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Updating the Network and Retail Exemption Guidelines Consultation Paper May 2021

As a resident in a RV Village in Queensland, am very concerned with any changes within the Exemption Guidelines that may erode Consumer Protection laws, if anything the exemptions Guidelines should challenge any application firmer.

Concerns;

- Has the AER been correctly informed with information provided in an application for an exemption? If not, I believe some exemptions holders may misuse the exemption
- Embedded electricity exemption holders have in the past exploited residents in many ways with or without an exemption, causing harm by unlawful tariff charging & extracting what they can from the Elderly, Pensioners & people with little money to live on
- Using embedded electricity exemptions in ways like
 - Charging higher tariffs than they should be able to
 - Installing solar systems, then extracting solar output without the resident's knowledge
 - Solar systems, the exemption holder having the ability to remotely control solar output set limits from resident's inverters for the exemption holder to lower their costs at the expense of the residents
 - Higher energy costs for the residents
 - Misinformation provided, confusing residents
- All residents should have a choice of providers
- Will any changes affect the Public Interest?
- Who benefits? Not the residents, who should

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