



ENERGY & WATER
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Mr Conrad Guimaraes
Adviser
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Submitted online

31 August 2020

Dear Mr Guimaraes,

**Submission to the Australian Energy Market Commission's ("AEMC's")
Maintaining life support customer registration when switching Consultation
("life support consultation")**

The Energy and Water Ombudsman (SA) Limited ("EWOSA") welcomes the opportunity to comment on the life support consultation.

EWOSA is the independent energy and water ombudsman scheme in South Australia. It receives, investigates and facilitates the resolution of complaints from customers of energy and water providers about (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA supports the intent of the rule change to enhance the retail market participation of life support customers. We believe that the solution proposed makes it easier for the customer to engage in switching activity and that this would be a positive outcome.

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via jo.desilva@ewosa.com.au or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva'.

Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA

