



Level 9, 243 Edward St,
Brisbane, QLD 4001, Australia
ABN 21605682684

To whom it may concern,

Re: Submission in response to Protecting Customers affected by Family Violence rule change

ReAmped Energy recognises the devastating impact that family violence can have on customers and supports the proposal by Red Energy and Lumo Energy to extend protections for customers impacted by family violence across the AER states.

ReAmped Energy operates in Victoria and already has a Family Violence policy in place. It can be found on our website:

<https://www.reampedenergy.com.au/legal/family-violence-policy/>. ReAmped Energy treats this policy as one that applies to all our customers, not just those located in Victoria.

For simplicity for both customers and retailers, and so we can offer the best support to customers affected by family violence, we are of the opinion that the policy requirements should be the same across Victoria and the AER states.

Additionally, we are supportive of the proposal from Red Energy and Lumo Energy that retailers be granted an exemption where, in order to protect customers and meet their communication requirements, a retailer may not strictly meet the requirements of The Rules. Our view is that customers' health and wellbeing should be prioritised and retailers must not be punished for acting in the customers best interest.

Should you require any further information, please do not hesitate to contact Jack Rowe, Compliance Manager at jack.rowe@reampedenergy.com.au .

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lindsay Nosworthy".

Lindsay Nosworthy
Chief Operating Officer
ReAmped Energy

01/03/2022