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22 December 2016

Mr John Pierce
Chairman
Australian Energy Market Commission
PO Box A2449
SYDNEY SOUTH NSW 1235

Dear Mr Pierce

ERC0195 - NATIONAL ELECTRICITY AMENDMENT (IMPROVING THE ACCURACY OF CUSTOMER TRANSFERS) RULE 2016 – DRAFT DETERMINATION.

Ergon Energy Corporation Limited (Ergon Energy), in its capacity as a Distribution Network Service Provider (DNSP) in Queensland, welcomes the opportunity to provide comment to the Australian Energy Market Commission (AEMC) on its *National Electricity Amendment (Improving the accuracy of customer transfers) Rule 2016 – Draft Determination*.

Ergon Energy supports the AEMC's draft rule on improving the resolution of customer transfers without consent. The process proposed by the AEMC to rectify incorrect retail transfers places clear obligations on the appropriate parties involved in the process, which should deliver a more efficient outcome for customers.

Ergon Energy also supports the AEMC's proposal not to introduce a new address standard, for the reasons outlined by the AEMC in its Draft Determination.

Should you require additional information or wish to discuss any aspect of this submission, please do not hesitate to contact either myself on (07) 3851 6416 or Trudy Fraser on (07) 3851 6787.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jenny Doyle'.

Jenny Doyle
Group Manager Regulatory Affairs

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