

**From:** [Anna Klappas](#)  
**To:** [Conrad Guimaraes](#); [Alisa Toomey](#)  
**Subject:** FW: Submission Received  
**Date:** Thursday, 3 September 2020 5:57:40 PM

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-----Original Message-----

From: DoNot Reply <DoNot.Reply@aemc.gov.au>  
Sent: Thursday, 3 September 2020 4:15 PM  
To: Submissions <Submissions@aemc.gov.au>  
Subject: Submission Received

The below submission has been lodged and confirmed on the AEMC Web site.

Submission Type: Rule Change

Reference: Maintaining life support customer registration when switching

Organisation: Physical Disability Council NSW

First Name: Carolyn

Last Name: Campbell-McLean

Email: carolyncampbellmclean@gmail.com

Phone Number: [REDACTED]

Comments: Hello there

My name is Carolyn and I am a woman who has lived with a physical disability my whole life. I use a power wheelchair for mobility, rely on carers 4 times per day for all personal care and housework help, and use a bipap machine to breath every night.

As a peer facilitator for Physical Disability Council and Muscular Dystrophy NSW I have heard many of my peers comment about the amount of hassle it is to do the red tape associated with getting concessions on their energy bills. I am in the same situation. People raise that they don't change plans or providers because it is too much paperwork and they don't want to lose their discount. People get trapped in paying large bills and with Corona virus and staying home for the past six months our bills are already higher than usual.

Please make it easier for us to change energy providers without having to go through the hoops of doing all the paperwork again. We have enough on our plates with managing covid, carers and the extra things you have to do to manage life with a disability. Please make this system streamlined and user friendly and easier! Make the concessions follow the customer.

Thank you so much to EWON and the Australian Energy Market Commission for listening to our concerns and trying to take action to make this system better!

Kind regards

Carolyn Campbell-McLean

Member Disability Council NSW

URL: <https://www.aemc.gov.au/admin/structure/contact/messages/5278>