



EnergyAustralia

7 November 2014

Ron Ben-David
Chairperson
Essential Services Commission
Level 37, 2 Lonsdale Street
Melbourne 3000



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Dear Dr Ben-David

EnergyAustralia wish to provide the following information with regard to the provision of smart meter content on bills to former Ausgrid customers and provide assurance to the Commission that these customers will start to receive regulatory compliant bills in accordance with the details outlined in this letter.

Assurance of Final Remediation

We are implementing a major IT project and one of its benefits is to provide the relevant customers with the required bill information. EnergyAustralia wish to provide assurance to the Commission that this project is well progressed and on track for completion by 30 November 2014. The relevant customers will then be issued bills which comply with regulatory obligations to the level currently achieved by our C1 billing platform.

Interim Actions

EnergyAustralia has and will continue to provide bill messages to the relevant customers which indicate that they can obtain index reads by contacting EnergyAustralia directly.

In March 2014 the relevant customers were also provided with a bill insert containing information about EnergyAustralia's requirements to provide index reads and further instructions about how they can obtain these reads by contacting our call centre.

EnergyAustralia is committed to ongoing compliance with its obligations and will continue to work closely and proactively with the Commission. If you would like to discuss this letter further, please contact myself or Tristram Smith, Manager, Retail Regulation and Compliance.

Regards

Adrian Merrick
General Executive Manager - Retail
EnergyAustralia Pty Ltd