

15 March 2018

Ms Sarah Proudfoot  
General Manager – Retail Markets Branch  
Australian Energy Regulator  
GPO Box 520  
Melbourne VIC 3001

Submitted via: [AERInquiry@aer.gov.au](mailto:AERInquiry@aer.gov.au)

Dear Ms Proudfoot

**RE Retail Pricing Information Guidelines 2018**

TasNetworks welcomes the opportunity to make a submission to the Australian Energy Regulator (AER) on the Draft AER Retail Pricing Information Guidelines 2018 (**Guidelines**).

TasNetworks supports increases in transparency which further empowers customers to make more informed tariff choices and better understand electricity pricing frameworks. We recognise the importance of increased information provision and the important role this plays in enabling pricing reform.

We are therefore supportive of the proposed changes in the Retail Pricing Guidelines. We are currently undertaking an off-market trial that seeks to understand customer's electricity usage and how to best support our customers in making more informed tariff choices. Through this trial we are seeing firsthand the value of information provision in enabling and supporting customers in making more informed decisions about their electricity usage and associated pricing arrangements. The additional information provisions proposed in the Guidelines, such as a comparison pricing table, is a positive step towards empowering customers to make informed electricity related decisions.

If you wish to discuss this further, please contact Chantal Hopwood, Revenue and Pricing Team Leader on (03)6271 6511 or via email [Chantal.hopwod@tasnetworks.com.au](mailto:Chantal.hopwod@tasnetworks.com.au).

Yours sincerely



Kirstan Wilding

Leader Regulation