



17 April 2014

Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Submitted electronically to electricity@qca.org.au

Dear Sir/Madam,

Re: Draft Decision on Proposed Amendments to Customer Notification and Consent Provisions

Lumo Energy welcomes the opportunity to make a submission to the Queensland Competition Authority (the QCA) in relation to its Draft Decision on Proposed Amendments to Customer Notification and Consent Provisions (the Draft Decision).

The QCA has made two draft decisions, which Lumo Energy supports in principle, specifically:

- Notifying consumers that fixed-term benefits are about to expire; and
- Not supporting the request to obtain consumers explicit informed consent to apply new benefits, following the expiry of a fixed-term benefit.

Lumo Energy supports ongoing communication with consumers regarding any changes to their energy contract.

Since the QCA's publication of the Draft Decision, there appears to be increased certainty regarding the introduction of the NECF in Queensland. Therefore, Lumo Energy advocates that the additional clause should be drafted to mirror the obligations in the NERR. This will drive a consistent, harmonised approach to obligations across jurisdictions and promote a smooth transition to NECF in Queensland.

Whilst Lumo Energy does not currently retail gas in Queensland, we support consistent obligations across both fuels. As such, we support the QCA's position regarding the Gas Code.

Please do not hesitate to contact Stefanie Macri on 03 8683 2427 to discuss this submission further.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Aneta", written over a white background.

Aneta Graham
General Manager, Regulatory Affairs & Corporate Relations
Lumo Energy Australia Pty Ltd

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