



National Energy Retail Amendment (Bill contents and billing requirements) Rule 2021 No. 2

under the National Energy Retail Law as applied by:

- (a) the National Energy Retail Law (South Australia) Act 2011 of South Australia;
- (b) the National Energy Retail Law (ACT) Act 2012 of the Australian Capital Territory;
- (c) the National Energy Retail Law (Adoption) Act 2012 of New South Wales;
- (d) the National Energy Retail Law (Queensland) Act 2014 of Queensland;
- (e) the National Energy Retail Law (Tasmania) Act 2012 of Tasmania; and
- (f) the Australian Energy Market Act 2004 of the Commonwealth.

The Australian Energy Market Commission makes the following Rule under the National Energy Retail Law.

Anna Collyer
Chairperson
Australian Energy Market Commission

National Energy Retail Amendment (Bill contents and billing requirements) Rule 2021 No. 2

1 Title of Rule

This Rule is the *National Energy Retail Amendment (Bill contents and billing requirements) Rule 2021 No. 2*.

2 Commencement

Schedule 1 of this rule commences on 4 August 2022.

Schedule 2 of this rule commences on 25 March 2021.

3 Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

4 Savings and Transitional Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 2.

Schedule 1 Amendment to the National Energy Retail Rules

(Clause 3)

[1] Rule 3 Definitions

In rule 3, omit the definition of "*bill issue date*".

[2] Rule 25 Contents of bills (SRC and MRC)

In rule 25, omit subrule (1), except for the note, and substitute:

- (1) In preparing and issuing bills to a small customer, a retailer must comply with the billing guideline under rule 25A.

[3] New Rule 25A Billing guideline

After rule 25, insert the following:

25A Billing guideline

- (1) The AER must, in accordance with the retail consultation procedure, make a guideline (**billing guideline**) for retailers on meeting the bill objective in subrule (3) in relation to preparing and issuing bills to small customers.
- (2) The AER may, from time to time, amend the billing guideline in accordance with the retail consultation procedure.

Bill objective

- (3) The objective of a bill (**bill objective**) is to provide billing information that enables small customers to easily understand:
 - (a) payment amounts, dates and methods;
 - (b) how their bill is calculated and whether it conforms to their customer retail contract;
 - (c) their energy consumption and production, and related costs and revenue, to assist with:
 - (i) using energy efficiently;
 - (ii) comparing their customer retail contract with other energy offers available to them;
 - (iii) considering options for energy supply other than through the distribution system;
 - (d) how to dispute or raise a query in relation to their bill;
 - (e) how to access interpreter services and seek financial assistance; and

- (f) how to report a fault or emergency.

Developing the billing guideline

- (4) In making and amending the billing guideline, the AER:
 - (a) must take into account the following:
 - (i) the need for consumer protections for small customers, while also enabling retail market innovation, competition and consumer choice;
 - (ii) the costs of compliance by retailers with the billing guideline and the potential resulting costs for small customers;
 - (iii) whether the requirements in the billing guideline are effective and proportionate to the expected benefits that result from achieving the relevant part of the bill objective; and
 - (iv) the potential benefits of standardising language and terminology across bills, customer retail contracts and energy offers; and
 - (b) may take into account any other matters that the AER considers relevant to the bill objective.
- (5) The AER must make and amend the billing guideline in a manner that:
 - (a) will or is likely to contribute to the achievement of the national energy retail objective; and
 - (b) is compatible with the development and application of consumer protections for small customers, including (but not limited to) protections relating to hardship customers.

Form and delivery of billing information

- (6) In the billing guideline, the AER may specify:
 - (a) different types of billing information a retailer must provide; and
 - (b) whether information of different types may be provided to a small customer by different delivery methods (including in separate documents or electronically), if the small customer has given its explicit informed consent to those delivery methods.

[4] Rule 26 Pay-by date (SRC)

In rule 26(1), omit "*bill issue date*" and substitute "date on which the retailer sent the bill to a small customer".

[5] Rule 170 Retailer obligations—electricity consumption benchmarks

Omit rule 170 (including the heading) and substitute "[Deleted]".

**Schedule 2 Savings and Transitional Amendment to the
National Energy Retail Rules**

(Clause 4)

**[1] New Part 16 Rules consequential on making of the
National Energy Retail Amendment (Bill
contents and billing requirements) Rule
2021 No. 2**

In Schedule 3, after Part 15, insert:

**Part 16 Rules consequential on the making of the
National Energy Retail Amendment (Bill
contents and billing requirements) Rule 2021
No. 2**

1 Billing guideline

- (1) By 1 April 2022, the AER must make the billing guideline under rule 25A of the Rules as in force on 4 August 2022 in accordance with the retail consultation procedure.
- (2) The AER may specify in the billing guideline made under subrule (1) different commencement dates for different provisions in the billing guideline, provided that all provisions in the billing guideline commence by 31 March 2023.

[END OF RULE AS MADE]
