

17 September 2021

Mr. Joe Dimasi
Tasmanian Economic Regulator
GPO Box 770
HOBART TAS 7001

By email: office@economicregulator.tas.gov.au

Dear Mr. Dimasi

Proposed amendments to the Gas Customer Transfer and Reconciliation Code

Thank you for the opportunity to comment on Proposed Amendments to the Gas Customer Transfer and Reconciliation Code (the Code) Consultation Paper (the Consultation Paper).

Aurora Energy is supportive of initiatives to improve the transfer process for Tasmanian gas customers, particularly enhancements that provide direct benefits to customers. It is Aurora Energy's view that the broad proposal to enable the retrospective amendments will assist in achieving this goal.

However, Aurora Energy has identified a point of improvement in the proposed revision to section 3.5.2. In this section the Regulator has proposed the introduction of a 30 day cooling off period in which new retailers can withdraw a retrospective transfer through a transfer withdrawal notice. Aurora Energy notes that as part of electricity sector customer transfers established under the National Energy Retail Rules (NERR) a 10 day cooling off period is applied. This industry wide standard applies to gas and electricity customers in the majority of National Electricity Market jurisdictions and Aurora Energy suggests consistency here is conducive to supporting efficiency and future competitive market entrants to the Tasmanian natural gas market.

Pending the Regulator addressing the above noted cooling-off period proposal, Aurora Energy supports the Regulator's proposed amendments outlined in the Consultation Paper to introduce retrospective transfer options in the Code.

Please contact Giles Whitehouse, Lead Regulatory Advisor in regards to this submission at giles.whitehouse@auroraenergy.com.au

Yours sincerely



Oliver Cousland
Company Secretary/General Counsel