Mr Sebastian Roberts

General Manager, Network Regulation

Australian Energy Regulatory

Re: Energex’s Demand Management funding proposal to the Australian Energy Regulator (AER)

17th December 2014

Dear Mr Roberts,

I am writing to express my ongoing support and to reinforce the importance of the Energex Demand Management proposal or as we know it ‘PeakSmart Positive Payback’.

This has become a vital and integral part of our customer’s behavioural purchasing patterns when making the decision to buy a PeakSmart compatible air-conditioning unit driven by not only energy efficiency but the need to ensure the longevity of our network infrastructure and keep Queensland electricity prices at sustainable levels. Our customers are gaining a much better understanding of demand management and the effects it can have on their supply and associated costs. We see this initiative as comparable to the Water Rebate when introduced to ensure customers understood and adopted water saving appliances when making the critical purchasing decision.

Energex has been a driving force behind the success and ongoing supplier support of Peak Demand equipped air-conditioning units which is only a positive for the participating customers and the energy grid they are a part of. It would be extraordinarily difficult if the program was in any way jeopardised to keep the momentum going and ensure the security of supply for future customers as our hot weather in QLD continues to drive air conditioning sales and hence puts strain on energy supplies.

To date we have had no customer complaints nor concerns around Energex managing the demand through peak times and we have had no negativity in relation to performance of their appliance or their electricity supply in general which can only equate to a positive consumer perception of this program.

With the above in mind, I ask that the Energy Regulator support the Energex proposal and in turn support the consumers of electricity and those consciously aware of the pressure of energy cost and supply in QLD.

Warmest regards



Cameron Crowell

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