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Mr Rod Sims
Chairman
Australian Competition and Consumer Commission
GPO Box 3648
Sydney NSW 2001

22 May 2020

Dear Mr Sims,

**Submission to the Australian Competition and Consumer Commission (“ACCC”):
revised Guide to the Electricity Retail Code**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on the ACCC’s consultation on the revised Guide to the Electricity Retail Code (“revised Guide”).

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.

As outlined in the revised Guide consultation notice, the ACCC is welcoming feedback on the revised Guide as well as any other issues related to the Code. As the Scheme is generally supportive of the revised Guide, this submission provides a thematic overview of customer cases about the Default Market Offer (“DMO”).

EWOSA has received a limited number of cases about the DMO – 12 in total since June 2019. 5 of these were Enquiries. These are requests for information or assistance where we do our best to provide the most appropriate response. Only 1 of these 12 cases was categorised as a complaint, which is an expression of dissatisfaction with a Member regarding a policy, practice or customer service performance. The remaining cases were referred back to the supplier.

The cases related to:

- wanting information about how the DMO works
- receiving information from their retailer about the DMO and wanting further information and clarification
- wanting to know why discounts have reduced
- questioning why the DMO did not result in a price reduction.

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