



ENERGY & WATER
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Attention: Policy Unit
Concessions and Support Services
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Emailed to concessionspolicy@sa.gov.au

14 September 2021

**Submission on the Concessions and Support Services (“CASS”) review of the
Emergency Electricity Payment Scheme 2013 (“EEPS”)**

The Energy & Water Ombudsman (SA) Limited (“the Company”) welcomes the opportunity to comment on the CASS EEPS review.

The Company 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.

The Company regularly receives complaints from customers relating to credit management issues including financial hardship and disconnection. Based on our experiences, we recommend that CASS review the following EEPS provisions:

- the \$400 payment amount and whether it is in line with electricity prices, CPI increases, average bills and current debt levels
- the \$2000 cap and whether this remains appropriate considering current average bills and debt levels
- access to the EEPS for customers in embedded networks.

We also encourage CASS to consider EEPS coverage for customers in the Department for Energy and Mining’s Remote Area Energy Supply scheme, who may have to start paying for electricity under the Department’s proposed changes to the regulations.

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