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Dr Tom Parry
Chairman
Independent Pricing and Regulatory Tribunal
PO Box Q290
QVB Post Office
SYDNEY 1230

Dear Sir

As active members of the Utilities Consumer Advocacy Programme, we fully support the submission made by the Public Interest Advocacy Centre (PIAC) to the Tribunal's Issues Paper, "Review of Customer Service Standards (GCSS)" – copy attached.

Yours faithfully

Bruce Hutton
State Vice-president