



Energy Retailers Association  
of Australia Limited

21 July 2010

Alison van der Wiel  
Department of Employment Economic Development and Innovation  
Brisbane QLD 4000  
By email: [Alison.vanderwiel@deedi.qld.gov.au](mailto:Alison.vanderwiel@deedi.qld.gov.au)

Dear Alison

**Re: National Energy Customer Framework in Queensland (NECF) – Discussion Paper**

The Energy Retailers Association of Australia (ERAA) welcomes the opportunity to comment on the Queensland Government's discussion paper on implementing the NECF in Queensland.

The ERAA is the peak body representing the core of Australia's energy retail organisations. Membership is comprised of businesses operating in Queensland and the electricity and gas markets throughout the National Electricity Market (NEM), as well as the Northern Territory and Western Australia. These businesses collectively provide electricity to over 98% of customers in the NEM and are the first point of contact for end-use customers of both electricity and gas.

The ERAA believes that a single and early national start date for the NECF is to be preferred. Ideally there would be no derogations, but in any case these should be minimised, noting that any deviations from national consistency undermine the intent of minimising regulatory burden and associated costs in order to create a more efficient market and deliver consumer benefits.

In terms of issues specific to Queensland, we would urge that the door be held open for the NECF to be embraced and applied as widely as possible over time. Finally we note that in line with these principles, other mechanisms ought to be considered for the collection of revenue for services such as ambulances, again in the interests of national consistency and efficiency.

Should you wish to discuss the details of this submission further, please contact me on (02) 9241 6556 and I can facilitate such discussions with my member companies.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Cameron O'Reilly', written in a cursive style.

Cameron O'Reilly  
Executive Director  
**Energy Retailers Association of Australia**