



**Australian
Competition &
Consumer
Commission**

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Our Ref: 43916
Contact Officer: Lauren Roy
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5 November 2010

Dear Sir/Madam

**Energy Assured Limited applications for authorisation A91258 & A91259
- interested party consultation**

The Australian Competition and Consumer Commission (the ACCC) has received an application for authorisation from Energy Assured Limited (EAL). The ACCC invites you to comment on the application. Attached is a summary of the authorisation process including how to make a submission to the ACCC.

Energy Assured Limited (EAL) is seeking authorisation for its Code of Practice and Complaints Process. The Code is designed to regulate door-to-door energy sales that are undertaken on behalf of electricity and gas retailers.

A full copy of the application for authorisation is available on the ACCC's website <www.accc.gov.au/AuthorisationsRegister>. Alternatively, you can contact Lauren Roy on (03) 9290 1823 to obtain a hard copy of the application and submission.

Request for submissions

The ACCC invites you to make a submission on the likely public benefits and effect on competition, or any other public detriment, from the proposed arrangements.

If you intend to provide a submission in relation to EAL's application for authorisation, please do so by **24 November 2010**.

Alternatively, if you would like to provide comments orally, please contact Lauren Roy on (03) 9290 1823 to organise a suitable time.

Submissions, including oral submissions, will be placed on the ACCC's public register subject to any request for exclusion (guidelines are attached).

Timetable

The ACCC will progress its assessment of the application in a timely manner. An indicative timetable is set out below for your information.

29 October 2010	Lodgement of application and supporting submission.
5 November 2010	Public consultation process begins.
24 November 2010	Closing date for submissions from interested parties.
December 2010	Applicant responds to issues raised in the public consultation process.
January/February 2011	Draft determination.
February/March 2011	Public consultation on draft determination including any conference if called.
March/April 2011	Final determination.

Please advise if you do not wish to make a submission at this time, but would like to be informed of the progress of the applications at the draft and final determination stages. If you are able to please provide a nominated contact email address for future correspondence.

You can also forward this letter to any other party who may wish to make a submission to the ACCC regarding the applications.

This letter has been placed on the ACCC's public register. If you wish to discuss any aspect of this matter, please do not hesitate to contact Lauren Roy on (03) 9290 1823.

Yours sincerely



Gavin Jones
Director
Adjudication Branch

Energy Assured Limited applications for authorisation A91258 & A91259

Interested parties consulted – 5 November 2010

ACT Administrative and Civil Appeals Tribunal
ACTCOSS
AGL
AIDA Sales & Marketing Pty Ltd
Alternative Technology Association
APA Group
Appco Group Energy Pty Ltd
Australian Council of Social Services
Australian Energy Market Commission (AEMC)
Australian Energy Market Operator (AEMO)
Australian Federation of Disability Organisations
Australian Financial Counselling and Credit Reform Association
Australian Financial Markets Association
Australian Industry Group
Australian Power and Gas Pty Ltd
Brotherhood of St Laurence
CHOICE
Community Connections
Consumer Action Law Centre
Consumer Utilities Advocacy Centre
Consumers' Federation of Australia
Council on the Ageing (National) Inc
Country Energy
Country Women's Association of Australia
CPM Australia Pty Ltd
CS Energy
Delta Electricity
Department of Resources, Energy and Tourism (Cth)
Enact Energy
Energex
Energy and Water Ombudsman NSW
Energy and Water Ombudsman Victoria
Energy Australia
Energy Industry Ombudsman South Australia
Energy Markets Reform Forum
Energy Networks Association (ENA)
Energy Ombudsman Queensland
Energy Ombudsman Tasmania
Energy One
Energy Users Association of Australia (EUAA)

Envestra
Epic Energy
Eraring Energy
Ergon Energy
ERM Power
Essential Services Commission of South Australia
Essential Services Commission Victoria
Ethnic Communities Council NSW
Financial and Consumer Rights Council
Financial Counsellors Association of Queensland
Hobart Community Legal Service Inc
Hydro Tasmania
Independent Competition and Regulatory Commission (ACT)
Independent Regulatory and Pricing Tribunal of NSW (IPART)
Indigenous Consumer Assistance Network
Infratil Energy
Institute of Public Affairs
Integral Energy
InterGen
International Power
Jemena
Loy Yang Power
Lumo Energy Australia Pty Ltd
Macquarie Generation
Major Energy Users, Inc
Momentum Energy Pty Ltd
Multiple Stories Pty Ltd trading as Aegis Direct
National Association of Tenant Organisations
National Generators Forum
National Seniors Australia
Neighbourhood Energy Pty Ltd
Northern Territory Council of Social Services
Office of the Tasmanian Energy Regulator
Origin Energy
Pacific Hydro
Public Interest Advocacy Centre
QCOSS
Queensland Competition Authority
Queensland Council of Social Service
QUT – Credit Commercial and Consumer Law Program
Red Energy Pty Ltd
SACOSS
Sales Force Australia Pty Ltd
Sales Marketing and Real Technologies (SMART) Pty Ltd
Santos
Simply Energy

Snowy Hydro
South Australian Council of Social Service
Southern Health
SP AusNet
St Lukes Anglicare
St Vincent de Paul Society
Stanwell Corporation
Synergy Energy
Tarong Energy
TasCOSS
Tenants Union of Queensland Inc.
Tenants Union of Victoria
The Comunicom Group Pty Ltd
Total Environment Centre
TRUenergy
TSA Telco Group
Uniting Care Australia
Uniting Care Kildonan
UnitingCare Wesley Adelaide
VCOSS
VECCI
Verve Energy
Victoria Electricity
Victorian Council of Social Service
Western Australia Council of Social Services