



ENERGY & WATER
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Ms Tina Maiese
Senior Policy Officer
Energy and Technical Regulation
Department for Energy and Mining
GPO Box 320
Adelaide SA 5001

[Emailed to tina.maiese@sa.gov.au](mailto:tina.maiese@sa.gov.au)

5 November 2019

Dear Ms Maiese,

**Submission to the Department for Energy and Mining (“the Department”) Retailer
Energy Efficiency Scheme (“REES”) - Directions Paper**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on the Department’s REES - Directions Paper (“the Directions Paper”).

EWOSA is an independent Energy and Water Ombudsman Scheme in South Australia. It receives, investigates and facilitates the resolution of complaints by customers with regard to (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA broadly supports continuation of a targeted and efficient REES Scheme.

We endorse incentivising deeper retrofits to target priority group households and the move away from mainly lightbulbs and showerheads. We consider that hardship customers with high levels of debt and who are unable to meet consumption are in particular need.

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