



**EnergyAustralia**

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Ms Sarah Proudfoot  
General Manager, Retail Markets  
Australian Energy Regulator  
Melbourne, Victoria 3000

Submitted electronically to: [aer inquiry@aer.gov.au](mailto:aer inquiry@aer.gov.au)

Dear Ms Proudfoot

### **AER Approval of Minimum Amount Owing for Disconnection**

EnergyAustralia welcomes the opportunity to comment on AER's review of the Minimum Amount Owing for Disconnection.

EnergyAustralia considers the current minimum disconnection amount of \$300 to be an appropriate figure which balances the retailer's right to minimise credit risk with the consumer's right to maintain supply through periods of temporary cash flow difficulty or exceptional circumstance such as extended holiday or hospitalisation. Although some evidence in terms of retail price movements suggests that it may be appropriate to revise the minimum disconnection amount downwards, we believe that maintaining this figure at \$300 will minimise customer confusion and lead to continued positive outcomes in terms of lower complaint numbers and disconnections.

If you require any further information on this submission, please contact me on 86281731 or via email at [joe.kremzer@energyaustralia.com.au](mailto:joe.kremzer@energyaustralia.com.au)

Yours sincerely,

**Joe Kremzer**  
Industry Regulation Lead