

2 August 2022

Australian Energy Market Commission

By online submission service

Protecting Customers Affected by Family Violence Rule Change – Draft Determination (RRC0042)

Aurora Energy welcomes the opportunity to provide feedback on the Australian Energy Market Commission's (AEMC) draft determination for the 'Protecting Customer Affected by Family Violence' rule change.

As per our March 2022 submission, Aurora Energy is passionate about providing quality services and support to all our customers, particularly when they need it most, including through our nationally-recognised Your Energy Support hardship program. Our commitment to supporting vulnerable customers is reinforced by our voluntary establishment of a Family and Domestic Violence Policy (**Policy**) to support customers impacted by family and domestic violence.

Aurora Energy has reviewed the proposed rule change and reiterates its broad support. There is great alignment between the AEMC proposal and Aurora Energy's Policy, hence, no material implementation issues are expected to arise following completion of the rule change.

In reviewing the detail of the draft determination, one point is highlighted for further consideration by the AEMC. There currently appears to be no requirement for customers to provide evidence of their family and domestic violence situation. Whilst this is understandable given the complexities involved and challenging circumstances that family and domestic victims find themselves in, there are other established examples such as life support protection that do require supporting evidence. This can be an important consideration when ensuring retailers are focused on supporting only those most in need and not allocating resources unnecessarily.

Finally, it is noted that the engagement and approach undertaken by the AEMC to establish a nationally consistent approach to supporting family and domestic violence customers is commendable and highly supported by Aurora Energy.

Yours sincerely

A handwritten signature in black ink, appearing to read "Oliver Cousland".

Oliver Cousland
Company Secretary / General Counsel