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*Commissioner, ACCC*

**Title- Role of market monitoring in creating and maintaining competitive and efficient energy markets.**

As it's only a short presentation time, I had thought to use recent case studies that illustrates some of the issue raised in monitoring markets such as:

- The AER's monitoring role - objectives of this role and outputs
- Practical considerations in setting up a monitoring regime – clarity of the problem and objective of the exercise; refining information requests to make it meaningful; assessing the cost and burden of monitoring; managing expectations and getting stakeholder buy in; leveraging off other organisation; measurement of value added

My case study will likely be in the area of retailer performance with a focus on retailer hardship policies for consumers and performance monitoring to support revenue determinations.