



Energy and Water Ombudsman (Victoria)

Resolving your electricity, gas & water complaints. Independently.

13 February 2009

Mr Phil Waren
Manager, Compliance (Retail)
Essential Services Commission
Level 2, 35 Spring St
Melbourne VIC 3000

By email: Phil.Waren@esc.vic.gov.au

Dear Mr Waren

Thank you for the opportunity to provide comment on the Essential Services Commission's (ESC's) *February 2009 Regulatory Audits of Retail Energy Businesses Guideline – Electricity and Gas Industries* ('the ESC's Regulatory Audits Guideline').

The Energy and Water Ombudsman (Victoria) (EWOV) welcomes and supports the amalgamation of the three existing Guidelines, which are the *Gas Industry Guideline No. 8 – Operational and Compliance Audits*, *Guideline No. 16 – Regulatory Audits of Distribution Businesses* and *Electricity Industry Guideline No. 9 – Regulatory Audits of Distribution and Retail Businesses*.

EWOV understands that the content of Guidelines No. 8 and 9 has not been altered and that any reference to distribution businesses has been removed due to the shift of responsibility in this area to the Australian Energy Regulator as of the beginning of 2009.

EWOV welcomes the inclusion of the Consent Audit provisions in the ESC's Regulatory Audits Guideline Appendix A as this can assist in completing a general and complete audit approach.

We hope the above comments are of your assistance in finalising the review of the ESC's Regulatory Audits Guideline. If you have any queries or comments, please contact Frances Wood, Acting Manager Public Affairs and Policy, on (03) 9649 7599.

Yours sincerely

Fiona McLeod
Energy and Water Ombudsman (Victoria)