

19 September 2012

Karen Collins
Senior Regulatory Advisor
Genesis Energy
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Dear Karen

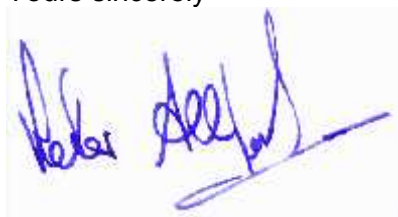
Re: Insights on the medically dependent and vulnerable consumer guidelines

Thank you for your letter dated 27 August 2012 outlining insights on the medically dependent and vulnerable consumer guidelines. As you are aware, the Retail Advisory Group (RAG) is undertaking a project to review domestic contracting arrangements, which includes considering the potential to improve the operational efficiency of the arrangements to assist medically dependent and vulnerable consumers.

The information in your letter will greatly assist the RAG as it considers the problems and issues associated with this project.

The RAG will be seeking stakeholder feedback on this project and welcomes your continued contribution.

Yours sincerely



Peter Allport
Chair, Retail Advisory Group

cc: Craig Evans, Electricity Authority