

Our Ref: EWOQ/17/0111

19 December 2017

Ms Sarah Proudfoot
General Manager - Retail Markets Branch
Australian Energy Regulator
www.AERInquiry@aer.gov.au

Dear Ms Proudfoot,

Re: *DRAFT AER (Retail) Exempt Selling Guideline*

Thank you for the opportunity to make a submission on the *Australian Energy Regulator's (AER) (Retail) Exempt Selling guideline*.

In our previous submission to the '*Access to dispute resolution services for exempt customers' issues paper*', EWOQ provided a detailed response to the areas of review and possible concerns in relation to the proposed changes. We are continuing to work on possible solutions and options on these matters in our current review of the funding and membership model.

After reviewing the current document and attendance at the recent forum on 14th December 2017, we have considered all issues and confirm that we have no proposed changes or concerns to note and remain in support of these proposed changes.

Thank you for your consideration of our response. If you require any further information regarding this response please contact Ms Lyn Stevens, General Manager Reporting, Policy and Research on ph (07) 3087 9455 or lyn.stevens@ewoq.com.au.

Yours sincerely,



Jane Pires
Ombudsman
Energy and Water Ombudsman Queensland