



Mr Warwick Anderson
General Manager – Network Regulation
Australian Energy Regulator
GPO Box 3131
CANBERRA ACT 2601

By Email: consumerengagement@aer.gov.au

16 August 2013

Dear Mr Anderson

RE: Draft Consumer Engagement Guideline for Network Service Providers

CitiPower and Powercor Australia (**the Businesses**) are pleased to make this submission in response to the Australian Energy Regulator's (**AER**) Draft Consumer Engagement Guideline for Network Service Providers.

The Businesses support the AER's Draft Consumer Engagement Guideline with some minor modifications as discussed during recent AER consumer forums and as reflected in the Energy Networks Association (**ENA**) submission.

Given the varying levels of consumer engagement awareness amongst distribution network service providers (**DNSPs**), as well as the individual circumstances of each DNSP in terms of distribution area and the challenges impacting future investment plans, the Businesses support the approach that the AER has taken in the Draft Guideline. By providing high level guidance and a principles-based approach, the AER has provided DNSPs with the flexibility to tailor their consumer engagement approach to meet their particular circumstances as well as providing the opportunity to be innovative in the way that their consumer engagement plans are developed and implemented. This should enable meaningful and effective consumer engagement on topics that are relevant to the Businesses' consumers.

The Businesses have embarked on a comprehensive assessment of their current stakeholder engagement capability. External stakeholder engagement research was conducted during the first half of 2013 which included one-on-one interviews, focus groups and online surveys. The research findings are key inputs into a business-wide stakeholder engagement strategy which will be progressively implemented during late 2013.

The Businesses are committed to undertaking meaningful and effective engagement with consumers, both as a key input into the development of regulatory proposals and to inform their business operations on an ongoing basis.

If you have any queries regarding this submission please do not hesitate to contact me on 03 9683 4465 or bcleeve@powercor.com.au.

Yours sincerely

Brent Cleeve
MANAGER REGULATION

REGISTERED OFFICE

40 Market Street, Melbourne VIC Australia Telephone: (03) 9683 4444 Facsimile: (03) 9683 4499
Address all Correspondence to: Locked Bag 14090, Melbourne VIC 8001 Australia
CitiPower Pty ABN 76 064 651 056 General Enquiries: 1300 301 101 www.citipower.com.au
Powercor Australia Ltd ABN 89 064 651 109 General Enquiries: 13 22 06 www.powercor.com.au