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Sent: Friday, 27 October 2017 11:00 AM
To: Ring Fencing
Subject: Essential Energy - Newsletter AER Ring Fencing Guideline - Opportunity for ASPs to Comment

Hello AER

I welcome the decision that Essential Energy will not set up a separate business to deliver contestable works. I have seen it first hand where the network owner operator has completed works for customers and they have not complied with their own rules and standards.

If we were to do the same thing, defects would be issued on projects and we would be asked to have them rectified.

I have also come across their own internal works not complying with their own standards and not having to have the works rectified. 'Do as we say not as we do!'

Contestable Technical Training Courses - Essential Energy provide the training required to work on their network. Having our business location set up outside any major town, the availability of their training courses gives us the opportunity to complete this without the need for long distance travel or accommodation.

Provider of Last Resort - If a customer is having trouble gaining the services of an ASP, I feel they probably haven't explored their options. There are now a number of Level 1 / 2 / 3 ASP's set up on the Resource and Energy website who can and will cover off a large area.

Essential Energy seem to be reducing their staff numbers and also the locations in which they have contact with customers.

We quite often receive calls from customers who have been referred on by Essential Energy, as they want the customer to start the process with the ASP's. They need to assist the customer a lot better with regards to guiding them through their process of having a connection done.

Thanks for the opportunity to pass comment.

Regards,

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