



## Bill Contents — customers with interval meters

### Stakeholder submissions invited on new rule change request

**The Australian Energy Market Commission has commenced consultation on a rule change request to require all retailers to include the start and end meter readings in the bills of customers with advanced interval meters. Submissions close on 28 February 2019.**

### Context and rule change request

Under the National Energy Retail Rules (NERR), retailers must include the values of meter readings at the start and end of the billing period. However, a transitional provision permits retailers not to display these values for interval meter customers if the metering data required is not reasonably available.

The rule change request proposes to require all energy retailers to include a start and end meter reading for each billing period in the bills of customers with an advanced interval meter (smart meter). To implement this solution the NERR would need to be amended.

The proponent considers that these changes would provide a number of benefits including:

- facilitate billing reconciliation
- improve consumer trust in energy retailers
- reduce the number of consumer complaints submitted to Ombudsman agencies, the Australian Energy Regulator (AER) and energy retailers.

### Issues for consultation

The rule change request raises a range of issues that are further explained in the consultation paper. Stakeholders are invited to comment on these issues, which include:

- the prevalence of the issue raised in the rule change request over time;
- whether the information and tools available to customers with interval and advanced meters are sufficient to understand their bill and energy consumption;
- whether there is any reason for retailers to exclude cumulative readings in their bills for other NEM jurisdictions when it is already included in their bill for Victorian customers; and
- whether there is any alternative solution to consider that may have greater and/or lower costs.

Importantly, the Commission will consider the threshold issue of whether the issues raised by the proponent are best addressed by competitive market interactions or changes to regulation.<sup>1</sup>

### Consultation process

We invite stakeholders to provide written submissions on the consultation paper by **28 February 2019**. A [template](#) setting out consultation questions is available on our website to help stakeholders provide their views on the issues raised in the paper.

For information contact:

<sup>1</sup> The request for comments on solutions does not imply a rule will be made.

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