

12<sup>th</sup> June 2020

NEM retail procedure consultations team  
c/o Jordan Daly  
Market Change  
Australian Energy Market Operator (AEMO)

Submission via email: [NEM.Retailprocedureconsultations@aemo.com.au](mailto:NEM.Retailprocedureconsultations@aemo.com.au)

### Consultation on: Customer Switching Notice of Minor Amendment Process

NEM retail procedure consultations team

Simply Energy welcomes the opportunity to provide feedback as a part of AEMO's minor amendment process in respect of the Market Settlement and Transfer Solution (MSATS) Procedures CATS Procedure Principles and Obligations version 'Customer Switching'.

Simply Energy is a leading second-tier energy retailer with over 725,000 customer accounts across Victoria, New South Wales, South Australia, Queensland and Western Australia. Simply Energy has been an active participant in 'Customer Switching' changes, and after reviewing the minor amendments, Simply Energy supports the changes required for the retrospective period timeframe to '66 business days' for Change Reason Code '1061 – Reverse Retailer – Debt Objection'.

If you have any questions or would like to engage in discussions with Simply Energy, please contact Aakash Sembey, Industry Regulations Manager, on (03) 8807 1132 or [Aakash.Sembey@simplyenergy.com.au](mailto:Aakash.Sembey@simplyenergy.com.au)

Yours sincerely



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