

Our ref: 0743-1608241381-192

12 January 2021

Australian Energy Market Commission  
GPO Box 2603  
SYDNEY NSW 2000  
aemc@aemc.gov.au

Dear Sir/Madam

**RRC0038: Maintaining life support customer registration when switching Draft Rule Determination – 5 November 2020**

Thank you for the opportunity to make a submission on the Draft Rule Determination on the *National Energy Retail Amendment (Maintaining Life Support Customer Registration when switching) Rule 2020*.

**Background to EWOQ**

The Energy and Water Ombudsman Queensland (EWOQ) provides a free, fair and independent dispute resolution service for small electricity and gas customers across Queensland and water customers in South East Queensland who are unable to resolve a dispute with their supplier.

This submission is based on our experience as an external dispute resolution scheme dealing with residential and small business energy customer complaints in Queensland.

**Feedback on the draft rule determination**

EWOQ reiterates its support for the introduction of the proposed reforms which aim to improve the switching process for life support customers and welcomes the opportunity to provide further feedback.

In principle, EWOQ supports the intention of the draft rule and endorses the proposed solution which introduces an obligation on the outgoing registration process owner (RPO) to provide a life support customer with a copy of their medical confirmation form or document for re-use with their incoming RPO. We concur it will benefit life support customers considerably when compared to the current arrangements. We anticipate that the proposed change is likely to enhance retail market participation of life support customers by making it easier for these customers to engage in switching activities. This is in line with the proponent's objectives.

EWOQ further endorses the 10-business day timeframe for the RPO to provide the customer with a copy of the medical confirmation form/document used to register the customer's premises and the proposed commencement date being 4 March 2021.

If you require any further information regarding our submission, please contact Ms Lyndal Bubke, Principal Policy Officer on 07 3087 9423 or [lyndal.bubke@ewoq.com.au](mailto:lyndal.bubke@ewoq.com.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jane Pires', written in a cursive style.

Jane Pires

Energy and Water Ombudsman