Protecting customers affected by family violence

stakeholder feedback template

Please use this template if you wish to provide your feedback on the questions posed in the consultation paper. Please don’t feel obliged to answer each question, but address those of particular interest or concern. Further context for each question can be found in the consultation paper.

SUBMITTER DETAILS

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| **ORGANISATION:** |       |
| **CONTACT NAME:** |       |
| **EMAIL:** |       |
| **PHONE:** |       |
| **DATE** |       |

project DETAILS

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| **NAME OF RULE CHANGE:** | **Protecting customers affected by family violence** |
| **PROJECT CODE:** | **RRC0042** |
| **PROPONENT:** | **Red Energy and Lumo Energy** |
| **SUBMISSION DUE DATE:** | **3 March 2022** |

**CHAPTER 1** – Views on the rule change proposal

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| **Question 1**– **Red and Lumo’s rule change request** |
| What are your views on the effectiveness of the changes proposed by Red and Lumo in protecting customers affected by family violence?  |  |
| What improvements and challenges should the Commission consider? |  |

**CHAPTER 2** – Additional components that could be included in the rule

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| **Question 2 – Additional matters** |
| Are there matters you would like to see addressed in the National Energy Retail Rules beyond those considered in the proposed rule? These could be issues, protections or requirements. For instance, regarding the Victorian approach, compliance and enforcement, or ways to minimise implementation costs? |  |

**chapter 3 –** Alternative Approaches and complementary policy approaches

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| **Question 3: Alternative approaches** |
| What regulatory approaches from other sectors should the Commission consider, to complement, amend or replace Red and Lumo's proposal? Please explain why that regulatory approach is being used and provide evidence of its effectiveness in protecting consumers from financial abuse. |  |
| Could a broader cross-sector approach effectively address financial abuse in the energy sector? What would be its key aspects? |  |
| What existing jurisdictional provisions should the Commission take into account for this rule change? |  |

**CHAPTER 4** – What is an appropriate Assessment framework for this rule change

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| **Question 4: Assessment framework** |
| Is the proposed assessment framework appropriate? What amendments or additions would you suggest, and why? |  |