



**6 May 2011**

Mr Tom Leuner  
General Manager  
Markets Branch  
Australian Energy Regulator  
GPO Box 520  
Melbourne VIC 3001

**By email: [AERInquiry@aer.gov.au](mailto:AERInquiry@aer.gov.au)**

Dear Mr Leuner

**Draft AER Compliance Procedures and Guidelines**

AGL Energy Ltd (**AGL**) acknowledges the recent release by the AER of its draft Compliance Procedures and Guidelines, which will operate under the National Energy Customer Framework (NECF).

AGL does not have any substantive comments on the draft, given that we have provided extensive comments in response to previous consultation papers on the AER's approach to compliance. We are pleased that some of our concerns regarding, for example, compliance reviews, audits and the use of market intelligence, have been addressed by the AER.

As stated in our previous submissions, AGL will work co-operatively with the AER to support its compliance monitoring and reporting functions. We again encourage the AER to take a similarly co-operative approach and to intervene only when necessary and appropriate, especially in the months following transition to NECF when new processes will still be settling down.

Please contact Anna Stewart, Manager Regulatory Policy and Strategy on 03 8633 6830 should you wish to discuss.

Yours sincerely,

**Alex Cruickshank**  
**Head of Energy Regulation**

- > Being selected as a member of the Dow Jones Sustainability Index 2006/07
- > Gaining accreditation under the National GreenPower Accreditation Program for AGL Green Energy®, AGL Green Living® and AGL Green Spirit
- > Being selected as a constituent of the FTSE4Good Index Series