

## **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.