

AUSTRALIAN ENERGY MARKET COMMISSION CONSUMER ACTION PLAN 2019

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.

✓ Rule starts: **FEB 2019**

Introducing maximum timeframes for meter installations

Requires retailers to provide customers with new smart electricity meters within a defined timeframe.

✓ 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

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.

✓ Rule starts: **FEB 2019**

Strengthening protections for customers needing life support equipment

Builds on current rules to strengthen protections for customers that have a person requiring life support equipment residing at their premises.

✓ Final report: **MAY 2019**

Regulations for stand-alone power systems: priority 1

Developing a national framework for transitioning grid-connected customers to stand-alone power systems where efficient.

✓ Final report: **JUN 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.

✓ 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.

✓ Final report: **SEP 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: **OCT 2019**

Regulations for stand-alone power systems: priority 2

Developing a national framework for ongoing regulation of stand-alone power systems and microgrids owned and operated by third parties like local councils and community groups.

□ Issues paper: **DEC 2019**

Retail competition review: NECF and ACL review

Analysis of changes needed to update the national energy consumer framework in relation to non-traditional energy services and products. Part of 2020 retail competition review.

Updated 31 October 2019

