



**29 January 2010**

**Queensland Competition Authority  
GPO Box 2257  
Brisbane QLD 4001  
Email: [electricity@qca.org.au](mailto:electricity@qca.org.au)**

RE: Draft Decision Proposed amendments to the Electricity Industry Code requiring prior notice for price changes

Dear Sir or Madam,

AGL Energy Limited (**AGL**) welcomes the opportunity to comment on the Queensland Competition Authority's (**QCA's**) Draft Decision for the proposed amendments to the Electricity Industry code requiring Prior notice for Price changes.

In our earlier submission we noted that QCA should maintain the current minimum terms and conditions in a market contract. The existing arrangements provide a platform that enables retailers to place a variance in their terms which a small customer may consider when selecting their retailer of choice. Price variation notification for small customers on market based contracts is one of the variances that a small customer should consider during the selection process.

The existing obligations under clause 7.6(e) of the Queensland Electricity Industry Code requires a retailer to detail in their Written Disclosure Statement the manner in which prices, charges, tariffs and service levels are able to be changed by a retailer. AGL considers that this provides appropriate protection for price variation to a customer entering into a market based contract.

AGL does not consider the inclusion of a minimum of 'no less than ten business days written notification' as being required and that prior notification is sufficient. Whilst we note that QCA has proposed two notification process options on how a retailer may notify a customer of a price variation, AGL notes that the steps required in the second option, newspaper advertisement, is very onerous and difficult for a retailer to ensure that all components are met. We consider the requirement of undertaking two bill messages will potentially cause confusion to the customers.

Should you have any questions in relation to this submission, please contact Sallie Proctor, Manager Regulatory Compliance and Advice on (03) 8633 7871 or at [SProctor@agl.com.au](mailto:SProctor@agl.com.au)

Yours sincerely,

Nicole Wallis  
Manager Retail Markets Regulations

- > Being selected as a member of the Dow Jones Sustainability Index 2006/07
- > Gaining accreditation under the National GreenPower Accreditation Program for AGL Green Energy®, AGL Green Living® and AGL Green Spirit
- > Being selected as a constituent of the FTSE4Good Index Series