



Ms Pina Bria
Senior Policy Officer
Department for Energy and Mining
Energy and Technical Regulation Division
GPO Box 320
Adelaide SA 5001

[Emailed to ETRConsultations@sa.gov.au](mailto:ETRConsultations@sa.gov.au)

8 July 2020

Dear Ms Bria,

**Submission to the Department for Energy and Mining (“the Department”)
Consultation on the Proposed New Low Voltage Ride-Through Requirements
for Smart Inverters in South Australia (“Low Voltage Consultation”)**

The Energy and Water Ombudsman (SA) Limited (“EWOSA”) welcomes the opportunity to comment on the Department’s Low Voltage Consultation.

EWOSA is an independent Energy and Water Ombudsman Scheme in South Australia. It receives, investigates and facilitates the resolution of complaints by customers with regard to (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA has been receiving an increasing number of complaints regarding voltage variations, as indicated in the figure below:

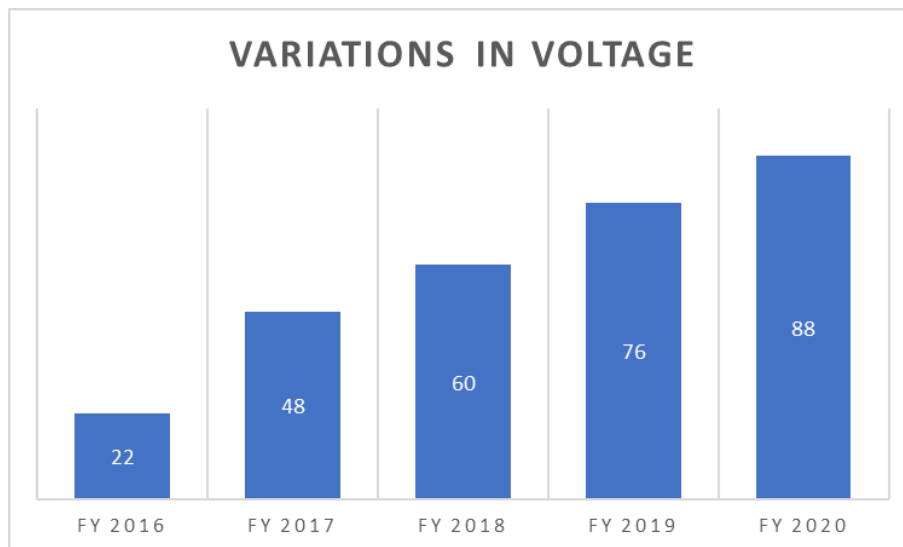


Figure 1: Voltage variation complaints received by Energy and Water Ombudsman SA

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via jo.desilva@ewosa.com.au or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva', with a stylized, cursive script.

Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA