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To: ESCOSA:Essential Services Commission of South Australia
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Subject: New Project Submission uploaded

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 Submission ID: 12202008132038

Project Title:	Retailer Energy Productivity Scheme (REPS) 2021
Date:	Dec 08, 2020
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Option to write your submission Or any comments:	EnergyAustralia's comments are as follows: <ul style="list-style-type: none"> • Some references in obligations to activities should change e.g. obligation for a retailer to ensure a customer has access to complaint handling is limited to activities <i>undertaken at a premises</i> – this should also cover activities not performed at the premises, as these will exist under the new scheme e.g. switching to a TOU plan. The Commission could “Ctrl F” to find references to “activities undertaken at a premises” and review whether they need to be changed. • Depending on DEW’s final determination on the REPS Code, the Code may need to reflect a household sub target – currently it only reflects a PG sub target. • Other typos/errors in the draft: 4.4.3 tries to merge two REES Code clauses - 5.4.2 and 5.4.3 - but it does not operate well. Also the reference to the current Energy Industry Guideline No 6 will be out of date when the guideline is revised i.e. it will be No. 7.

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