

Part 10 Retail market performance reports

165 Purpose of this Part

This Part sets out details of matters to be included in retail market performance reports under Division 2 of Part 12 of *the Law*.

166 Contents of retail market performance report—retail market overview

- (1) A retail market overview in a retail market performance report must include:
 - (a) a statement of the number of retailers and the number of retailers actively selling energy to customers; and
 - (b) an indication of the number of customers of each retailer; and
 - (c) an indication of the total number of customers with standard retail contracts and market retail contracts, respectively, and the numbers by reference to each retailer; and
 - (d) an indication of the numbers of customers who have transferred from one retailer to another retailer; and
 - (e) a report on energy affordability for small customers.
- (2) A retail market overview must provide information under subrule (1) by reference to the following:
 - (a) participating jurisdictions;
 - (b) different categories of customers as determined by the AER, including (but not limited to) small customers and large customers, and residential customers and business customers.

167 Contents of retail market performance report—retail market activities report

- (1) A retail market activities report in a retail market performance report must include information and statistics on the following activities of regulated entities:
 - (a) customer service and customer complaints;
 - (b) the handling of customers experiencing payment difficulties (distinguishing hardship customers and other residential customers experiencing payment difficulties);
 - (c) the provision of prepayment *meter* systems to customers, including (but not limited to) the total number of customers using prepayment *meters*, self-disconnections and numbers of prepayment *meters* removed due to customer payment difficulties;
 - (d) de-energisation of premises for reasons of non-payment (distinguishing hardship customers and other residential customers on payment plans);
 - (e) re-energisation of premises referred to in paragraph (d);

- (f) concessions for customers where retailers administer the delivery of concessions to customers;
 - (g) the number and aggregate value of *security deposits* held by each retailer as at 30 June each year.
- (2) A retail market activities report must provide sufficient detail to explain the key factors relevant to the level of and trends in the performance of regulated entities.
- (3) A retail market activities report must provide information under subrules (1) and (2) by reference to the following:
 - (a) participating jurisdictions;
 - (b) different categories of customers as determined by the AER, including (but not limited to) small customers and large customers, and residential customers and business customers;
 - (c) specific activities where appropriate, such as customer complaints about billing, energy marketing and customer transfers.