24 October 2011

Your Ref: 465

General Manager

Retail Markets Branch

Australian Energy Regulator

GPO Box 520

Melbourne VIC 3001

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

Dear General Manager

**Comments on Exempt selling guideline amendments**

Thank you for your correspondence of 21 October 2011 regarding the proposed guidelines on Exempt Selling in financial hardship cases.

Following review of your submissions to date, I advise that the ACT Civil and Administrative Tribunal support the guideline establishing additional protection for exempt customers experiencing financial hardship.

ACAT believes the anticipated obligations for exempt suppliers, in regard to hardship customers, are a practical and community friendly based initiative with positive outcomes for affected customers.

We look forward to continuing to work with AER to progress the guidelines.

Yours sincerely

Linda Crebbin

General President

ACT Civil & Administrative Tribunal