



ENERGY AND WATER OMBUDSMAN Victoria

Listen Assist Resolve

29 April 2011

Mr Tom Leuner
General Manager
Markets Branch
Australian Energy Regulator
GPO Box 520
Melbourne VIC 3000

By email: AERInquiry@aer.gov.au

Dear Mr Leuner

Re: Draft Instrument: Approach to compliance with the National Energy Retail Law, Rules and Regulations

Thank you for the opportunity to provide further comment on the Australian Energy Regulator (AER)'s *Approach to compliance with the National Energy Retail Law, Rules and Regulations* (Draft Instrument).

As stated in our previous comments, EWOV supports the AER's approach to compliance and to work cooperatively with regulated entities while still being prepared to take strong enforcement action where required.

EWOV supports the AER's:

- proposal to collect Ombudsman information in addition to that provided by businesses, and to include targeted compliance reviews as a part of its compliance monitoring scheme
- decision to provide staged reporting, depending on the type of obligation (type one, two or three)
- proposal to provide updates and follow-up activities required in its reports

We trust the above comments are helpful. Should you require further information or have any queries, please contact Belinda Crivelli, Senior Research and Communications Officer, on (03) 9672 4460 or at Belinda.Crivelli@ewov.com.au.

Yours sincerely

Fiona McLeod
Energy and Water Ombudsman (Victoria)

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