

Emma Watts <emma.watts@theenergycharter.com.au>

Re: Have your say on The Energy Charter

Ian Jarratt

Thu, Oct 4, 2018 at 3:33 PM

To:emma.watts@theenergycharter.com.au

Emma

Thanks for the opportunity to provide feedback.

Our comments are:

1. There is insufficient mention of quality of products and services. This is a major weakness since quality is of of great importance to consumers and is included in the NEO etc viz:

to promote efficient investment in, and efficient operation and use of, electricity services for the long term interests of consumers of electricity with respect to: price, quality, safety and reliability and security of supply of electricity.

It is not the same as reliability.

Maybe it can be included in principle 3?

2. The words **providers, businesses, company** are used in various places. It would be much better if only one word was used throughout and I suggest that it be **business(es)**

3. In several places the detail given is for electricity but the word energy is used. I found this confusing. I suggest that if something is very specific to a particular energy type it be specified.

4. I was surprised at the content of Principle in Action 5.1. The example an 88 year old customer having an outstanding debt of \$25,000, even if the business waived \$17000 is not a good look. Unless the text is changed or there is more info/explanation of how the debt arose, I suggest excluding it from the document.

Hope this is helpful and happy to discuss further if required.

Ian Jarratt

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"Better to light a small candle than curse the darkness"
(Chinese proverb)