

AUSTRALIAN ENERGY MARKET COMMISSION

CONSUMER ACTION PLAN

GIVING ENERGY CONSUMERS MORE CHOICE, CONTROL AND PROTECTION

This package of new rules and reviews is all about giving consumers more choices about energy products and services; more control over energy bills; and stronger protections.

Final rule: **DEC 2018**

Introducing maximum timeframes for meter installations

Requires retailers to provide customers with new electricity meters within a defined timeframe. Customers typically need a new 'smart' meter when they build a new house, renovate or install solar panels.

Draft report: **JAN 2019**

Strengthening protections for customers in embedded networks

Developing a package of law and rule changes to strengthen protections and improve access to competitive retail offers for embedded network customers.

Rule starts: **FEB 2019**

Advance notice of price changes

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

Rule starts: **FEB 2019**

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 customers to have their electricity or gas bill based on their own reading of the meter.



Initiation: **FEB 2019**

Including more smart meter data in customer bills

Reviewing how the data recorded by smart meters could be included in energy bills to give customers more information about their electricity usage.

Initiation: **MAR 2019**

Consumer protections NECF review

Review of consumer protections in the National Energy Consumer Framework, especially in relation to new energy services such as demand response.

Final report: **MAY 2019**

Regulations for stand-alone power systems

Developing a national framework for regulating stand-alone power systems provided by existing network businesses. This includes looking at consumer protections and service standards.

Final report: **JUN 2019**

Electricity networks economic regulatory frameworks review

Annual review that explores options for the grid of the future including improved ways for network businesses to adopt lowest cost solutions to support the integration of customers' solar, batteries and other distributed energy resources.

Final report: **JUN 2019**

Retail competition review

Annual review with recommendations to improve customer outcomes in retail energy markets. Includes a best practice review of retailers' programs to support customers in hardship, and analysis of consumer protections across jurisdictions.

Updated 17 January 2019

