

**Submission to the Australian Energy Market Commission's  
Consultation Paper:  
Maintaining Life Support Customer Registration when Switching**

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Combined Pensioners and Superannuants Association (CPSA) is a non-profit, non-party-political membership association founded in 1931 which serves pensioners of all ages, superannuants and low-income retirees. CPSA's aim is to improve the standard of living and well-being of its members and constituents. CPSA receives funding support from the NSW Government Departments of Communities & Justice and Health and the Australian Government Department of Health.

CPSA does not currently have the capacity to form its own submission to the Australian Energy Market Commission's (AEMC) consultation paper *Maintaining Life Support Customer Registration when Switching*. However, CPSA is a member of the Energy and Water Consumers' Advocacy Program (EWCAP) reference group and as such will support the Public Interest Advocacy Centre's (PIAC) submission.

CPSA represents people with health issues and their carers and is acutely aware of the stress that comes with living with or caring for someone with a serious health condition. Therefore CPSA strongly supports a rule change to allow moving to a new house or switching energy retailers easier and safer for customers on the Life Support Register.

The consultation paper made it clear that by placing the onus on customers to complete a medical confirmation form every time they move house or change retailers then a potentially dangerous situation is created by their not being on the Life Support Register. Customers on the Life Support Register must also experience obstacles in finding the most competitive energy retailer because of this.

CPSA prefers the first solution proposed by EWON. However, after reviewing EWON's solutions and then PIAC's alternative solution, CPSA supports the latter. It is of CPSA's opinion that PIAC's proposal goes further to the point of valuing the saving of lives. In addition to this, the PIAC process appears to provide greater support and ease of process to vulnerable customers.