

Level 25, 32 Turbot Street
Brisbane Qld 4000
PO Box 12241
George Street Post Shop
Brisbane Qld 4003
tel: (07) 3835 4666
www.aer.gov.au

7 May 2024

Matthew Giampiccolo
Manager, Regulation and Policy
ENGIE

By email to: [REDACTED]

Dear Mr Giampiccolo

Application to vary AER decision of 12 May 2023 (MyENGIE request)

I refer to Simply Energy's (**Simply**) request of 7 March 2024 to vary the AER's 12 May 2023 decision, which approved Simply's request under section 35 of the Better Bills Guideline (**Guideline**) to include hyperlinked 'MyAccount' and 'Pay Now' buttons among Tier 1 information, subject to the buttons being located after all the prescribed Tier 1 information set out in the Guideline. From 15 April 2024, Simply has rebranded to ENGIE.

The extent of the variation request is to replace the hyperlinked button labelled 'MyAccount' to 'MyENGIE'.

MyENGIE

Pay Now

The AER has considered the request and has decided to vary the 12 May 2023 decision as requested with effect from 20 May 2024.

The AER made this decision because it understands that 'MyENGIE' is the new customer portal launched to coincide with the rebrand from Simply to ENGIE, replacing the old 'MyAccount' portal. As a result, customers may be confused if the phrase 'MyAccount' remains on their bills, contrary to the communication campaign currently being run on the portal transition.

Should you wish to discuss any of the above, please contact Georgiana Copeland on [REDACTED]

Yours sincerely

[REDACTED]

Justin Oliver
Member
Australian Energy Regulator