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Australian Energy Market Commission
PO Box A2449
South Sydney NSW 1235

Lodged online: http://www.aemc.gov.au/Contact_Us/Lodge-a-submission.aspx

Draft Rule Determination – National Electricity, Retail and Gas Amendments Rule 2016 – Improving the Accuracy of Customer Transfers

Simply Energy welcomes the opportunity to provide a submission to the Australian Energy Market Commission (AEMC) in response to the Draft Rule Determination – National Electricity, Retail and Gas Amendments Rule 2016 – Improving the Accuracy of Customer Transfers (the Draft Determination).

Simply Energy operates in Victoria, South Australia, New South Wales, Queensland and the Australian Capital Territory retailing electricity and gas to over 600,000 customer accounts.

The Council of Australian Governments (COAG) Energy Council rule change request proposes that if a customer complains (to their current or previous retailer) that they have been transferred from the previous retailer erroneously, then the retailer that receives the complaint must resolve it in accordance with its standard complaints and dispute resolution procedures. If the transfer is found to be erroneous then this retailer must advise the customer once it has been rectified.

Simply Energy supports the requirement for retailers to ensure that any transfer of a customer that is found to be erroneous is rectified promptly and in a manner that gives customers confidence in the ability of retailers to service customers effectively.

However, Simply Energy does not consider that the COAG Energy Council proposal takes into account the various reasons why erroneous transfers occur. Similarly, our main concern is the draft rule's assumption that the customer always knows which retailer is responsible for a transfer, and should therefore be contacted.

The Draft Determination

Draft rule 57A seeks to pre-determine who is responsible, what methods they are to use, and the timeframes they are to follow in order to correct an erroneous transfer. However, the draft rule only addresses one scenario under which an erroneous transfer may occur – namely where a retailer transfers the correct site but without obtaining the customer's explicit informed consent (EIC). Other erroneous transfer scenarios will have to be addressed on a case by case basis.

Simply Energy considers that erroneous transfers are a very low volume in comparison to the number of customer transfers overall, and that when they arise they should all be dealt with between the current and previous retailer, and the customer, on a case by case basis.

Simply Energy believes that the market currently provides appropriate remediation procedures to ensure that erroneous transfers are resolved. We have noted that the volume of complaints regarding erroneous transfers has not grown significantly despite a growth in customers choosing a new retailer.

New draft Rule 116(1)(j) prevents a retailer de-energising a site if the customer transferred to that retailer within the previous 12 months and the retailer does not have a record of the customer's EIC to transfer to them in that period.

![Simply energy by ENGIE logo]

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Simply Energy requests the AEMC to confirm that draft rule 116(1)(j) will not apply to the scenario where a new customer moves into a site and is placed onto a standing offer (which does not require the customer's EIC) and subsequently a de-energisation is required.

Finally, Simply Energy supports the AEMC's decision not to apply an address standard. Simply Energy agrees with the AEMC that this would have added time, costs, and other resources to implement, for no net benefit to consumers.

If you have any questions or wish to speak to a representative from Simply Energy regarding this submission, please do not hesitate to contact Alan Love on 03 8807 5113.

Yours sincerely,

James Barton
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