



11 November 2009

Queensland Competition Authority
GPO Box 2257
Brisbane 4001

Email: electricity@qca.org.au

Review of Electricity Pricing and Tariff Structures - Stage 2

ERM Power Retail Pty Ltd (ERM) welcomes the opportunity of providing comment on the Queensland Competition Authority (QCA) Stage 2 review.

ERM supports the phasing out of access to regulated tariffs for large customers (>100 MWh pa) as detailed in section 4.3 of the *Review of Electricity Pricing and Tariff Structures – Stage 2* paper.

In ERM's experience, customers who are on a regulated tariff typically have little knowledge of the process involved in moving to a market based contract, or that there is a choice of retailers who can provide pricing options. If the decision is made to move large customers off regulated tariffs, ERM strongly recommends that at the time customers are notified of this decision, that the notice also includes details of all licensed retailers including:

- the web address of all licensed retailers; and
- details of their key point of contact where the customers can obtain further information and pricing options.

The QCA or Queensland Government should also undertake advertising to target this group of customers to educate them of the process, the choice of retailers that they have and where to seek advice.

Taking this approach will ensure customers are informed of their options and they will receive the full benefits of a competitive market environment.

Yours sincerely,

A black rectangular box redacting the signature of Mitch Anderson.

Mitch Anderson
CEO ERM Power Retail