

Mr Warwick Anderson  
General Manager – Network Regulation  
Australian Energy Regulator  
GPO Box 3131  
CANBERRA ACT 2601

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

16 August 2013

Dear Mr Anderson

**RE: Draft Consumer Engagement Guideline for Network Service Providers**

SA Power Networks has a long standing commitment to consumer engagement. For the next regulatory period SA Power Networks has enhanced its prior consumer engagement experience and commenced a comprehensive and inclusive consumer engagement process in October 2012 consistent with the recent National Electricity Rules changes in this area.

Our Consumer Engagement Program is progressing well and we are pleased that it is aligned closely with the draft Guideline. The Australian Energy Regulator (**AER**) has acknowledged this matter on a number of occasions.

SA Power Networks has contributed to the submission that the Energy Networks Association has made in response to the Draft Consumer Engagement Guideline and supports suggestions made for consideration in drafting of the final Guideline.

SA Power Networks is committed to maintaining ongoing dialogue with consumers and the AER as it prepares its expenditure proposal.

Should you wish to discuss this submission, please contact Chris Rae, Manager Regulatory Strategy, on 08 8404 5548 or myself on 08 8404 5649.

Yours sincerely



Sean Kelly  
**General Manager Corporate Strategy**