



# ENERGY AND WATER OMBUDSMAN Victoria

**Listen Assist Resolve**

23 November 2015

Ms Michelle Groves  
Chief Executive Officer  
Australian Energy Regulator  
GPO Box 520  
**MELBOURNE VIC 3001**

By email: [AERInquiry@aer.gov.au](mailto:AERInquiry@aer.gov.au)

Dear Ms Groves

## **Draft AER (Retail) Exempt Selling Guideline September 2015**

Thank you for the opportunity to comment on the Draft AER (Retail) Exempt Selling Guideline September 2015.

The Energy and Water Ombudsman (Victoria) (EWOV) is an industry based external dispute resolution scheme that helps Victorian energy and water consumers by receiving, investigating and facilitating the resolution of their complaints. EWOV's services are free for consumers and provide an independent, fair and effective process for the resolution of complaints.

This letter is submitted to the AER in support of the observations and commentary made in the submission of the Energy & Water Ombudsman NSW.

Should you require further information or have any queries, please contact me on 03 8672 4460.

Yours sincerely

**Cynthia Gebert**  
**Energy and Water Ombudsman (Victoria)**

**Energy and Water Ombudsman  
(Victoria) Limited**  
ABN 57 070 516 175  
GPO Box 469  
Melbourne VIC 3001

**Administration**  
Level 6, 111 Bourke Street  
Melbourne VIC 3000  
Telephone 03 8672 4450  
Facsimile 03 8672 4451

**Enquiries and Complaints**  
Freecall 1800 500 509  
Freefax 1800 500 549  
TIS 131 450  
NRS 133 677  
Email [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
Web [www.ewov.com.au](http://www.ewov.com.au)