



**18 April 2012**

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

**AER Retail Pricing Information Guideline**

AGL Energy Ltd (**AGL**) acknowledges the recent release by the AER of its draft Retail Pricing Information Guideline (the **Guideline**), 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 information disclosure. Generally, AGL is supportive of the approach taken in the Guideline and we are pleased that some of our concerns regarding, for example, annual cost estimates, have been addressed by the AER. We also note the AER's further clarification of matters such as the requirements relating to dual fuel offers and green power options.

AGL remains of the view that the format of the price facts sheets is overly prescriptive, despite there being some limited scope for modification. While we would be more supportive of the Victorian approach to price disclosure, website publication of *generally* available offers is preferable to the situation whereby all offers must be published on the website. Having said this, given that the AER will require retailers to provide price facts sheets on request from customers, this will effectively mean that we will need to maintain price fact sheets for all offers. This will be a fairly substantive administrative burden for a retailer of AGL's size, with an extensive suite of products on offer.

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

Yours sincerely

**Beth Griggs**  
**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