

22 December 2016



positive energy

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

Dear Mr Pierce

**Draft Determination: Improving the accuracy of customer transfers
(ERC0195)**

Energex Limited (Energex) appreciates the opportunity to provide a submission to the Australian Energy Market Commission (AEMC) on its draft determination on a rule change request received from the Council of Australian Governments (COAG) Energy Council. This rule change request, which flowed from the AEMC's review of electricity customer switching arrangements in the National Electricity Market in 2014, proposes that obligations should be placed on retailers to resolve erroneous customer transfers in a timely manner and the implementation of an address standard in order to reduce errors and delays in processing transfers.

Energex supports the draft rule which places obligations on retailers to resolve transfers that have occurred without the customer's explicit informed consent and agrees that this change may lead to improved transfer experiences for electricity customers. Energex also welcomes the AEMC's decision not to make a draft rule to introduce an address standard on the basis that it would be costly and complex to implement and that the costs that would be incurred by market participants would likely outweigh the benefits.

Should you have any queries regarding this submission, please contact Nicola Roscoe, on (07) 3664 5891.

Yours sincerely

Rachel Leaver
Acting Group Manager Regulation and Pricing

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