

**AER Sustainable Payment Plans Framework**

By email: [AERInquiry@aer.gov.au](mailto:AERInquiry@aer.gov.au)

13<sup>th</sup> April 2016

Dear Sir/Madam

**AER Sustainable Payment Plans Framework**

ActewAGL Retail welcomes the opportunity to provide comments on the *AER Sustainable Payments Framework (v0.4)*.

Since October 2015, the AER has worked collaboratively with a wide range of stakeholders to develop this Sustainable Payment Plans Framework (Framework). ActewAGL Retail has been an active participant throughout this process.

ActewAGL Retail has reviewed the final draft (v0.4) and is supportive of the proposed approach. ActewAGL Retail notes that whilst adoption of the Framework is not a formal compliance obligation for retailers, retailers who have committed to adopting and implementing the Framework will have their name published in a list of signatories and will be expected to apply the Framework and continue to meet the standards and principles set out therein.

ActewAGL Retail looks forward to continuing to work with the AER and other community organisations to achieve better outcomes by helping customers with payment plans that are both affordable and sustainable.

If you require further information, please contact Rachael Turner, Manager Business Projects at [rachael.turner@actewagl.com.au](mailto:rachael.turner@actewagl.com.au)

Sincerely



Ayesha Razzaq  
General Manager Retail