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24 November 2020

**Submission to the Department for Energy and Mining Emergency Management Powers Consultation**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on the Department’s Emergency Management Powers Consultation.

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 the Emergency Management Act 2004 becoming the primary legislative instrument for an electricity supply emergency, including an expanded list of market participants which could be directed by the Minister. We experience the value that customers place on reliability and system security and consider the proposed Bill supports their delivery.

EWOSA recommends that a communications plan be developed to inform customers of the changes if made. EWOSA considers this will be particularly important for residential customers who may be classified as market participants under the new arrangements.

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](mailto: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