

# AUSTRALIAN ENERGY MARKET COMMISSION REDUCING BILL SHOCK BY ALLOWING METER SELF-READS

Estimated meter reads final determination 25 October 2018

Under this rule, retailers must accept a meter read provided by a customer if the customer thinks their estimated electricity or gas bill is wrong. This will reduce the risk of bill shock from inaccurately estimated bills.

## UNDER THE NEW RULE, RETAILERS MUST:



Let customers submit their own reading of the meter to calculate electricity or gas bills, if a meter reader hasn't been able to do it.



Tell customers who have been sent a bill based on an estimated meter read that they can provide their own meter reading if they want.

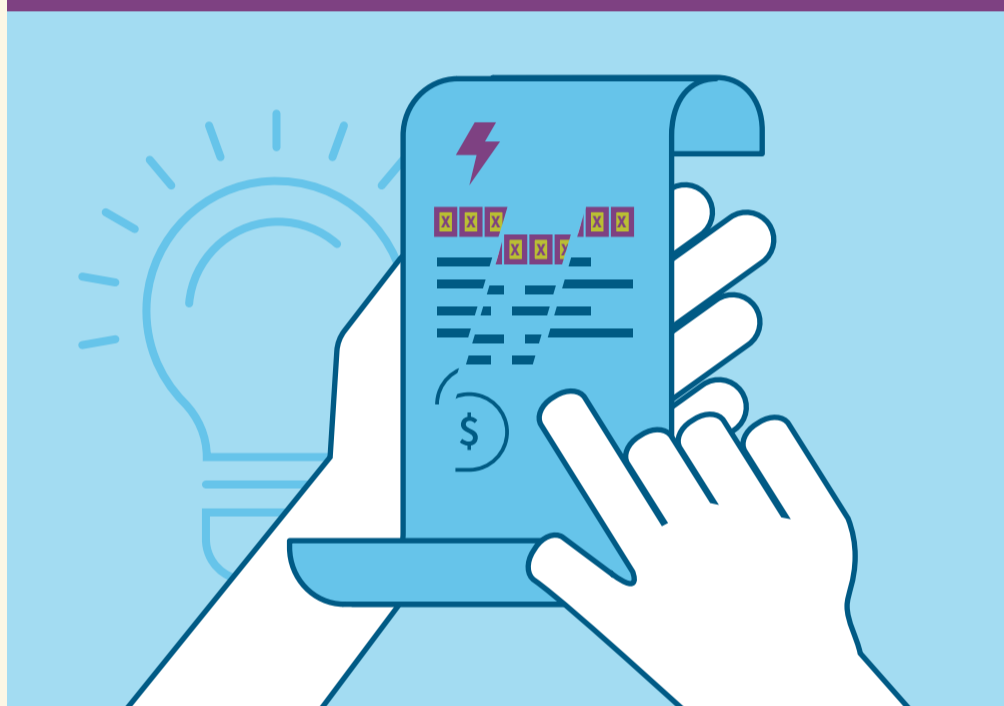


Adjust the customer's bill based on the customer's estimated read, as long as it complies with requirements (for example, the customer's reading must be clear and not too late).

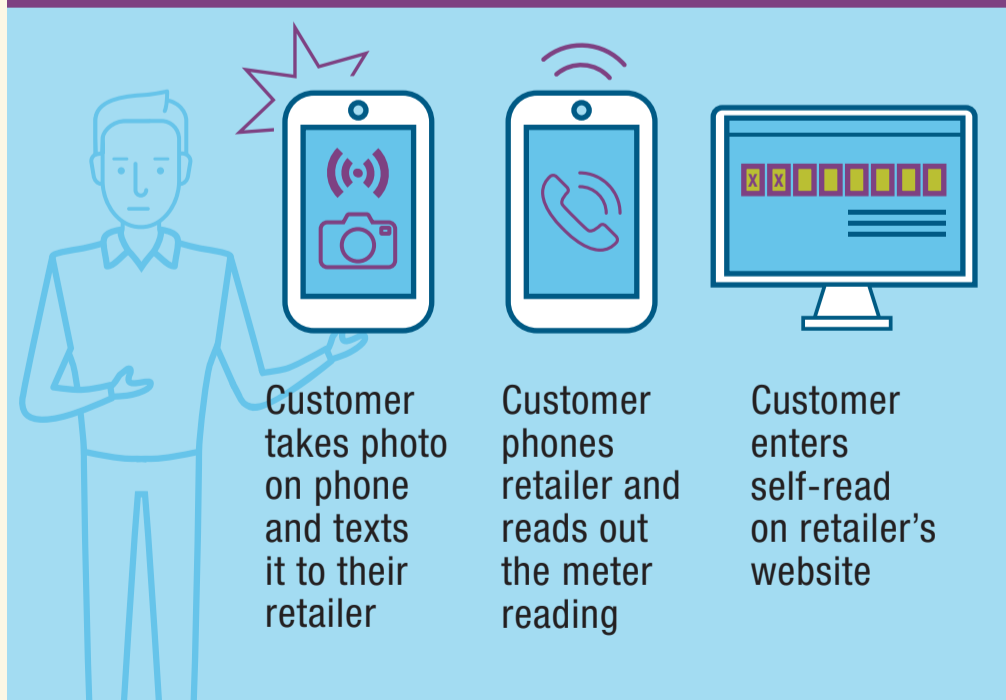
### Meter reader can't get to meter because it's inaccessible



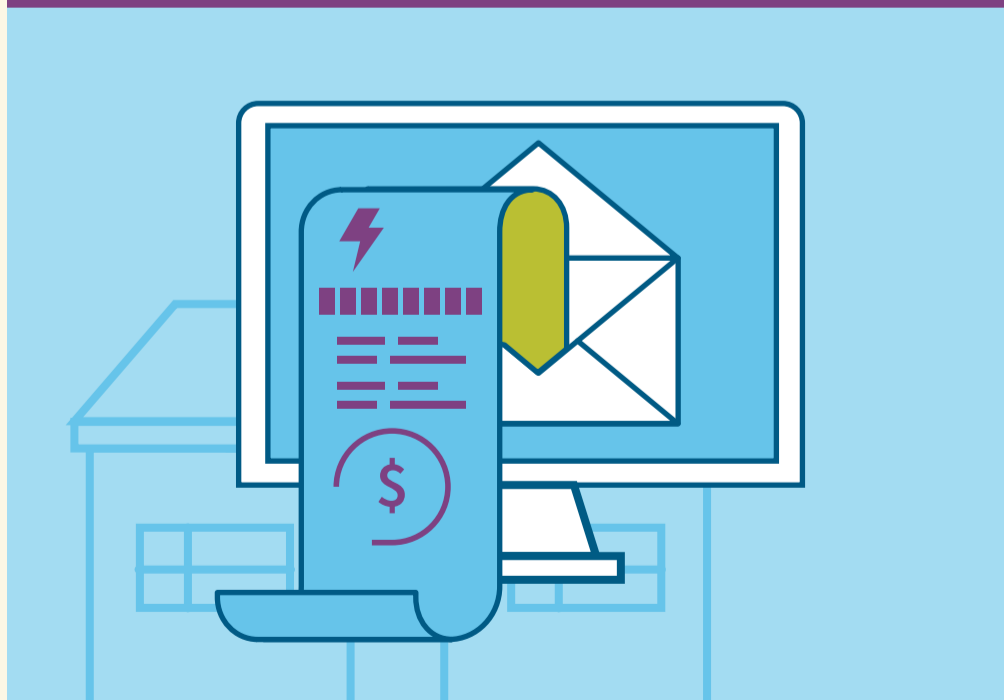
### Customer gets estimated meter read bill and thinks it's wrong



### Customer reads the meter and has options on ways to tell their retailer



### Customer receives new bill based on their estimate



## NEW CIVIL PENALTIES

The final rule recommends new civil penalties, for example a fine, if retailers fail to comply with the new obligations.

## NEXT STEPS

The rule will start on 1 February 2019.