

13 February 2020

Ms Suzanne Falvi
Acting Chief Executive
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Dear Suzanne

AEMC Reference ERC0275 – Introduction of metering coordinator planned interruptions

Thank you for the opportunity to comment on the Australian Energy Market Commission's (AEMC's) *Introduction of metering coordinator planned interruptions* draft determination.

The Energy & Water Ombudsman NSW (EWON) investigates and resolves complaints from customers of electricity and gas providers in NSW, and some water providers. EWON receives and responds to complaints from customers on metering work and electricity supply interruption issues relating to retailer and distributor activities. Our comments are informed by our investigations into these complaints, and through our community outreach and stakeholder engagement activities.

The AEMC's draft determination introduces timeframes for meter installation and repair at premises with shared fusing and maintains existing responsibilities for planned supply interruptions of these customers. EWON supports the draft determination position. Timeframes for distributors, retailers and metering coordinators should fix the metering work delays identified by the rule proponent and allow this work to proceed when other customers' power is required to be interrupted.

We consider the AEMC's draft determination addresses the concerns raised in our submission to the consultation paper, particularly about maintaining customer access to independent dispute resolution. We also agree that retaining retailer and distributor responsibility for metering related planned supply interruptions will facilitate continued customer access to independent dispute resolution.

If you would like to discuss this matter further, please contact me or Rory Campbell, Manager Policy and Research, on (02) 8218 5266.

Yours sincerely



Janine Young
Ombudsman
Energy & Water Ombudsman NSW

Energy & Water Ombudsman NSW

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