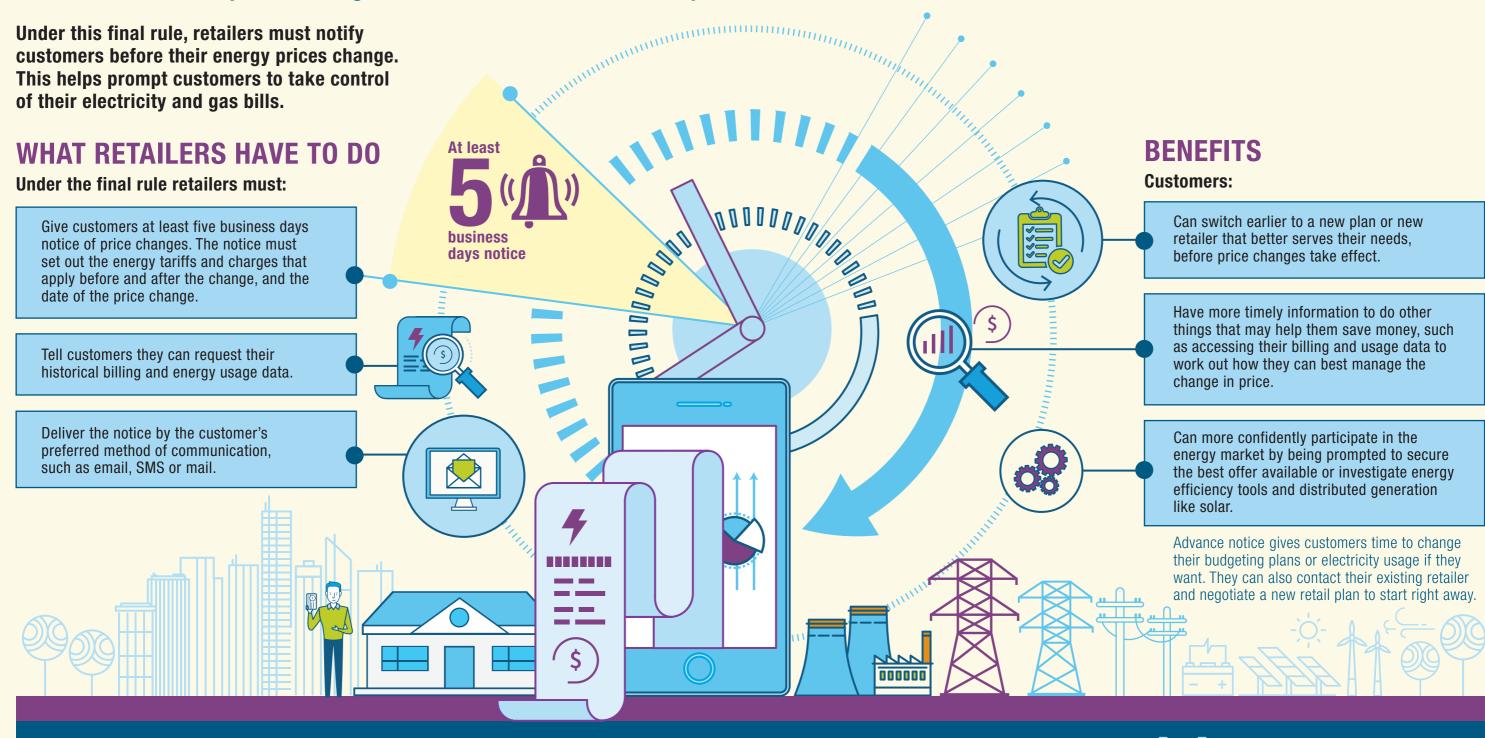
#### **AUSTRALIAN ENERGY MARKET COMMISSION**

# NOTIFYING CUSTOMERS BEFORE THEIR ENERGY PRICES CHANGE

Advance notice of price changes final determination 27 September 2018





## **NEW CIVIL PENALTIES**

The final determination includes a joint **AEMC/AER** recommendation for new civil penalties, such as fines, to protect customers if retailers fail to comply with the new obligations.



## WHERE THE NEW RULE APPLIES

The changes will be part of the National Energy Customer that requires retailers to Framework (NECF) which applies in the ACT, Tasmania, South Australia, New South Wales and Queensland. The changes will not apply in Victoria as it has its own **Energy Retail Code.** 

Queensland has a state law Also, the changes will not notify customers on market offers at least ten business days in advance of price changes, which would still apply.

apply to customers in Tasmania, regional Queensland or the ACT who are on regulated electricity prices which are set by governments or regulators.



## **NEXT STEPS**

The rule will commence on 1 February 2019 to give retailers time to make changes to their systems.