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Anna Collyer
Chair
Australian Energy Market Commission

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Protecting customers affected by family violence – RRC0042

Essential Energy welcomes the opportunity to provide a submission to the Australian Energy Market Commission (the Commission) on its Protecting Customers Affected by Family Violence consultation paper. Essential Energy recognises that Family violence affects a large number of Australians and can occur in any range of circumstances across cultures and communities. As an industry, we remain committed to recognising and addressing this wider societal problem wherever possible.

Essential Energy supports the intention of the rule change and the fundamental importance energy industry participants can play in providing support to vulnerable customers in times of need. Essential Energy agrees with the proponents that the rule change will positively contribute to the National Electricity Objective and will provide appropriate support for vulnerable customers. We will endeavour to remain engaged with consumer advocates, retailers and other key stakeholders in development of this important reform.

As part of our commitment to supporting those impacted by family violence, Essential Energy has recently reviewed and updated our Customer Support Policy with specific support available for those affected by family violence. We have also recently provided training to customer service staff on recognising customers in vulnerable circumstances including family violence, and supporting customers in distress.

Essential Energy thanks the Commission for their consultative approach taken in the hosting of public forums and thorough analysis.

If you have any questions in relation to this submission, please contact Mr Anders Sangkuhl, Regulatory Strategy Manager via anders.sangkuhl@essentialenergy.com.au or via phone on 0409 968 326.

Yours sincerely,

A handwritten signature in black ink that reads "Chantelle Bramley". The signature is written in a cursive, flowing style.

Chantelle Bramley
Executive General Manager, Corporate Affairs