

30 May 2019



Ms Stephanie Flechas
Australian Energy Market Commission
By email: submissions@aemc.gov.au

Dear Ms Flechas,

RE: Bill Contents – Customers with Interval Meters, Draft Determination (REF RRC0026)

Aurora Energy welcomes the opportunity to provide comment on the Draft Determination for the *Bill Contents – Customers with Interval Meters* proposed rule change issued by the Australian Energy Market Commission (AEMC) on 18 April 2019.

Aurora Energy supports the AEMC's draft rule not to require retailers to include start and end meter readings in electricity bills for customers with interval meters. In particular, the following key findings of the Draft Determination are supported:

- the materiality of the issue raised by the rule change request was insufficient justification for making the proposed change;
- start and end meter readings would be insufficient to allow customers with interval meters to reconcile their bills; and
- including start and end meter readings in electricity bills would not increase trust or transparency in the market, and increased levels of regulatory and administrative costs arising from the proposed new rule would not be justified.

Aurora Energy considers that the decision to not proceed with the rule change is a positive outcome for the electricity retail market. The Draft Determination will avoid unnecessary cost and allow flexibility for retailers to provide innovative customer solutions that can address customer data requirements.

If you have any questions regarding the issues outlined above please contact Aurora Energy's Acting Regulatory and Policy Manager, Corinna Woolford, via email to: corinna.woolford@auroraenergy.com.au

Yours sincerely

A handwritten signature in black ink, appearing to read "Hayden Moore".

Hayden Moore
Acting General Manager Commercial Services