

AUSTRALIAN ENERGY MARKET COMMISSION

CONSUMER ACTION PLAN 2019-2020

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: **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.

Final rule: **DEC 2019**

Reducing customer switching times

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.

Final rule: **FEB 2020**

Regulating conditional discounts

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.

Final report: **JUN 2020**

Retail competition review

Annual review with recommendations to improve customer outcomes in retail energy markets.

Final report: **JUN 2020**

Consumer protections in an evolving market review

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



Updated: 27 February 2020

