



**EnergyAustralia**

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Mr Malcolm Roberts  
Queensland Competition Authority  
GPO Box 2257  
Brisbane Q 4001

Dear Mr Roberts

### **Response to Proposed amendments to customer notification and consent provisions in the Electricity and Gas Industry Codes**

EnergyAustralia appreciates the opportunity to comment on the QCA's Draft Decision on Proposed amendments to customer notification and consent provisions in the Electricity and Gas Industry Codes.

EnergyAustralia is one of Australia's largest energy companies, providing gas and electricity to over 2.7 million residential and business customers. EnergyAustralia owns and operates a multi-billion dollar portfolio of energy generation and storage facilities across Australia including coal, gas and wind assets with control of over 5,500 MW of generation in the National Electricity Market.

We believe that consumer engagement is improved when retailers establish an ongoing dialogue with their customers and our current practice with regard to providing notification prior to the end of a customer's benefit term reflects this. We believe that this is simply good practice and should not require codification. We do not oppose the QCA's decision to enshrine this protection for all consumers who have entered contracts with a fixed term of fixed benefit period.

We point out however, that the draft decision references the fact that many customers of the major retailers already enjoy this protection. We wish to register our philosophical opposition to regulatory intervention where the competitive market is delivering appropriate outcomes. We also wish to reference the announcement that Queensland will be adopting the NECF and highlight our view that any regulatory decisions which result in divergence from the national framework should be avoided.

We support the QCA's draft decision to not accept the Minister's proposal to require retailers to obtain explicit informed consent before they can apply new benefits. EnergyAustralia considers that introducing such a requirement would result in a considerable number of customers being worse off as they would revert to their retailer's standing offer tariffs if explicit informed consent could not be obtained. We also support this decision on the basis that it is consistent with the National Energy Retail Rules.

If you wish to discuss any aspect of this submission, please contact on [joe.kremzer@energyaustralia.com.au](mailto:joe.kremzer@energyaustralia.com.au) or via telephone of (03)8628 1731.

Regards

A handwritten signature in black ink, appearing to read 'Joe Kremzer', with a long horizontal flourish extending to the right.

**Joe Kremzer**  
Regulatory Manager