

20 November 2014

**Our ref:** C/14/15742

Mr Adrian Merrick  
General Executive Manager – Retail  
EnergyAustralia Pty Ltd  
Locked Bag 14060  
Melbourne Mail Centre, VIC 8001

Dear Mr Merrick *Adrian*

**Information on SAP (Ausgrid) electricity bills – acceptance of assurances**

I refer to your letter dated 7 November 2014 and related communications, about the lack of start and end index reads on bills for customers previously with Ausgrid. You advised that EnergyAustralia (EA) was on track to completing an IT project that will see these customers issued with bills in a new format. From December 2014 onwards, their bills will comply with current regulatory obligations — to the same extent as bills issued to other customers on EA's newer C1 system.

I accept the assurance in your letter that the bills EA provides to all its customers from next month onwards will comply with current regulatory requirements.

I note that you refer to other ways in which EA has made the index reads available to these customers, and I acknowledge the commitment of EA staff to work with the Commission in managing compliance issues.

Your letter and this response will appear on the Commission's website, to update information already published there. Please contact Jeff Cefai on (03) 9032 1320 if you would like to discuss these matters further.

Yours sincerely



Dr Ron Ben-David  
Chairperson