



5 July 2013

Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Submitted electronically

Dear Sir/Madam,

Re: RPR0001: Review of Competition in the Retail Electricity and Natural Gas Markets in New South Wales

Lumo Energy welcomes the opportunity to make a submission to the Australian Energy Market Commission (Commission) in relation to the Review of Competition in the Retail Electricity and Natural Gas Markets in New South Wales (NSW).

Lumo Energy is 100% owned by Infratil Limited, a company listed on the New Zealand and Australian Stock Exchanges. Lumo Energy launched on the 5th July 2010 as the new brand for the former New South Wales Electricity. Lumo Energy currently sells gas and electricity in Victoria and NSW, and electricity only in South Australia and Queensland, and is one of the largest second tier energy retailers in the National Electricity Market. As such, it has a keen interest in the outcomes of the review and the extent it facilitates competitive entry into electricity retailing in NSW.

Lumo Energy supports the Commission's recommendation for the removal of price caps in NSW. Lumo Energy considers that price deregulation is in the long term interests of consumers through increased competition and choice in products.

The introduction of the National Energy Customer Framework (NECF) in NSW moves to standardise consumer protections and clearly defines the obligations in the market for retailers, distributors and consumers. Lumo Energy supports the consumer protections outlined in the NECF, as such any recommendations made by the Commission in relation to additional consumer protections in NSW should be made through the national framework. It is expected that additional consumer protections that the Commission recommends would benefit consumers in all jurisdictions. Harmonisation of these consumer protections in the national framework will also minimise any regulatory burden on the market for NSW specific protections.

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Lumo Energy also supports the Commission in recommending measures to improve customer engagement and in participation in the market. Lumo Energy is looking forward to working with the Commission in the development of its blueprint, assisting where possible to further enhance consumer engagement measures in NSW.

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

Yours sincerely

A handwritten signature in dark ink, appearing to be "A" followed by a long, sweeping horizontal line.

Aneta Graham

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