



1 May 2025

Ms Anna Collyer
Chair
Australian Energy Market Commission
Level 15, 60 Castlereagh Street
Sydney NSW 2000

Lodged electronically: www.aemc.gov.au
Project reference code: ERC0412

Dear Ms Collyer

RE: SUBMISSION TO AEMC – MINOR RULE CHANGE 1 – CONSULTATION PAPER

Origin Energy (Origin) appreciates the opportunity to provide a submission to the Australian Energy Market Commission's (AEMC) minor changes to the National Electricity Rules (NER), the National Gas Rules (NGR) and the National Energy Retail Rules (NERR), including changes to the NERR to ensure consistency with the final determination of the Accelerating smart meter deployment rule change.

Origin supports the proposed amendments to the NER, NGR and NERR to correct for minor errors and provide clarification for stakeholders. We also support the proposed amendments to clause 11(d) of the model terms and conditions for standard retail contracts (SRCs) to ensure retailers' SRCs are consistent with the NERR. However, we have concerns with the associated obligation under Schedule 4 *Savings and Transitional Amendment to the National Energy Retail Rules* for retailers to separately notify SRC customers of the alteration to the model terms and conditions for SRCs.

Origin agrees with the proposed alteration to the SRC model terms and conditions but considers that notification should be treated in the same manner as previous alterations to the model terms and conditions.¹ That is, notification should be via current business as usual requirements for market retail customers, rather than a separate notice. Accordingly, retailers should notify customers of changes to the model terms and conditions at least five business days before the changes take effect, or at the latest on the next bill. Retailers should also have the discretion to determine how details of the alteration to the model terms and conditions are conveyed to customers e.g. web link to AEMC rule change and should not be required to provide an explanation – any explanation of the alteration should be referenced to the AEMC.

We are also concerned with the conflicting application of the NERR and the model terms and conditions and the potential for retailer non-compliance. Schedule 1 of the NERR takes effect from 1 June 2025, however retailers are required to alter their SRC model terms and conditions as soon as possible after the effective date (1 June 2025), and no later than 1 September 2025. There is therefore potential for the requirements set out in the rules and the model terms and conditions to be inconsistent such that there is provision for opt-out in the rules while, to the extent they are un-altered, the model terms and conditions continue to allow for opt-out. This is an unsustainable position for retailers.

The AEMC should clarify that until such time as the SRC model terms and conditions are aligned with the new rules, and no later than 1 September 2025, the current NERR (version 42) continue to apply. This ensures that the current protections under NERR version 42 are afforded to customers until retailers implement the changes prescribed in the new rules (including alterations to the SRC model terms and

¹ See for example, AEMC 'Expanding competition in metering and related services – Rule change' <https://www.aemc.gov.au/rule-changes/expanding-competition-in-metering-and-related-serv>

conditions) or until the transitional period expires. Where a retailer aligns its model terms and conditions and chooses to 'go live' within the transitional period, the new rules should then apply.

If you have any questions regarding this submission, please contact Gary Davies in the first instance at gary.davies@originenergy.com.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sean Greenup', is written over a light grey rectangular background.

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