



AUSTRALIA & NEW ZEALAND ENERGY AND WATER
OMBUDSMAN NETWORK

C/- Energy Industry Ombudsman South Australia
GPO Box 2947
ADELAIDE SA 5001

11 December 2006

Manager – MCE Secretariat
Department of Industry, Tourism and Resources
GPO Box 9839
CANBERRA ACT 2601

By email: MCEMarketReform@industry.gov.au

Dear Madam/Sir

Re: Retail Policy Working Group – National Framework for Distribution and Retail Regulation – Working Paper 1 (November 2006)

The Australian members of ANZEWON, the Australia & New Zealand Energy and Water Ombudsman Network, provide the following brief comments in response to the *Retail Policy Working Group – National Framework for Distribution and Retail Regulation – Working Paper 1 (November 2006)* ('Working Paper 1'). (As Western Australia has not committed to national regulation of its energy retail and distribution services, the WA Energy Ombudsman has not commented on the working paper)

We express our support for:

- regulated requirements for comprehensive standing offer and market contract terms and conditions; and
- comprehensive and energy-specific regulation of the marketing of energy.

Our support for this regulation is based on:

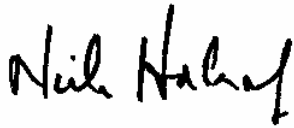
- our extensive and ongoing experiences of receiving, investigating and facilitating the resolution of complaints involving consumers and energy providers;
- our experiences of energy retail competition issues in South Australia, Victoria and New South Wales and the expectation that such issues will also arise in Western Australia and Tasmania; and

- a recognition that electricity and natural gas are essential services.
- this regulation will provide consistency and confidence for retailers active in the national energy market.

Detailed comments on Working Paper 1, are contained in the submissions made by the Energy & Water Ombudsman NSW and the Energy and Water Ombudsman (Victoria), which we endorse.

We would be pleased to discuss the above comments further and can be contacted via (08) 8216 1888.

Yours sincerely



(on behalf of)

ANZEWON
Australia & New Zealand Energy and Water Ombudsman Network

Nick Hakof, Energy Industry Ombudsman South Australia
Clare Petre, Energy & Water Ombudsman, NSW
Fiona McLeod, Energy & Water Ombudsman (Victoria)
Simon Allston, Tasmanian Energy Ombudsman