



Listen Assist Resolve

18 May 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: Retailer Authorisation Guideline

Thank you for the opportunity to provide further comment on the Australian Energy Regulator (AER)'s *Retailer Authorisation Guideline* (Draft Instrument), in addition to our previous submissions dated 27 April 2010 (AER's Issue Paper) and 22 December 2010 (AER's Draft Guideline).

As stated in our previous comments, EWOV supports the AER's approach for providing energy retailer authorisations, and for the transfer, surrender or revocation of retailer authorisations.

Additionally, EWOV agrees with the AER's suggested approach for entry criteria and the transfer, surrender and revocation of a retailer authorisation. EWOV specifically welcomes the inclusion of a requirement for former retailers to maintain membership to an ombudsman scheme for 12 months after the surrender of its authorisation.

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 email at Belinda.Crivelli@ewov.com.au.

Yours sincerely

Fiona McLeod
Energy and Water Ombudsman (Victoria)