

# AUSTRALIAN ENERGY MARKET COMMISSION CONSUMER PROTECTION ACTION PLAN

This package of new rules and reviews will help deliver more affordable energy by giving consumers more control over their energy bills.

## ✓ Final: NOV 2017

### Advance warnings to shop around before energy discounts finish -

Energy retailers must notify their electricity and gas customers when benefits in their contract, such as a discount, are about to end or change. Started 1 February 2018.

## ✓ Final: MAY 2018

### Stopping energy discounting that can leave consumers worse off

Preventing retailers from applying discounts to electricity and gas rates in market contracts that are higher than the retailer's equivalent standing offer. Rule starts 1 July 2018.

## ✓ Final: SEP 2018

### Advance notice of price changes

Requiring retailers to notify customers at least five business days before their gas or electricity prices change.

## ✓ Final: OCT 2018

### Allowing self-meter reads to improve the accuracy of energy bills

Reducing the risk of consumers being exposed to the financial shock of an inaccurately estimated bill by allowing consumers to have their electricity or gas bill based on their own reading of the meter.

## ✓ Final report: JUN 2018

### Retail competition review

Annual review with recommendations to improve customer outcomes in retail energy markets. Includes analysis of solar opportunities, hardship schemes and how to raise customer awareness of options to manage energy bills.

## ✓ Final report: JUL 2018

### Electricity networks economic regulatory frameworks review

Annual review that explores options for the grid of the future including improved integration of consumers' solar, batteries and other distributed energy resources.

## ✓ Final: NOV 2018

### Strengthening protections for vulnerable customers

New obligations on retailers to implement effective hardship policies to help customers who are having difficulty paying their energy bills.

## Final: DEC 2018

### Introducing maximum timeframes for meter installations

Requiring retailers to provide customers with new electricity meters within a defined timeframe. Customers typically need a new 'smart' meter when they install solar panels or when their old meter needs replacing.

Updated 15 November 2018

