



Ms Michelle Flanagan  
Essential Services Commission  
Level 37, 2 Lonsdale Street  
Melbourne Victoria 3000

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Ms Flanagan,

Globird Energy appreciates the opportunity to provide feedback to the Essential Services Commission of Victoria (the Commission) on the proposed changes to the draft *Audit Guidelines for Energy Businesses to apply from February 2018*, (Draft November 2017)

Globird Energy is one of an Australian smallest energy companies, providing electricity residential and business customers. We're an electricity company offering Victorian energy users more choice and better value. We continually look at the ways in which we can better serve our customers.

Globird Energy has reviewed and welcomes what the Commission has proposed and is supportive of the ESC's changes to the regulatory audit guidelines. We believe that the proposed guidelines represent a significant positive move towards achieving improved quality audits. We find the guideline to be straightforward to follow.

Even though we are supportive of the Commission's changes and we understand how important audits are, we would like the Commission to consider the costs and time involved for an audit to be performed. For smaller energy retailers, this can be onerous and costly.

Should you have any questions in relation to this submission please contact me

Yours Sincerely,  
John McCluskey  
Executive Manager