

## Part 11 Customer retail contracts—electricity consumption benchmarks

### 168 Purpose of this Part

This Part provides for electricity consumption benchmarks for residential customers under a customer retail contract.

### 169 AER administration of electricity consumption benchmarks

- (1) The AER must provide the initial benchmarks to retailers and publish those benchmarks on its website.
- (2) Following publication of the initial benchmarks under subrule (1), the AER must prepare subsequent benchmarks for the consumption of electricity (electricity consumption benchmarks) by residential customers in accordance with this rule.
- (3) The electricity consumption benchmarks must be based on the following:
  - (a) electricity consumption information received by the AER from distributors pursuant to rule 171;
  - (b) localised zones as determined and notified to the AER by the relevant jurisdictional Minister;
  - (c) household size.
- (4) The AER must:
  - (a) provide the electricity consumption benchmarks to retailers; and
  - (b) publish the electricity consumption benchmarks on the AER website; and
  - (c) provide the information supporting the development of the electricity consumption benchmarks to the MCE.
- (5) The AER must administer the electricity consumption benchmarks and update them at least every 3 years from the date when the initial benchmarks are published.
- (6) The AER may consult on the electricity consumption benchmarks in any manner that it considers appropriate.
- (7) In this rule:

**initial benchmarks** means the benchmarks for the consumption of electricity by residential customers as provided for by the National Regulations.

### 170 Retailer obligations—electricity consumption benchmarks

- (1) Without limiting any requirement under rule 25, a retailer must provide the following particulars in a bill for a residential customer:
  - (a) a comparison of the customer's electricity consumption against the electricity consumption benchmarks under rule 169;

- (b) a statement indicating the purpose of the information provided with respect to those benchmarks;
  - (c) a reference to an energy efficiency website.
- (2) A retailer is required to present the information in subrule (1) in a graphical or tabular form, as appropriate, but may do so in a location on the bill that is convenient for the retailer.
  - (3) A retailer must present the information in subrule (1) in a manner which is easy for the customer to understand.
  - (4) In this rule:  
**energy efficiency website** means a website, containing information about electricity consumption benchmarks, that is prescribed by the National Regulations and notified by the AER on its website.

## **171 Distributor obligations—electricity consumption information**

Distributors must, for the purpose of the electricity consumption benchmarks, provide information to the AER in such manner and form as may be requested by the AER.