Introducing maximum timeframes for meter installations
Requires retailers to provide customers with new smart electricity meters within a defined timeframe.

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.

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.

Advance notice of price changes
Requires retailers to notify customers at least five business days before their gas or electricity prices change.

Regulations for stand-alone power systems: priority 1
Developing a national framework for transitioning grid-connected customers to stand-alone power systems where efficient.

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.

Limiting the level of discounts to the “reasonable cost savings” that a retailer expects to make if a customer satisfies the conditions of the discount.

Giving flexibility to AEMO and industry to update their processes so customers can be transferred from one retailer to another retailer in two days – regardless of the type of meter they have.

Analysis of how the overarching consumer framework could be improved to protect energy consumers in the changing market. Part of the retail competition review.

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.

Updated 27 February 2020