



Energy & Water
Ombudsman NSW
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7 November 2017

Ms Anne Pearson
Chief Executive
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Dear Anne

AEMC Reference RRC0009 – Strengthening protections for customers requiring life support equipment

Thank you for the opportunity to comment on the Australian Energy Market Commission's Draft Determination: Strengthening protections for customers requiring life support equipment.

The Energy & Water Ombudsman NSW (EWON) investigates and resolves complaints from customers of electricity and gas providers in NSW, and some water providers. Our comments are informed by these complaints and also from our community outreach and stakeholder engagement activities.

EWON receives a small number of complaints each year which relate to the registration of life support equipment or the actual or imminent disconnection of a life support customer. Also, it occasionally emerges during a complaint about an unrelated matter, that a customer has life support equipment but didn't know to register it with their energy retailer or network company.

A common theme of those few complaints is difficulty and delays in registering life support equipment. The Commission's draft rule will make this process easier and more transparent for customers, retailers and distributors. On this basis, EWON supports the Commission's approach.

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

A handwritten signature in blue ink that reads "Janine Young".

Janine Young
Ombudsman
Energy & Water Ombudsman NSW