



National Energy Retail Amendment (Improving the ability to switch to a better offer) Rule 2025 No. 4

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 ability to switch to a better offer) Rule 2025 No. 4

1 Title of Rule

This Rule is the *National Energy Retail Amendment (Improving the ability to switch to a better offer) Rule 2025 No. 4*.

2 Commencement

Schedule 1 of this Rule commences operation on 30 December 2026.

Schedule 2 of this Rule commences operation on 11 September 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 25 Contents of bills (SRC and MRC)

In subrule 25(1), omit "In preparing and issuing bills to a small customer, a retailer must comply with the billing guideline" and substitute "In preparing and issuing bills (including any written communications relating to and sent at the same time as a bill) to a small customer, a retailer must comply with the *billing guideline*".

[2] Rule 25A Billing guideline

In subrule 25A(1), omit "in relation to preparing and issuing bills to small customers." and substitute "in relation to preparing and issuing bills (including any written communications relating to and sent at the same time as a bill) to small customers."

[3] Rule 25A Billing guideline

Following subrule 25A(6), insert:

- (7) In the *billing guideline*, the AER must specify that a retailer must provide comparative information for the purposes of subrule (3)(c)(ii) to a small customer in a bill and in any written communications relating to and sent at the same time as a bill, in the manner and form required by the *billing guideline*.
- (8) For the avoidance of doubt, the written communications referred to in subrules 25(1), 25A(1), and 25A(7) are communications that accompany a bill, and do not include the notices provided in accordance with subrules 30(2)(c), 31(1), 46(3), 48(2), and 48A(1).

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

(Clause 4)

**[1] New Division 4 Rules consequential on the making of the
National Energy Retail Amendment
(Improving the ability to switch to a better
offer) Rule 2025 No. 4**

In Schedule 3 Part 20, after Division 3, insert:

**Division 4 Rules consequential on the making of the
National Energy Retail Amendment
(Improving the ability to switch to a better
offer) Rule 2025 No. 4**

11 Definitions

In this Division:

Amending Rule means the *National Energy Retail Amendment (Improving the ability to switch to a better offer) Rule 2025 No. 4*

effective date means 30 September 2026.

12 Updates to AER guidelines

- (1) By the effective date, the AER must review, update and publish the billing guideline made under rule 25A, to take into account the Amending Rule.
- (2) For subrule (1), the AER must proceed in accordance with the retail consultation procedure.

[END OF RULE AS MADE]
