

Email submission

Date: 22/06/2018

From: Sumo Power

Good morning.

We are comfortable with the changes to the guideline overall, however we do have one question. It is regarding H110, for residential customers who implemented practical assistance measures.

To us it is unclear whether it is that we've offered the customer assistance (e.g. an energy audit) and they have taken up our offer. Is the acceptance of the offer the implementation, or when they make the changes recommended?

There may be customers who take offered assistance, however the usage doesn't change.

Thank you for considering this as part of the changes.