



Draft National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026

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

Draft National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026

1 Title of Rule

This Rule is the *Draft National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026*.

2 Commencement

This Rule commences operation on 1 August 2026.

3 Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

Schedule 1 Amendment to the National Energy Retail Rules

(Clause 3)

[1] Rule 3 Definitions

After the unnumbered paragraph starting with "In these Rules—", insert:

abolishment service has the meaning in Part 13 of the NGR.

[2] Rule 3 Definitions

After the definition of "customer authorised representative", insert:

disconnection service has the meaning in Part 13 of the NGR.

[3] Rule 69A Information about disconnection and abolishment – gas

After rule 69, insert:

69A Information about disconnection and abolishment – gas

- (1) Where a small customer notifies its retailer that it wishes to terminate its customer retail contract for the sale of gas, or makes an enquiry to its retailer about *disconnection services* or *abolishment services*, the retailer must:
 - (a) where practicable, provide to the customer brief and general information about the availability of *disconnection services* and *abolishment services* and the differences between them, including with respect to:
 - (i) whether there will still be gas from the distribution pipeline within the boundary of the customer's premises, after completion of the service; and
 - (ii) the work that would be required if a customer wants to re-establish the flow of gas to the premises; and
 - (b) refer the customer to the relevant distributor's website and enquiry number for more information about the *disconnection services* and *abolishment services* available from the distributor.

(2) Application of this rule to standard retail contracts

This rule applies in relation to standard retail contracts for the sale of gas.

(3) Application of this rule to market retail contracts

This rule applies in relation to market retail contracts for the sale of gas.

[4] Rule 102 Enquiries or complaints relating to the distributor

In rule 102(1), after "or an unplanned interruption)", insert "or an issue relating to *disconnection services* or *abolishment services*".