



National Energy Retail Amendment (Improving the application of concessions to bills) Rule 2025 No. 5

The Australian Energy Market Commission makes the following Rule 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 (Tasmania) Act 2012* of Tasmania;
- (e) the *National Energy Retail Law (Queensland) Act 2014* of Queensland; and
- (f) the *Australian Energy Market Act 2004* of the Commonwealth.

Anna Collyer
Chairperson
Australian Energy Market Commission

National Energy Retail Amendment (Improving the application of concessions to bills) Rule 2025 No. 5

1 Title of Rule

This Rule is the *National Energy Retail Amendment (Improving the application of concessions to bills) Rule 2025 No. 5*.

2 Commencement

Schedule 1 of this Rule commences operation on 1 July 2026.

Schedule 2 of this Rule commences operation on 2 October 2025.

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 19 Responsibilities of designated retailer in response to request for sale of energy (SRC)

Omit subrule 19(1)(c) and substitute:

- (c) information about all relevant government funded energy charge rebate, concession or relief schemes available in the jurisdiction of the small customer;

[2] Rule 19 Responsibilities of designated retailer in response to request for sale of energy (SRC)

After subrule 19(1) insert the following:

- (1A) A designated retailer must ask the small customer requesting the sale of energy under the retailer's standing offer whether that small customer may be eligible for any rebate, concession or relief schemes identified in subrule (1)(c).

(1B) Subrule (1A) does not apply where:

- (a) the small customer is an existing customer of that designated retailer and that designated retailer is aware that the small customer is receiving and will continue to receive a rebate, concession or relief available under any rebate, concession or relief schemes identified in subrule (1)(c); or
- (b) the designated retailer has asked the small customer whether that small customer may be eligible for any rebate, concession or relief schemes identified in subrule (1)(c) within the last 30 days.

[3] Rule 64 Required information

In subrule (1)(a), omit "concessions or rebates,".

[4] Rule 64 Required information

In subrule (1)(e), omit "ombudsman." and substitute "ombudsman;".

[5] Rule 64 Required information

After subrule (1)(e), insert the following new subrule:

- (f) all relevant government funded energy charge rebate, concession or relief schemes available in the jurisdiction of the small customer.

[6] Rule 64 Required information

After subrule 64(2), insert the following:

- (3) The retail marketer must ask the small customer whether that small customer may be eligible for any rebate, concession or relief schemes identified in subrule (1)(f).
- (4) Subrule (3) does not apply where:
 - (a) the small customer is an existing customer of the retailer and the retailer is aware that the small customer is receiving and will continue to receive a rebate, concession or relief available under any rebate, concession or relief schemes identified in subrule (1)(f); or
 - (b) the retail marketer has asked the small customer whether that small customer may be eligible for any rebate, concession or relief schemes identified in subrule (1)(f) within the last 30 days.

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

(Clause 4)

**[1] Division 5 Rules consequential on the making of the
National Energy Retail Amendment
(Improving the application of
concessions to bills) Rule 2025 No. 5**

In Schedule 3 Part 20, after Division 4, insert the following new Division:

**Division 5 Rules consequential on the making of the
National Energy Retail Amendment
(Improving the application of concessions to
bills) Rule 2025 No. 5**

13 Definitions

In this Division:

Amending Rule means the *National Energy Retail Amendment (Improving the application of concessions to bills) Rule 2025 No. 5*.

effective date means 1 July 2026.

new subrules means subrules 19(1)(c), 19(1A), 19(1B), 64(1)(f), 64(3) and 64(4) of the Rules as in force on and from the effective date.

14 Information for small customers

- (1) Retailers must, by the effective date, review and if necessary update, the material made available by the retailer to its small customers in accordance with the new subrules, to take into account the Amending Rule.
- (2) A retailer is not required to comply with the new subrules in respect of customer retail contracts entered into before the effective date.

[END OF RULE AS MADE]
