



6 December 2018

Dr. Ron Ben-David
Essential Services Commission of Victoria
Level 37, 2 Lonsdale Street
Melbourne, VIC, 3000

Dear Ron,

Providing family violence support– Exploring ways energy retailers can provide family violence assistance that is safe and effective

Powershop Australia Pty Ltd (**Powershop**) thanks the Essential Services Commission of Victoria (ESC) for the opportunity to provide comments on the discussion paper *Providing family violence support*.

Powershop strongly supports the work being undertaken by the ESC in this area. The principles as outlined in the document are complimentary to what we believe is an appropriate starting point in how best to deal with this issue. It should be recognised this is the beginning of the framework, and as our experience and identification grows, there should be further opportunities to enhance the support that is provided.

Whilst Powershop supports the ESC's intent of codifying customer entitlements in the areas of respect, assistance and confidentiality, there are aspects of these which will be subjective in interpretation. We would prefer a principles based guideline to be established, to which all retailers would be required to subscribe and endorse. The obvious outcome would be a checklist which details what needs to be addressed when dealing with a customer experiencing family violence.

Powershop looks forward to continuing its work with the ESC as this important issue evolves to the next stage of development.

If you have any queries or would like to discuss any aspect of this submission please do not hesitate to contact Scott Begg (scott.begg@powershop.com.au) on 0457 060 945, who is our representative on this project or me directly.

Yours sincerely,

Ed McManus
CEO
Powershop Australia Pty Ltd