



6 April 2006

Mr Mike Philipson
Essential Services Commission of SA
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By Email
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Dear Mr Philipson

National Energy Retail Performance Indicators Discussion Paper

Ergon Energy Pty Ltd (Ergon Energy) appreciates the opportunity provided by the Utility Regulators Forum to comment on the "*National Energy Retail Performance Indicators*" discussion paper. This submission is made by Ergon Energy in its capacity as an electricity retailer in the National Electricity Market (NEM).

Ergon Energy supports the continued development of consistent regulatory reporting and performance indicators for the NEM given the associated efficiency and cost savings for market participants and ultimately energy consumers. To ensure the efficiencies attributable to a harmonised approach are fully realised, it is essential all jurisdictions adopt the proposed performance indicators.

Given the proposed performance indicators will assist in delivering a consistent regulatory framework, Ergon Energy is generally supportive. However, we do not believe the proposed definition of 'complaint' will deliver greater clarity. One way to achieve greater clarity while removing vexatious claims from customer complaint indicators would be to apply the ISO100002 definition of a customer complaint. According to the ISO definition, a complaint is *any expression of dissatisfaction with a product or service offered or provided*. This definition should be used in conjunction with a generally accepted definition of 'frivolous and vexatious' when considering whether a complaint merits inclusion in a retailer's compliance report. We believe the definition of 'frivolous and vexatious' is well understood by complaint handling divisions, across all industries.

Please feel free to contact me on (07) 3228 7536 should you wish to discuss any aspect of Ergon Energy's submission.

Yours sincerely

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Manager, Regulation Policy

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