

29 May 2019



Mr John Pierce
Chairman
Australian Energy Market Commission
PO Box A2449
SYDNEY SOUTH NSW 1235

Dear Mr Pierce

Draft Rule Determination: *National Energy Retail Amendment (Bill Contents – Customers with Interval Meters) Rule 2019 (RRC0026)*

Energy Queensland Limited (Energy Queensland) appreciates the opportunity to provide a submission to the Australian Energy Market Commission (AEMC) on the *National Energy Retail Amendment (Bill Contents – Customers with Interval Meters) Rule 2019* draft rule determination.

Energy Queensland supports the AEMC's decision not to make a draft rule to amend the National Energy Retail Rules to require all electricity retailers to display start and end meter readings in bills for customers with an advanced interval meter. Energy Queensland agrees with the AEMC's assessment that the proposed rule change would not be in the longer term interests of electricity customers given that:

- The absence of start and end meter readings on electricity bills does not appear to be a material issue for most customers with interval meters;
- Providing start and end meter readings would not be sufficient to allow customers with interval meters to reconcile their bills and may in fact lead to increased confusion for customers;
- There are a range of alternative solutions available for customers to assist in checking their bills and verifying their energy consumption;
- It is unlikely that providing start and end meter readings in electricity bills for customers with interval meters would increase transparency and trust in the market; and
- Implementing the proposed rule change would result in additional costs for retailers which are likely to outweigh the expected benefits.

Should you require additional information or wish to discuss any aspect of Energy Queensland's submission, please do not hesitate to contact me on (07) 3851 6787 or Charmain Martin on (07) 3664 4105.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Trudy Fraser'.

Trudy Fraser

Manager Policy and Regulatory Reform

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