

25 May 2010

**Dr Ron Ben-David**  
Chairperson  
Essential Services Commission  
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Melbourne VIC 3000

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Dear, Dr Ben-David,

### **REGULATORY REVIEW - SMART METERS**

The Tenants Union of Victoria (TUV) welcomes the opportunity to comment on regulatory review of smart meters.

The TUV was established in 1975 as an advocacy organisation and specialist community legal centre, providing information and advice to residential tenants, rooming house and caravan park residents across the state. We assist about 18,000 private and public renters in Victoria each year. Our purpose is to improve the status, rights and conditions of all tenants in Victoria.

The TUV continues to be concerned that tenants, as a class of consumers remain largely excluded from effective participation in the competitive energy market. This exclusion is a function of both the concentration of low income and vulnerable households in the private rental market as well as the reluctance of energy companies to offer tenants flexible or innovative price-product-service packages

We endorse the submission made by the Victorian Council of Social Services (VCOSS). We share the belief that regulation should not only protect consumers but held them realise the benefits of the new metering technology. In particular, we share the concerns expressed by VCOSS in relation to vulnerable customers, information provision and informed consent, billing and disconnections and endorse their recommendations.

*continued...*

Please do not hesitate to contact me on (03) 9411 1444 if you wish to discuss this submission further.

Yours sincerely

A handwritten signature in black ink, appearing to read 'T. Archer', with a long horizontal flourish extending to the right.

**Toby Archer**  
Policy and Liaison Worker  
Tenants Union of Victoria