



Energy Retailers Association  
of Australia Limited

23 March 2012

Dr Peter J. Boxall AO  
Customer Engagement on Prices for Monopoly Services  
Independent Pricing and Regulatory Tribunal  
PO Box Q290  
QVB Post Office NSW 1230

By email: [ipart@ipart.nsw.gov.au](mailto:ipart@ipart.nsw.gov.au)

Dear Dr Boxall

**RE: Customer Engagement on Prices for Monopoly Services Research – Discussion Paper**

The Energy Retailers Association of Australia (ERAA) welcomes the opportunity to provide comments on the Independent Pricing and Regulatory Tribunal's (IPART) Customer Engagement on Prices for Monopoly Services Research – Discussion Paper.

The ERAA is the peak body representing the core of Australia's energy retail organisations. Membership is comprised of businesses operating predominantly in the electricity and gas markets in every State and Territory throughout Australia. These businesses collectively provide electricity to over 98% of customers in the National Electricity Market and are the first point of contact for end use customers of both electricity and gas.

Generally, the ERAA supports IPART's view that customer engagement contributes to improved outcomes for the regulation of some monopoly businesses. As noted in the discussion paper, customer engagement has led to improved price-setting outcomes in the transport and water industries where consideration of price/service trade-offs can be addressed quite directly. However, these businesses are not subject to the same competitive nature as the retail electricity industry. Unlike the network component, there is limited scope within the current inputs to determining the retail component for effective consultation prior to submitting to IPART. The ERAA is of the view that mandated submission of evidence of customer consultation is not appropriate for the electricity retailing industry. That is not to say that the high levels of customer consultation that occur within the industry should not continue.

Should you wish to discuss the details of this submission further, please contact me on (02) 9241 6556.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Cameron O'Reilly', written in a cursive style.

Cameron O'Reilly  
Executive Director  
**Energy Retailers Association of Australia**

**Energy Retailers Association of Australia Limited**  
Suite 2, Level 4, 189 Kent Street, SYDNEY NSW 2000  
T (02) 9241 6556 F (02) 9251 5425 [www.eraa.com.au](http://www.eraa.com.au)

ABN 24 103 742 605