' Council of NSW**