

23 February 2011

The General Manager Adjudication Branch
Australian Competition and Consumer Commission
GPO Box 3131
CANBERRA ACT 2601



**Energy Industry
Ombudsman SA**

By email: adjudication@accc.gov.au

ABN 11 089 791 604
GPO Box 2947
Adelaide SA 5001

Free call 1800 665 565
Free fax 1800 665 165
contact@eiosa.com.au
www.eiosa.com.au

Dear Sir/Madam

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

The Energy Industry Ombudsman (SA) Ltd (EIOSA), welcomes the opportunity to comment on the amended application by Energy Assured Limited for authorisation for its Code of Practice and Complaints Process. EIOSA notes that this Code will regulate door-to-door energy sales that are undertaken on behalf of electricity and gas retailers.

EIOSA is an independent, dispute resolution scheme that can investigate and resolve disputes that arise between South Australian consumers and their gas and electricity companies.

EIOSA supports the initiative proposed in the amended application by Energy Assured Limited for retailers to self regulate door-to-door marketing activities.

EIOSA views the proposal as an opportunity to raise energy consumers confidence about door to door marketing activities and considers the initiative as a positive step by industry to improve accountability for this sales channel.

Should you require further information or have any enquiries in relation to the submission please contact me on (08) 8216 1888 or at sandy.canale@eiosa.com.au.

Yours sincerely

Sandy Canale
Energy Industry Ombudsman (SA) Ltd