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**Energy Retailers reject Prepayment Meters as a solution for vulnerable customers**

The Energy Retailers Association of Australia (ERAA) has agreed with consumer groups that vulnerable customers need to be protected.

The Executive Director of the ERAA, Deane Russell, said there has never been any suggestion that vulnerable customers should be offered Prepayment Meters anywhere in Australia, and especially in Victoria.

“Energy Retailers have been working with the Victorian Energy Minister to further improve the current policies of supporting vulnerable customers,” Deane Russell said.

“Retailers across Australia are delivering assistance to customers experiencing difficulty in paying their energy account through a wide variety of practices and policies,” Mr Russell said.

Practices adopted by Retailers include procedures that better identify those customers experiencing financial hardship, the implementation of flexible and affordable payment plans and even the provision of financial counselling and energy efficiency advice.

For further information

Deane Russell  
Executive Director  
Energy Retailers Association of Australia

Mobile 0419 444 112