



COAG
Energy Council
Senior Committee
of Officials

Mr John Pierce
Chairman
Australian Energy Market Commission
PO Box A2449
SYDNEY SOUTH NSW 1235

Dear Mr Pierce

Thank you for the Australian Energy Market Commission's Review of Electricity Customer Switching in the National Electricity Market in April 2014. The Review offered the Council of Australian Governments' Energy Council a clear framework to improve the timing and accuracy of customers switching electricity retailers.

The Energy Council has agreed to five of the six recommendations put forward in the Review. Two of these recommendations have been addressed through tasking the Australian Energy Market Operator to develop an approach for cleansing the National Metering Identifier data and reviewing the Market Settlement and Transfer Solutions framework to improve its effectiveness. The former Senior Committee of Officials Chair wrote to Australian Energy Market Operator in March 2015 and I understand these tasks are well advanced.

In response to the Review, the Energy Council agreed to submit two rule change requests to address the remaining three agreed recommendations. The two rule change requests are attached for your consideration. Should you wish to discuss this program of work further, please do not hesitate to contact Veronica Westacott, Manager, Retail Policy, Commonwealth Department of Industry, Innovation and Science, by telephone on (02) 6243 7648 or Veronica.Westacott@industry.gov.au.

Yours sincerely

Steven Kennedy
Chair
COAG Energy Council Senior Committee of Officials
26 November 2015