

Challenges Facing Older Consumers in Complex Markets

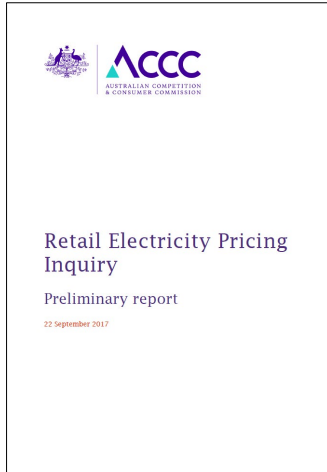
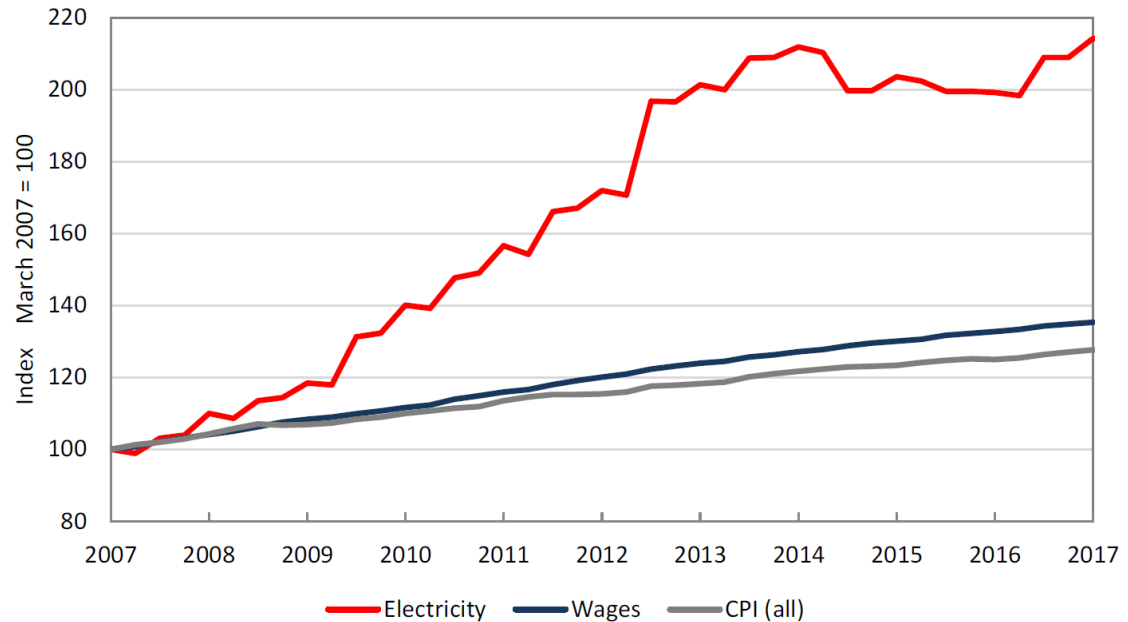


Lynne Gallagher
Acting CEO
Energy Consumers Australia



A (general) “affordability crisis”

Figure 1.3: CPI for electricity compared with other sectors and wage growth

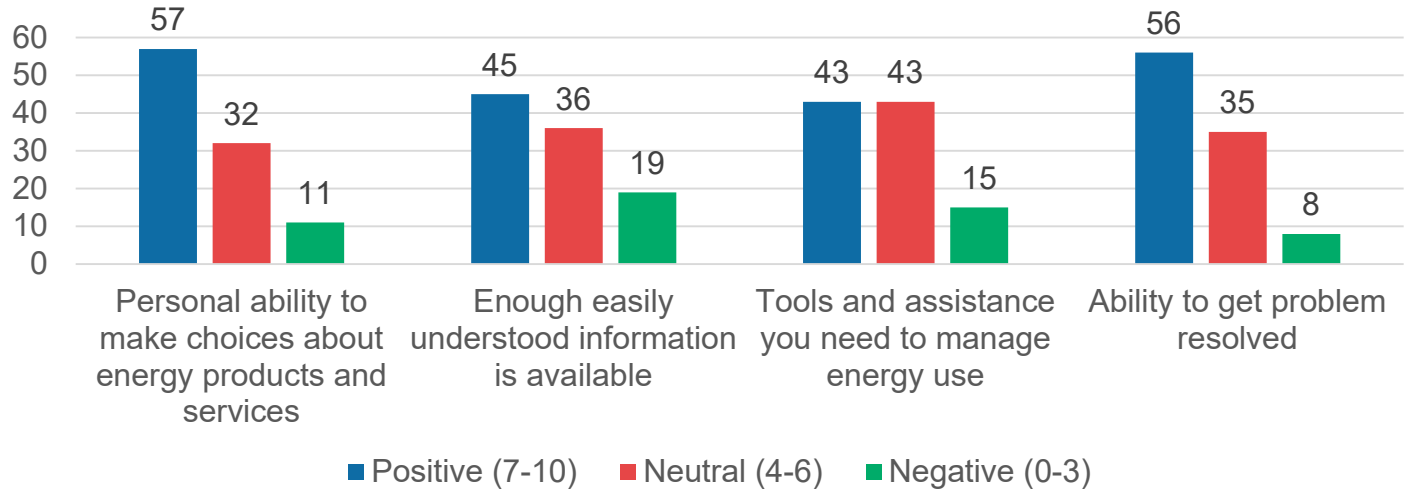


Source: ABS, Consumer Price Index 6401.0 and ABS, Wages Price index 6345.0, Australia.

Making decisions about my energy



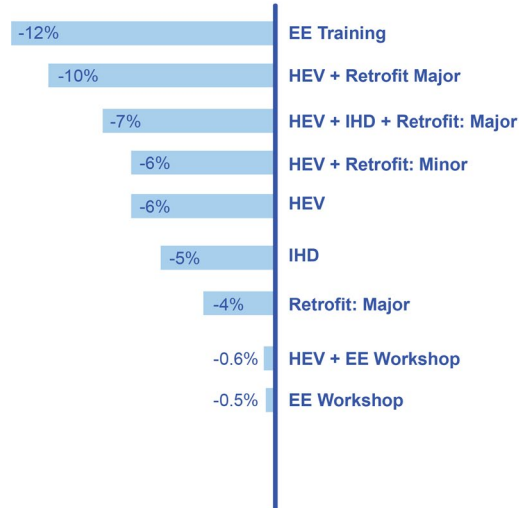
Confidence in information and tools



Source: *Energy Consumer Sentiment Survey*, December 2017

Average Daily Household Electricity Use Per Initiative

High Touch



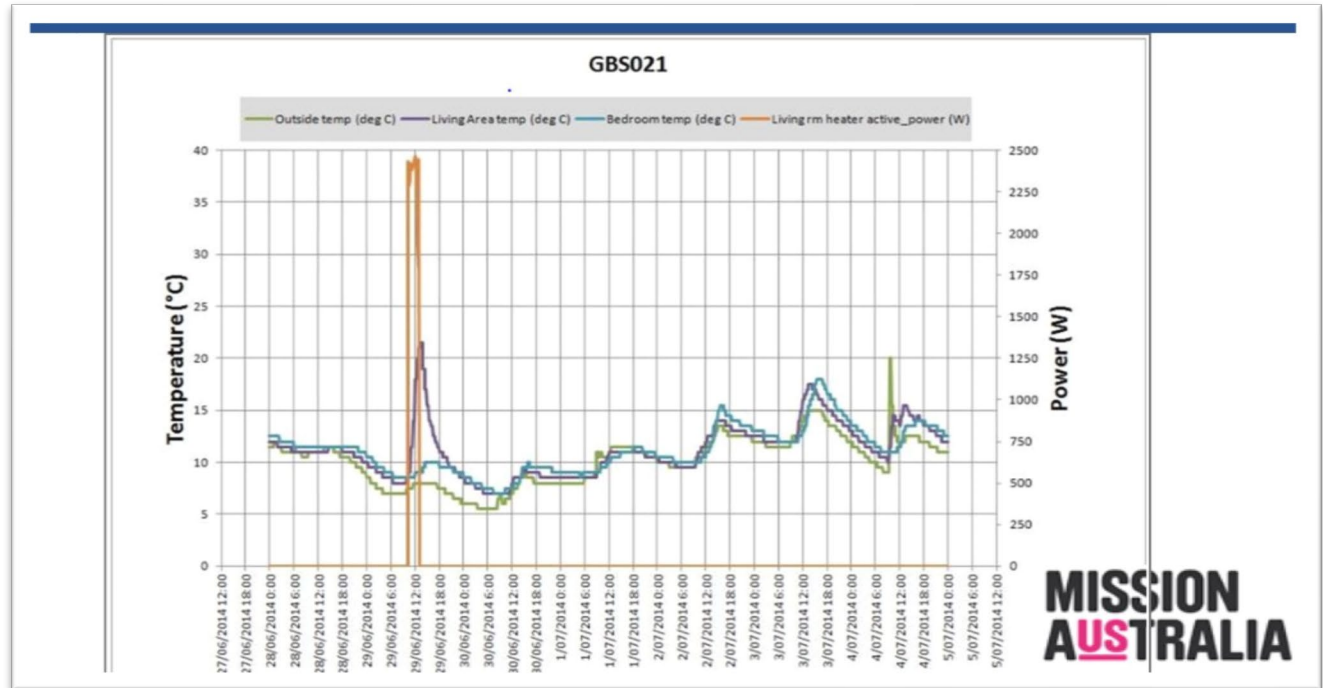
High Tech



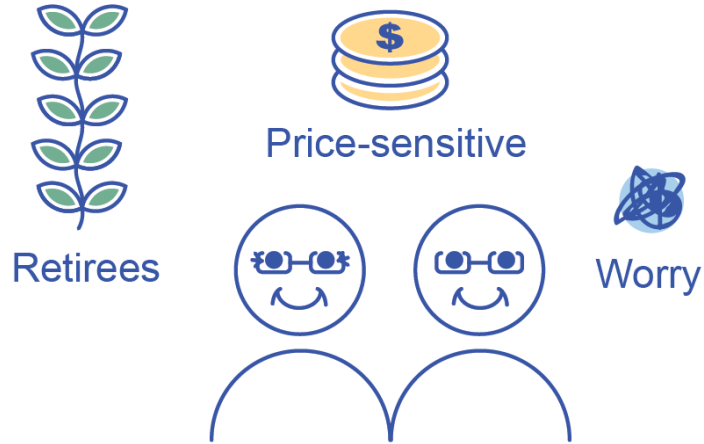
Why we care

Case Study: Mission Australia *Get Bill Smart* Hobart, TAS

Source:
AusIndustry
presentation to
IREE, 2017



'Stressed About Energy'

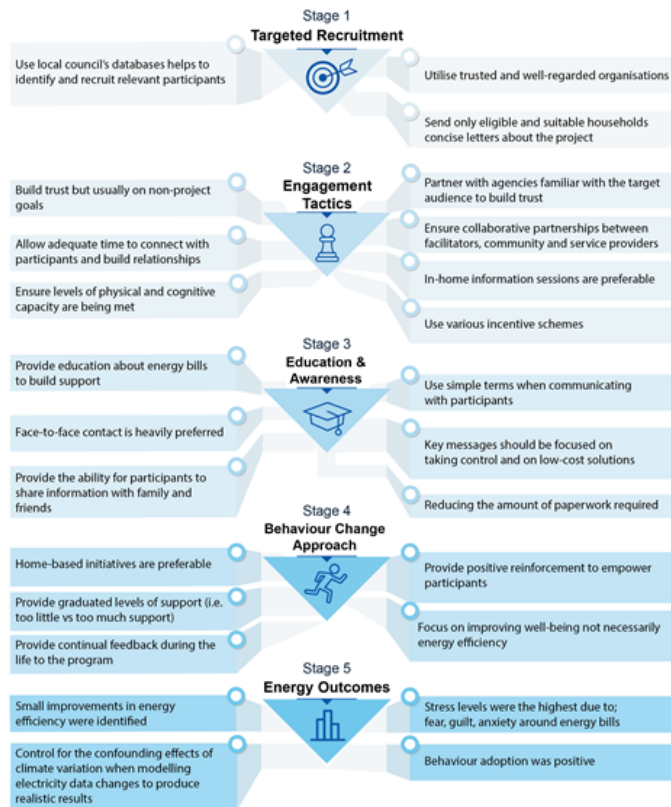


Stressed About Energy



Stressed About Energy

What worked at each stage



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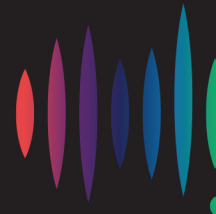
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