

3 September 2020

Mr. John Pierce
Chairman
Australian Energy Market Commission
Level 6, 201 Elizabeth Street,
Sydney NSW 2000.
201 Elizabeth Street Sydney NSW, 2000

AEMC, Maintaining life support customer registration when switching, Consultation paper

Submitted online: www.aemc.gov.au/contact-us/lodge-submission. **Your reference –** rrc0038

Dear Mr. Pierce

Thank you for the opportunity to provide a submission in response to the Australian Energy Market Commission's (AEMC) consultation on the proposed Maintaining life support customer registration when switching amendment.

Next Business Energy P/L (NBE) is a 100% Australian owned and operated electricity retailer. NBE is focussed on providing competitively priced electricity to businesses in Victoria, New South Wales, South Australia, Queensland, and the Australian Capital Territory.

Next Business Energy that while EWON has identified the issue of reapplication of Life Support documentation as one that can be improve, we do not believe that their solution would be simple to apply across all the parties involved.

NBE considers that the AEMC should instead consider the development of a "National Energy Life Support Registry", managed by AEMO. Such a registry would provide single repository for customers, retailers, distributors and other parties to access and update a customer's relevant data. This registry would be linked to a customer's NMI and MIRN, and would enable all responsible parties to be notified via MSATs that a customer is a "life support customer" and link to life support B2B transactions, This would speed up processes and allow access for the appropriate parties required the information and forms.

This link to the registry would move with the customer from retailer to retailer or be moved from NMI to NMI, and be removed when a new customer transaction occurred. This registry could also be updated by a customer or perhaps their medical practitioner, when required. If a registry account is not updated with a new NMI, automated follow up processes could be initiated.

Adoption of such a centralised solution would eliminate many of the issues identified by EWON, and would improve the Life Support registration and administration process generally, as there

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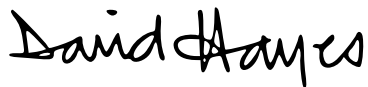
would be only one single source of information that all appropriate parties could access and update as required.

NBE also considers that this approach would improve Life Support processes across the industry, reducing risks, speeding up transaction times and improving outcomes for all parties. It is also consistent with the envisaged Customer Data Right processes that are also currently under consideration, to be undertaken by AEMO and retailers.

Please find attached our completed comments table.

Should you require any further information regarding this submission, please do not hesitate to contact Andrew Mair Manger Regulation and Compliance on 0419 388 283 or via email at andrew@nextbusinessenergy.com.au

Your sincerely



David Hayes
Chief Executive Office