



ENERGY & WATER
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Mr Conrad Guimaraes
Adviser
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Submitted online

14 August 2021

Dear Mr Guimaraes,

**Submission to the Australian Energy Market Commission's ("AEMC's")
Maintaining life support customer registration when switching Draft
Determination ("life support consultation")**

The Energy and Water Ombudsman (SA) Limited ("EWOSA") welcomes the opportunity to comment on the life support consultation.

EWOSA 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.

EWOSA has previously submitted that we support the intent of the rule change to enhance the retail market participation of life support customers. We believe that the solution proposed makes it easier for the customer to engage in switching activity and that this would be a positive outcome.

EWOSA notes that the AEMC has proposed a more preferable draft rule which would be a lower cost solution than that proposed by EWON. EWOSA finds the alternative draft rule acceptable. We wish to submit that as well as requiring the incoming RPO to inform the customer that for the purpose of providing medical confirmation, the customer may submit the medical confirmation that was submitted to their previous retailer or distributor, that consideration be given to requiring the incoming RPO to inform the customer that they may obtain the medical confirmation from their previous retailer or distributor. This would mean that the customer receives notice that they do not have to have kept a copy of the medical confirmation and that the previous RPO is required to provide it to the customer.

EWOSA notes that six out-of-scope issues have been raised in submissions to the Consultation Paper, including the obligation to deregister customers who do not provide medical confirmation and provision of more information on life support customer needs. EWOSA supports further consideration of these issues as part of a more holistic or consolidated rule change process.

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 or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva', with a stylized, cursive script.

Jo De Silva

Policy and Communications Lead

Energy and Water Ombudsman SA