Consultation paper:

National Energy Retail Amendment

(Assisting hardship customers) Rule

2025

stakeholder feedback template

The template below has been developed to enable stakeholders to provide their feedback on the questions posed in the consultation paper and any other issues that they would like to provide feedback on. The AEMC encourages stakeholders to use this template to assist it to consider the views expressed by stakeholders on each issue. Stakeholders should not feel obliged to answer each question, but rather address those issues of particular interest or concern. Further context for the questions can be found in the consultation paper.

**To submit this form,** [**follow this link**](https://www.aemc.gov.au/contact-us/lodge-submission)**, and select the project reference code RRC0060.**

SUBMITTER DETAILS

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| --- | --- |
| **ORGANISATION:** |       |
| **CONTACT NAME:** |       |
| **EMAIL:** |       |
| **PHONE:** |       |
| **DATE** |       |

project DETAILS

|  |  |
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| **NAME OF RULE CHANGE:** | ECMC Consumer rule change request Assisting hardship customers |
| **PROJECT CODE:** | RRC0060 |
| **PROPONENT:** | The Hon Chris Bowen MP, Minister for Climate Change and Energy, as Chair of the Energy and Climate Change Ministerial Council |
| **SUBMISSION DUE DATE:** | 16 January 2025 |

**CHAPTER 2** – The problem raised in the rule change request

**Question 1: Hardship customers may not be on the deemed better offer**

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| * Do you agree that hardship customers may find it challenging engaging with their retailer and agree to be on the deemed better offer? If so, could you outline some reasons why consumers might not accept a better offer from their retailer while on a hardship plan?
* Do you consider existing retailer requirements and/or processes for hardship customers to be on the deemed better offer need to be improved?
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**CHAPTER 3** – The proposed solution and implementation

**Question 2: Provision of bill credit to hardship customers who are not on a deemed better offer**

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| Do you agree with the proposed solution as outlined in the rule change request or are the existing arrangements to protect hardship customers sufficient (including EIC arrangements and existing AER guidelines)? If you agree with the proposal in the rule change request, please outline your reasoning. |       |

**Question 3: Costs and benefits of the proposed solution**

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| Are there other potential benefits or costs not identified or that we should have regard to? |       |

**Question 4: Implementation considerations**

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| * What factors could be considered for a credit mechanism that would help to minimise the costs and maximise the benefits?
* Do you think the proposed rules-based approach is appropriate? Or should this obligation be required through AER guidelines (eg, Customer Hardship Policy Guideline) instead?
* What transitional provisions would help retailers and their customers?
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**CHAPTER 4** – Making our decision

**Question 5: Assessment framework**

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| Do you agree with the proposed assessment criteria? Are there additional criteria that the Commission should consider or criteria included here that are not relevant? |       |

**OTHER COMMENTS**

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| 1. Additional information or considerations
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