

29 October 2019

Mr Brett Everett
Independent Pricing and Regulatory Tribunal (IPART)
PO Box K35
Haymarket Post Shop, Sydney NSW, 1240

Dear Mr Everett,

REVIEW OF THE PERFORMANCE AND COMPETITIVENESS OF THE NSW RETAIL ELECTRICITY MARKET

Endeavour Energy appreciates the opportunity to provide comment on IPART's 2018-19 review of the performance and competitiveness of the NSW retail electricity market.

As a Distribution Network Service Provider (DNSP) servicing over 1 million customers in the Western Sydney, Blue Mountain and Illawarra regions of NSW, Endeavour Energy supports initiatives that give customers greater ability to manage their electricity bill while improving the competitive functioning of the electricity market.

The way in which customers use Endeavour Energy's distribution network has been changing and will continue to change at an increasingly rapid pace, driven by customer investments in smarter more energy efficient appliances and new technologies such as solar photovoltaic (PV) installations, batteries and electric vehicles.

On 1 July 2019, Endeavour Energy introduced a suite of cost-reflective tariff options available to retailers and designed to empower our customers to make informed and efficient decisions about their use of Endeavour Energy's network, and investments in new technologies and to reward them for their efforts.

Enabling customers to make appropriate decisions about network use and investments in alternative technologies like solar PV will assist Endeavour Energy to make future network investments that customers are willing to pay for and, ultimately, to provide the network services customers want to use at the lowest possible cost.

We believe our cost-reflective tariff options will make energy more affordable to customers over the medium to long term by:

- creating greater opportunities for customers to lower their bill simply by optimising the timing of consumption in a way that fits with their lifestyle; and
- encouraging investments in technologies such as energy storage, west-facing solar PV and other technologies to reduce peak demand on the network.

Endeavour Energy supports IPART's draft recommendation to improve the Energy Made Easy and NSW Energy Switch comparator services to allow customers to input their interval meter data to provide more accurate estimate of their bills. If adopted, we believe this recommendation will encourage retail pricing competition and innovation and enable customers to take advantage of the benefits of cost-reflective electricity pricing.

If you have any queries or wish to discuss this matter further please contact Dan Bubb, Network Pricing Manager at Endeavour Energy on [REDACTED] via email at [REDACTED]

Jon Hocking
Manager Network Regulation