



ENERGY & WATER
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Ms Marteena McKenzie
Senior Stakeholder Engagement Advisor
Australian Energy Market Operator
Submitted electronically stakeholderrelations@aemo.com.au

25 August 2020

Dear Ms McKenzie,

Submission to the Australian Energy Market Operator (“AEMO”) Consultation on Renewing AEMO’s Engagement Model

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on AEMO’s renewed engagement.

EWOSA is an independent Energy and Water Ombudsman Scheme in South Australia. It receives, investigates and facilitates the resolution of complaints by customers with regard to (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA currently participates as an observer on the AEMO consumer forum. As an ombudsman scheme, EWOSA’s representatives are not consumer advocates, hence our more limited engagement. However, we value the opportunity to be updated on AEMO’s priorities as well as learn more about specific workstreams through knowledge sharing sessions.

We note that EWOSA has been invited to Ombudsman specific workshops for some projects. Where appropriate, we feel that this can be an important way for us to provide insights based on the customer data we collect. We welcome further such opportunities.

With respect to the question of integrating consumer voices into each proposed strategic work stream and whether there is still value in a stand-alone consumer panel, our view is that there is value in maintaining a stand-alone consumer panel for organisations such as ours who do not have the coverage to participate in each work stream.

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via jo.desilva@ewosa.com.au or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva'.

Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA

