

Appendix D Format for submissions

Submitter	Jun Kim / Stack Energy
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Questions	Comments
Q1. Do you have any feedback on our approach to making operational improvements to the Guidelines, to ensure the proposed Consumer Care Obligations are clear, and workable?	It seems to balance consumer protection with practical considerations for retailers.
Q2. Do you have any feedback on the proposals to clarify the application of the proposed Consumer Care Obligations?	Overall, the clarifications help create a clear and enforceable framework, ensuring both consumer protection and operational practicality for retailers and distributors.
Q3. Do you have any feedback on the purpose statement for the proposed Part 11A of the Code?	the purpose statement for Part 11A of the Code is clear and appropriately reflects the Authority's statutory responsibilities
Q4. Do you have any feedback on the compliance monitoring provisions in the proposed Part 11A of the Code, or on the Authority's new outcomes framework?	the compliance monitoring provisions and the outcomes framework are well-designed to ensure

	effective oversight and continuous improvement in consumer care
Q5. Do you have any feedback on the proposed improvements to terminology?	The proposed improvements to terminology are likely effectiveness of the Consumer Care Obligations
Q6. Do you have any feedback on the proposal to align standards of behaviour in the proposed Consumer Care Obligations?	The proposal to align standards of behaviour by standardizing the use of “reasonable endeavours” and “best endeavours” is well-conceived.
Q7. Do you have any feedback on Part 2 of the proposed Consumer Care Obligations relating to consumer care policies and related matters?	The proposed changes to Part 2 of the Consumer Care Obligations reflect a balanced approach to simplifying and improving consumer care policies. By reducing prescriptive elements and mandating direct obligations under the Code, the Authority is

	likely to enhance both the clarity and effectiveness of consumer protections.
Q8. Do you have any feedback on Part 4 of the proposed Consumer Care Obligations relating to information and records relating to consumer care?	
Q9. Do you have any feedback on Part 3 of the proposed Consumer Care Obligations relating to when a customer signs up or is denied a contract?	
Q10. Do you have any feedback on Part 5 of the proposed Consumer Care Obligations relating to business-as-usual account management?	By incorporating annual confirmation for medically dependent consumers, improving notices for prepay customers, and refining the advice on plans, the changes aim to enhance consumer protection and support.
Q11. Do you have any feedback on Parts 6 and 7 of the proposed Consumer Care Obligations relating to customers experiencing payment difficulties and disconnections?	Allowing retailers some flexibility to determine when a customer is experiencing payment difficulties rather than following obligations for every missed payment is a practical

	<p>approach. This avoids overburdening retailers with requirements for isolated missed payments that might not indicate broader payment issues.</p>
<p>Q12. Do you have any feedback on Part 8 of the proposed Consumer Care Obligations relating to medically dependent consumers?</p>	<p>These changes will likely lead to better protection for medically dependent consumers and improve the effectiveness of the Consumer Care Obligations.</p>
<p>Q13. Do you have any feedback on Part 9 of the Consumer Care Obligations relating to fees, bonds and conditional discounts?</p>	
<p>Q14. Do you have any feedback on the proposed Code obligations for distributors?</p>	<p>The measures to prevent disconnection for medically dependent consumers, ensure advance notice, and improve coordination during planned outages and emergency situations are important enhancements.</p>

Q15. Do you agree that the benefits of the proposed Code amendment outweigh its costs?

I agree that the benefits of the proposed Code amendment are likely to outweigh the costs.

Q16. Do you have any comments on the drafting of the proposed amendment?