

7 November 2019

Mr John Pierce  
Chairman  
Australian Energy Market Commission  
PO Box A2449  
Sydney South NSW 1235

Dear Mr Pierce

**Reference: RRC0031 – Reducing Customers’ Switching Times Draft Rule Determination**

Thanks for the chance to lodge a submission on this important retail market improvement. Nectr is a new energy retailer who has recently started retailing electricity in New South Wales in a small market trial for friends and family customers.

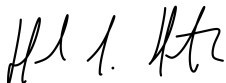
From even our short operating life, we believe the changes set out in the Australian Energy Market Commission’s (Commission’s) are critical to supporting customer choice and their ability to switch to their preferred retailer in a timely manner. We support the changes proposed in this draft determination and draft Rule.

We too can imagine a customer experience where a customer decides to move to a new retailer to take advantage of a new, better deal, and the retailer is able to confidently inform them that their transfer will happen in just over two weeks. When a customer takes the time to engage with the market, they make a choice and should start benefiting from that choice soon after their cooling off period finishes. Reducing how long a customer has to wait to join a new retailer is a necessary step to keep consumers engaged with this market and exercising choice.

These changes, along with consequential changes the Australian Energy Market Operator (AEMO) is making to the MSATS procedures, are a positive development for the retail market and ultimately electricity customers.

Should you wish to discuss this submission, please contact me on [hannah.heath@nectr.com.au](mailto:hannah.heath@nectr.com.au).

Kind regards,



Hannah Heath  
Chief Strategy Officer