



30 April 2015

Mr Warwick Anderson  
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Australian Energy Regulator  
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Dear Warwick

### **United Energy's Regulatory Proposal – 2016 to 2020**

I am pleased to submit to the Australian Energy Regulator (AER) United Energy's Regulatory Proposal for the 2016 to 2020 regulatory period.

Our proposal will provide our customers with improved services, access to better technology and a price reduction of approximately \$70 in 2016.

The current period has been one of transforming our business to an operating model that delivers maximum efficiency and performance for our customers and shareholders. We are proud of our record of delivering on the commitments we made five years ago and we intend to build on those achievements over the forthcoming regulatory period.

Our customers have told us that they want better information faster about the performance of the network and the energy choices they make. This means empowering them with access to real time information and data and to give them greater control. Our objective is to make dealing with us an effortless experience for our customers, to give them the information they need to make choices and then to provide opportunities to exercise that choice through technology innovation on our network.

We look forward to engaging with the AER and our other stakeholders as they consider our Regulatory Proposal and the AER makes its Preliminary Distribution Determination.

Should you have any questions, please contact Stephanie McDougall, Price Review Manager, on (03) 8846 9538 or [Stephanie.McDougall@ue.com.au](mailto:Stephanie.McDougall@ue.com.au).

Yours faithfully

Andrew Schille  
General Manager – Regulatory and Corporate Affairs