

12 August 2025

Australian Energy Market Commission
Level 15, 60 Castlereagh St
Sydney NSW 2000

Dear AEMC

Improving the application of concessions to bills (RRC0063)

Thank you for opportunity to respond to the Australian Energy Market Commission's (AEMC) draft rule determination relating to improving the application of concessions to bills.

The Water Services Association of Australia (WSAA) is the peak body representing Australian and Aotearoa New Zealand water utilities. Our members provide water and wastewater services to over 24 million customers in Australia and Aotearoa New Zealand including many of Australia's largest industrial and commercial enterprises.

WSAA has explored automating concessions with different state governments and the Federal Government. In the past this has not been possible due to IT barriers in each state department.

With this background, the WSAA supports the AEMC's key recommendation for the Department of Climate Change, Energy, the Environment and Water to facilitate the next steps on automating the application of concessions. As this work progresses with jurisdictions, Services Australia and industry participants, we request that the Department explore opportunities to include in the scope the capacity for the automation to be extended to the water sector.

Like the energy sector, not all eligible consumers are receiving concessions on essential water and wastewater services. Should a system be developed that automates the application of concessions to energy consumers, we would be happy to participate in any process that looks to extend this automation to water consumers.

Should you have any queries, please contact Evelyn Rodrigues on 0417 244 990 or via email at evelyn.rodrigues@wsaa.asn.au.

Regards



Adam Lovell
Executive Director
Water Services Association of Australia