



ENERGY AND WATER OMBUDSMAN Victoria

Listen Assist Resolve

14 August 2013

Mr Warwick Anderson
General Manager - Network Regulation
Australian Energy Regulator
GPO Box 520
Melbourne VIC 3000

By email: consumerengagement@aer.gov.au

Dear Mr Anderson

Re: Australian Energy Regulator (AER) Draft Consumer Engagement Guideline for Network Service Providers (Draft Guideline).

Thank you for the opportunity to provide comment on the Australian Energy Regulator (AER)'s Draft Consumer Engagement Guideline for Network Service Providers.

As an industry-based external dispute resolution scheme, the Energy and Water Ombudsman (Victoria) (EWOV) provides alternative dispute resolution services to Victorian energy and water consumers by receiving, investigating and facilitating the resolution of complaints.

EWOV welcomes the AER's proposed Consumer Engagement Guideline (Draft Guideline) which we believe will help to improve engagement between consumers and the transmission and distribution network providers (network providers) that service them. The proposed Guideline is an opportunity for network providers to drive best practice engagement with energy consumers. EWOV would be happy to discuss potential and emerging trends based on our case data with network providers and the AER to assist them in better understanding consumer sentiment of the energy sector.

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

Yours sincerely

Cynthia Gebert
Energy and Water Ombudsman (Victoria)

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