



Our Ref: EWOQ/19/0034  
Your Ref: RRC0026

20 May 2019

Attention: Stephanie Flechas  
Australian Energy Market Commission  
PO Box A2449  
Sydney South NSW 1235

[aemc@aemc.gov.au](mailto:aemc@aemc.gov.au)

Dear Ms Flechas

**Re: AEMC Reference – RRC0026 – Draft Rule Determination – *National Energy Retail Amendment (Bill Contents – Customers with Interval Meters) Rule 2019***

Thank you for the opportunity to respond to the Draft Rule Determination on the *National Energy Retail Amendment (Bill Contents – Customers with Interval Meters) Rule 2019*.

The Energy and Water Ombudsman Queensland (EWOQ) provided a response to the consultation paper on 27 February 2019 (Ref: EWOQ/19/00016), providing support for the draft rule determination with accompanying rationale.

EWOQ is disappointed that the AEMC is not proceeding with the draft rule amendment, as it remains our view that this would have provided greater outcomes for customers. Furthermore, amendment to the current Rule 28 would have ensured alignment across jurisdictions, noting that Victoria currently has a similar requirement in place.

The response provided by the AEMC to EWOQ's original submission as per Appendix A of the *Draft Rule Determination* is noted. However, the position of EWOQ remains that providing consumers with access to start and end readings will allow them to have greater confidence in their energy supplier and will provide them with the ability to reconcile their bills with increased ease. This is likely to minimise the number of enquiries that both EWOQ and retailers receive in relation to meter read data.

Thank you for the opportunity to respond to this draft rule determination. If you require any further information regarding this matter, please contact me on (07) 3087 9455.

Yours sincerely

**Ilona Cenefels**  
General Manager – Reporting, Policy and Research

cc: Jane Pires