

3 September 2009

Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Email: electricity@qca.org.au

Dear Sir / Madam

Interim Consultation Notice – Retailer Reporting Requirements - Electricity and Gas Industry Code Reviews – August 2009

Aurora Energy Pty Ltd (Aurora) appreciates the opportunity to provide comment on the Interim Consultation Notice – Retailer Reporting Requirements – Electricity and Gas Industry Code Reviews. Aurora holds a Retail Authority without a retail area for electricity in Queensland.

Aurora opposes the following proposed reporting requirement changes:

2.1 Monitoring and reporting role

Aurora only retails to large customers in Queensland, therefore changing the requirement to quarterly reporting for small customer complaints and disconnection data is considered an unnecessary burden on Aurora.

2.3 Customer complaint data

Aurora only retails to large customers in Queensland, therefore changing the requirement to quarterly reporting for small customer complaints is considered an unnecessary burden on Aurora.

It is Aurora's recommendation that if the Authority wishes to implement a quarterly reporting requirement for customer disconnections and complaints, then it should also change the Electricity Code so that the reporting requirement only applies to those retailers who have small customers.

I trust that you will find this information satisfactory, and if you require any additional information please feel free to contact Marcus Orr – Regulatory Analyst on (03) 6237 3526.

Yours sincerely,

Peter Dane
Manager Retail Price and Regulation