

Stevens-Downie, Tom

From: Susan Crowe
Sent: Monday, 9 November 2015 5:30 PM
To: AER Exemptions
Subject: REVIEW OF RETAIL EXEMPT SELLING GUIDELINE 2015

In relation to the ammendment to the Retail Exemption Selling Guideline - 2015 I would like to make a submission.

In particular, point 6 is my concern. As a small business owner, trying to reduce wages and working long hours myself I find it ricultural that we are expected to claim rebates for other people. In twelve years I have not had the time or staff to claim these amounts back from Ergon and have paid out the rebates for all of that time. In a caravan park we have to keep on top of so many legislative changes, employee conditions and general industry requirements as it is. There is no way we can also become experts on who is able to claim a rebate on their electricity in accordance to the particular pension they may receive. The process of claiming the rebates back is very manual and I think it should be handled by the Government Department who organise the various pensions and entitlements.

I understand the need for these people to receive rebates but can totally not understand how that becomes the responsibility of the onseller. I can think of no other circumstance where this would be the case. It is a Government Rebate so they should control it and distribute it to whoever they deem suitable when the person applies directly to them.

I think New South Wales have come to a suitable arrangement and can not see why Queensland would not be the same. It would save a lot of confusion and miscommunication when one less party (being the onseller) is not involved in the process.

Regards

Susan Crowe