



Consumer Care Guidelines & Gas Information Exchange Protocols

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Question	Comment
Do you agree with the changes made to the Gas Consumer Care Guidelines to address persons medically dependent on gas?	<p>If it can be shown that a customer is medically dependent on the supply of gas, then Nova Energy will respect that.</p> <p>However, to date Nova is not aware of any circumstances where that can be established, and as such, disagrees with the conclusions reached in the guidelines.</p>
Do you support the development of new Gas Information Exchange Protocols, adopting relevant provisions from the corresponding information exchange protocols in the electricity market, addressing the exchange of MDC information?	<p>Until such time that it can be shown that there are parties that are truly medically dependent on gas, then the information exchange protocols have no relevance. Nova therefore does not support the development of new Gas Exchange Protocols.</p>