



ENERGY & WATER  
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Mr Ed Chan  
Director  
Australian Energy Market Commission  
PO Box A2449  
Sydney South NSW 1235

Submitted online

11 May 2021

Dear Mr Chan,

**Submission to the Australian Energy Market Commission's ("AEMC's")  
Integration of Distributed Energy Resources Draft Determination ("DER  
Integration consultation")**

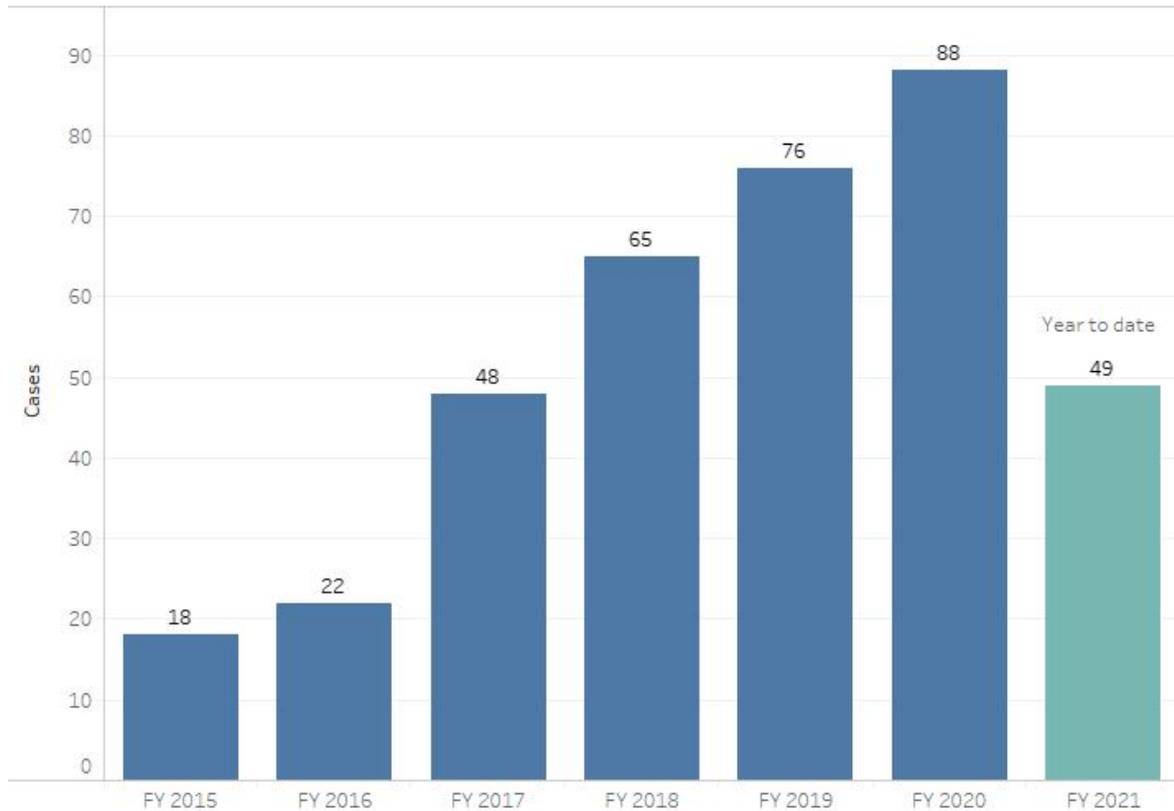
The Energy and Water Ombudsman (SA) Limited ("the Scheme" or "Energy & Water Ombudsman SA") welcomes the opportunity to comment on the DER Integration consultation.

Energy & Water Ombudsman SA is the independent energy and water ombudsman scheme in South Australia. It receives, investigates and facilitates the resolution of complaints from customers of energy and water providers about (*inter alia*) the connection, supply or sale of electricity, gas or water.

A notable issue is the number of complaints the Scheme receives about voltage variations. We have previously reported on this to the AER. The figure below indicates the number of complaints we receive on this issue. According to our experience, customers who have purchased solar systems are increasingly finding that their capacity to export is disrupted. The Scheme supports efficient measures to better manage voltage variations arising from increased DER on the network.

While the trend in recent years has been a steady increase in voltage variation cases, this current financial year appears to be tracking slightly below trend. It is too early to provide the reasons for this, but it is worth noting that there has been an overall decrease in case volumes within the Scheme.

Cases received with primary issue 'Variation in Supply Leakages' > 'Variations in Voltage'  
Each financial year since 2014/15, as at 1/5/2021



**Figure 1: Complaints received by EWOSA about voltage variations from FY2014-15 to current FY**

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via [jo.desilva@ewosa.com.au](mailto:jo.desilva@ewosa.com.au) or phone (08) 8216 1851.

Yours sincerely,

Jo De Silva  
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