



ENERGY & WATER
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Ms Pina Bria
Senior Policy Officer
Department for Energy and Mining
Energy and Technical Regulation Division
GPO Box 320
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[Emailed to pina.bria@sa.gov.au](mailto:pina.bria@sa.gov.au)

10 March 2020

Dear Ms Bria,

**Submission to the Department for Energy and Mining (“the Department”) SAPN 15
Minutes Planned Interruptions Discussion Paper**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on the Department’s SAPN 15 Minute Planned Interruptions Discussion Paper (“the Discussion Paper”).

EWOSA is an independent Energy and Water Ombudsman Scheme in South Australia. It receives, investigates and facilitates the resolution of complaints by customers with regard to (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA broadly supports continuation of the existing arrangement that allows 15-minute planned interruptions to occur without 4 days notification.

Given the transforming energy market and rapid changes in technology, we endorse option 1 to replace the existing date of 20 June 2020 with another specific date. We are comfortable with aligning that date to the regulatory cycle.

EWOSA also believes that SAPN should communicate with customers that the interruption has occurred by, for example, placing a notification in the letter box after the technician has visited the location. We believe this is good communication practice.

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via jo.desilva@ewosa.com.au or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva'.

Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA