



# ENERGY AND WATER OMBUDSMAN Victoria

## Listen Assist Resolve

14 August 2013

Mr Warwick Anderson  
General Manager - Network Regulation  
Australian Energy Regulator  
GPO Box 520  
Melbourne VIC 3000

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

Dear Mr Anderson

**Re: Australian Energy Regulator (AER) Draft Consumer Engagement Guideline for Network Service Providers (Draft Guideline).**

Thank you for the opportunity to provide comment on the Australian Energy Regulator (AER)'s Draft Consumer Engagement Guideline for Network Service Providers.

As an industry-based external dispute resolution scheme, the Energy and Water Ombudsman (Victoria) (EWOV) provides alternative dispute resolution services to Victorian energy and water consumers by receiving, investigating and facilitating the resolution of complaints.

EWOV welcomes the AER's proposed Consumer Engagement Guideline (Draft Guideline) which we believe will help to improve engagement between consumers and the transmission and distribution network providers (network providers) that service them. The proposed Guideline is an opportunity for network providers to drive best practice engagement with energy consumers. EWOV would be happy to discuss potential and emerging trends based on our case data with network providers and the AER to assist them in better understanding consumer sentiment of the energy sector.

We trust the above comments are helpful. Should you require further information or have any queries, please contact Belinda Sandilands, Senior Research and Communications Advisor, on (03) 9672 4460 or at [Belinda.Sandilands@ewov.com.au](mailto:Belinda.Sandilands@ewov.com.au).

Yours sincerely

**Cynthia Gebert**  
**Energy and Water Ombudsman (Victoria)**

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