

14 February 2012

Mr Chris Pattas  
General Manager  
Australian Energy Regulator  
GPO Box 520  
Melbourne VIC 3001

Email: [aerinquiry@aer.gov.au](mailto:aerinquiry@aer.gov.au)

Thank you for the opportunity to comment on the *Draft connection charge guidelines for electricity retail customers*.

In our previous submission we raised a query as to the role of the jurisdictional energy ombudsmen in resolving disputes in relation to connection charges. Dispute resolution is dealt with in Part G of the new Part 5A, and there was a reference to jurisdictional ombudsman in s. 5A.G.3, which provided the example:

*The AER might give such a notice if of the opinion that a particular dispute could be dealt with more efficiently, and with less expense, by a jurisdictional ombudsman.*

We note advice provided by the AER that the AER intends holding further discussions with the jurisdictional energy ombudsmen once it is clear when each jurisdiction is adopting 5A and what transitional arrangements may be in place prior to the full implementation.

We welcome this approach, and I look forward to hearing from you in due course.

Yours sincerely



Clare Petre  
Energy & Water Ombudsman NSW