



ENERGY & WATER
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Mr Ben Wilson
Chief Executive Officer
Australian Gas Infrastructure Group
Level 6, 400 King William Street
Adelaide SA 5000

Submitted electronically communityengagement@agig.com.au

17 April 2020

Dear Mr Wilson,

**Submission to the Australian Gas Networks (“AGN”)
Consultation on the Draft Plan 2021 - 2026 (“the Draft Plan”)**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on AGN’s Consultation on the Draft Plan.

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 receives complaints and disputes between consumers of electricity, gas and water services and Members of the scheme. AGN is a Member of EWOSA.

EWOSA has welcomed involvement in the co-design workshops focussed on vulnerability as part of AGN’s development of the Draft Plan. EWOSA supports the AGN proposal to develop a vulnerable customer assistance program.

AGN has noted that opportunities to support vulnerable customers which AGN are considering include:

- A priority services register that allows AGN to proactively contact customers in circumstances such as outages
- Rebates or discounts for connection fees or plumbing assistance
- Policy advocacy for vulnerable customers
- Specialised training programs for customer facing service roles

EWOSA considers that all of these initiatives would be valuable in supporting those most vulnerable in our community. We see much evidence of the challenges some customers are facing in South Australia and believe that supporting vulnerable customers is a high priority for the energy and water sector.

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', with a stylized, cursive script.

Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA