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Ms Jessica O'Riley
Manager, Licensing
Essential Services Commission of South Australia
GPO Box 2605
Adelaide SA 5001

By email [REDACTED]

19 September 2022

Dear Ms O'Riley,

Submission to the Essential Services Commission of South Australia (the Commission) Small-scale Energy Networks Consumer Protection Framework Review (Small-scale Energy Networks Review) Draft Decision.

The Energy and Water Ombudsman (SA) Limited (Energy & Water Ombudsman SA) welcomes the opportunity to submit on the Commission's Small-scale Energy Networks Review Draft Decision.

Energy & Water Ombudsman SA 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.

Small-scale energy networks are Members of the Energy & Water Ombudsman SA, and we receive complaints from their customers about aspects of their service and performance.

In terms of the Small-scale Energy Networks Review Draft Decision, we support the changes that are proposed so that customers of small-scale energy networks have a more consistent set of core protections across the two fuel types. We support stronger and more consistent consumer protections for these customers.

In terms of hardship and disconnections, we acknowledge there is already alignment between the NECF provisions and those of the Commission. Given there is already some alignment, any additional protections should be considered in light of the costs to the small providers and the additional benefits it offers the customer. We believe the focus should appropriately be on protecting vulnerable customers and support the provisions in the Draft Decision.

We support the proposed updates to the Prepayment Meter System Code.

Should you require further information or have any enquiries in relation to this submission, please contact me at [REDACTED] or on [REDACTED].

Yours sincerely

[REDACTED]

Jo De Silva

Policy and Communications Manager