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28 May 2010

Dr Patrick Walsh  
Chairperson  
Essential Service Commission of South Australia  
GPO Box 2605  
Adelaide SA 5001

Dear Dr Walsh

**RE: Review of Energy Regulatory Information - Energy Industry Guideline No.2**

TRUenergy welcomes the opportunity to provide the following comments to the Review of Energy Regulatory Information - Energy Industry Guideline No.2.

Given the National Energy Customer Framework (NECF) is due to commence in 2011, TRUenergy does not see the benefit of implementing the proposed changes to Guideline 2 prior to the new Framework coming into operation. To this end, TRUenergy would note that the AER is in the process of consulting on the drafting of guidelines for the NECF on hardship, compliance and performance monitoring. As such TRUenergy is concerned that Guideline 2 may end up being inconsistent with the NECF if it is finalised prior to the AER completing its consultation on the above guidelines.

TRUenergy does not support the Commission collecting information from retailers about customer debt levels under Part C.14. Given the commercial sensitivity of such data TRUenergy is of the view that the Commission has not provided sufficient explanation about the purpose of collecting this data, especially as such information is not collected in other energy jurisdictions or in industries. Because the level of customer debt is influenced by many factors, including the broader economic environment, the level of community service obligations and other costs in the energy supply chain TRUenergy is concerned about the possible conclusions the Commission could draw about a retailer's performance in collecting this data relating to customer debt.

TRUenergy currently does not have the capability to be able to report on Customer Defaults on Instalment Plans (Part C.2 Instalment Plans – Customer Defaults). If this measure was to be implemented TRUenergy believes it would require at least 12 months to report this information by state.

Finally should ESCOSA proceed with the implementation of the proposed changes, TRUenergy seeks greater clarification in relation to the Proforma OP2 – Time to Respond to Written Enquiries and Part B – Customer Service. In relation to

Proforma OP2 – Time to Respond To Written Enquiries the Commission needs to clarify if the day on which the correspondence is received is counted as day zero and that the retailer would therefore need to respond within seven actual days (five business days) after receiving the correspondence. In relation to Part B – Customer Service TRUenergy would need at a minimum 2 weeks notice prior to the start of the reporting period to implement changes in the complaint reporting categories.

Yours sincerely

Alastair Phillips  
Regulatory Manager  
TRUenergy