



27 May 2019

Mr. John Pierce  
Chairman  
Australian Energy Market Commission  
PO Box A2449  
Sydney NSW 1235

Lodged electronically: [www.aemc.gov.au](http://www.aemc.gov.au)

Dear Mr Pierce,

**RE: RRC0026 Draft Decision: Bill Contents – customers with interval meters**

Origin welcomes the opportunity to provide a response to the Australian Energy Market Commission's (AEMC) Draft Decision regarding the display of data on billing for customers with interval meters.

Origin supports the AEMC's draft decision not to make a rule change requiring retailers to include a start and end read on a customer's bill where the billing is based on interval metering. We have not found that this is a material issue for our customers, and in limited cases where it has led to customer confusion, we have been successful in explaining to customers how their bill is calculated.

We believe that the current rules provide necessary safeguards to allow a customer to question their bill if they are concerned over its accuracy. In this regard, we also agree that retailers need to accept ownership for educating customers around their usage and understanding their bills.

We do not believe changes to the current bill content requirements would contribute to better customer outcomes but if implemented would likely result in an increase in retailer compliance costs.

For these reasons, we support the AEMC's draft decision.

Should you have any questions regarding this submission, please contact Courtney Markham in the first instance at [Courtney.Markham@originenergy.com.au](mailto:Courtney.Markham@originenergy.com.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "Sean Greenup".

Sean Greenup  
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