

Hi team at AER

I am unable to put a submission together just flat out doing tariff trackers at the moment.

However I believe that the \$300 is about right. I would like to draw your attention to the Vinnies disconnection report and the number of multiple disconnections at same account when smart meters are installed.

In this case it would appear that customers have not sort assistance though hardship and other programs and were disconnected as a "choice" (I use this word loosely) also it would appear as they also did not seek connection from another retailer as they were reconnected.

This implies they managed to pay the residual debt they owed and were reconnected, a strategy for some households with limited budgets.

My concern in raising the minimum disconnection amount is it may result in this group being of supply for a longer period of time than current due to the larger debt burden to service before they can get reconnected.

May I suggest the AER consider the impact of changing the threshold and its potential impact of the duration of people being disconnected

I am more than happy to discuss this further

Kind regards

Gavin Dufty