

Our Ref:

22 December 2014

Utilities Commission of the Northern Territory
PO Box 915
DARWIN NT 0801

Dear Sir/Madam

RE: Applications for retail and standard generation licences from EDL NGD (NT) Pty Ltd

I write in regard to your invitation for submissions in relation to the above applications.

My submission relates to the form of conditions that might be required on the grant of any licence rather than to merits of the individual applicant.

I note that the *Electricity Reform Act* contains an external complaint mechanism available to certain customers.

I simply submit that all customers should have available to them timely, fair and efficient complaint mechanisms both internally to the relevant provider and externally to an independent reviewer.

In that regard, I note that customers of government owned providers currently have available rights to complain to the Ombudsman for the Northern Territory and other statutory review entities.

To the extent necessary to ensure the availability and efficacy of such complaint mechanisms for all customers, conditions imposed on providers granted licenses should build on existing statutory protections.

Yours sincerely

A handwritten signature in black ink, appearing to read "P Shoyer".

PETER SHOYER
Ombudsman