

# Protecting Consumer Interests

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**SACOSS**  
**HARDSHIP &  
AFFORDABILITY  
CONFERENCE 2015**

**ENERGY, WATER &  
TELECOMMUNICATIONS**

Wednesday 29 April 2015



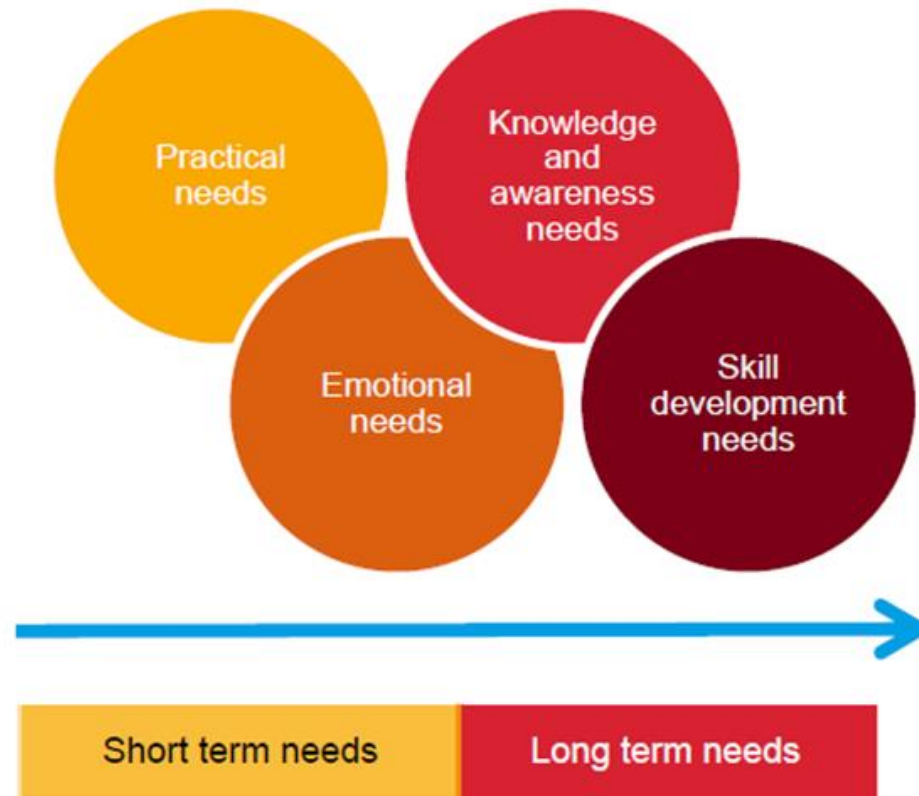
# SACOSS Disconnection Research

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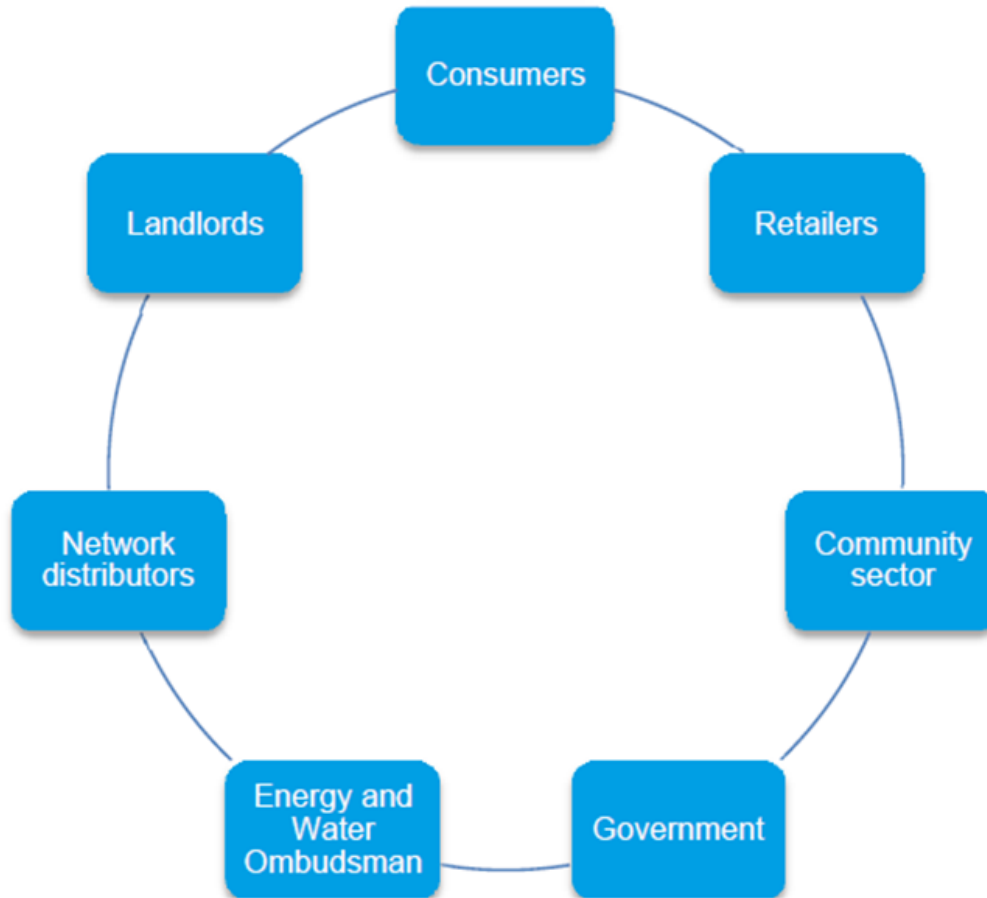
# Key Needs of Consumers

FIGURE 8 – KEY NEEDS OF CONSUMERS DISCONNECTED OR AT RISK OF DISCONNECTION



# Shared Responsibility

FIGURE 9 – KEY STAKEHOLDER GROUPS INVOLVED IN RESIDENTIAL DISCONNECTION



# Better Practice Guideline

