



RIS Ref: DEWS088-0815

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21 October 2015

Rebekah Stylianou
A/Manager – Consumer & Retail Policy
Department of Energy and Water Supply
PO Box 15456
CITY EAST QLD 4002

Dear Ms Stylianou

Consultation RIS – On-supply customer access to energy rebates and the Energy and Water Ombudsman Queensland

Thank you for your enquiry of 21 August 2015 and further information received in September and October 2015, seeking advice on the adequacy of the Consultation Regulatory Impact Statement regarding on-supply customer access to both energy rebates and the Energy and Water Ombudsman Queensland (the Consultation RIS).

The Consultation RIS incorporates two separate but interconnected issues:

On-supply energy customer access to existing energy rebates.

The Consultation RIS presents three viable options for improving the administration of energy rebates to eligible on-supply customers, and where possible, outlines cost estimates and impacts. The Department's preferred option is the Australian Energy Regulator's (AER) creation of a mandatory requirement for on-suppliers to administer rebates (following the AER's review of their guidelines). However, if the AER's proposed amendment to condition 12(2) does not go ahead, the Department's alternate preferred option is the creation of a mandatory Queensland-based legislated obligation on on-suppliers to administer rebates for eligible on-supply customers.

On-supply energy customer access to the Energy and Water Ombudsman Queensland (EWOQ).

The Consultation RIS presents two options: to extend access to EWOQ to small on-supply customers and to maintain status quo. You note that no preferred option has been identified, but consider it appropriate in this instance to consult with stakeholders to help inform the decision.

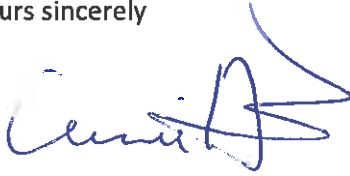
We note that the option to extend access to EWOQ to small on-supply customers has the potential for financial impacts on the broader Queensland energy customer base, in addition to on-supply customers.

Consultation with stakeholders will assist in determining whether these impacts are likely to be realised. Under the Treasurer's RIS System Guidelines, the preferred option should be the one that generates the greatest net benefit to the community as a whole.

We consider the Consultation RIS adequate for the purposes of public consultation.

Please contact Meghan Buckley, Assistant Analyst, on (07) 3015 5170 if you require any additional information or guidance in relation to the above comments or the RIS guidelines in general.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Carrie Haines', with a stylized flourish extending to the right.

Carrie Haines
Team Leader