

Dear Project Leader

Re: [Reference: GRC0086](#)

[Electrify Canberra](#) is a volunteer-led, community-driven group of electrification enthusiasts. We share knowledge, ideas, connections and learnings to accelerate household electrification across the ACT.

We are a community partner of [Rewiring Australia](#), a non-profit, independent, non-partisan organisation dedicated to representing the people, households and communities in the energy system.

We agree with the AEMC's proposed changes to introduce a new framework for customer-initiated abolishment services in the NGR, to make it clear what disconnection services are available to customers who want to permanently stop using gas.

We particularly welcome the focus on better community information about the options for customers to 'get off gas' and for certainty and transparency in pricing through model standing offers.

Our submission asks the AEMC to consider/clarify these points in its Draft National Gas Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026:

- *Rule 120A Information about abolishment and disconnection*
Electrify Canberra would prefer that retailers be required to include information about the disconnection/abolishment services on customer bills. This could increase customer awareness of the opportunity to disconnect/abolish their gas connection and therefore hasten their electrification transition, saving them money on their energy, improving their indoor air quality, and lowering their household's greenhouse gas emissions.

However, if the new rules significantly increase abolishment costs, many consumers may instead choose simple disconnection, creating a growing pool of dormant connections. While this reduces immediate abolishment activity, it also creates an opportunity for distributors to plan decommissioning more efficiently at a larger scale, such as by street, suburb, or primary main. Yet without reform, the costs of maintaining and later decommissioning these assets may fall on a shrinking group of remaining customers.

To address this, a regulated option for delayed abolishment could be offered. Distributors would be required to create a costed plan for decommissioning the network by asset class. When a customer opts for delayed abolishment, the service line could be

immediately capped, alongside a transparent pro-rata contribution to a pooled decommissioning fund. This approach would support efficient network retirement, discourage reconnection, and strengthen incentives to transition remaining customers to electrification. It could also facilitate coordination of decommissioning with other infrastructure works such as the rollout or upgrade of NBN fibre, minimising disruption and civil works costs.

- *Rule 121F Publication of model standing offers*

What arrangements will exist for the retailer or distributor to advise customers who have disconnected - and therefore do not have a relationship with a retailer - of the model standing offer for abolition? Will this class of (former) customers be required to pay extra charges? As disconnections increase, Electrify Canberra envisages a future where fully electric properties are sold and new owners are not aware if there is still gas supply at the property.

- As an aside, Electrify Canberra is concerned about the safety implications of a 'live' gas supply and who has the duty of care – the householder, the retailer who most recently had a customer at the address, or the distributor? – for ensuring the gas is disconnected or abolished.

Indeed, Electrify Canberra is already aware of examples where households have ceased using gas but have not disconnected. We understand that abolition can only be actioned by the gas retailer, not by the distributor. Rather than requiring a household to sign up with a retailer to then request – and pay for – abolition, Electrify Canberra suggests the amended rules could include a 'sunset clause'. For example, if there has been no gas usage at a residential property for 2 years, a householder could approach the distributor to undertake the abolition without retailer involvement.

As the cessation in gas consumption will be replaced by increased consumption of electricity, there should be opportunities for homes to arrange disconnections through their current electricity retailer, given that they are reaping the financial benefits of increased electricity consumption. This would potentially avoid residential users switching from a retailer providing gas/electricity to a retailer only providing electricity, once their electrification has been completed.

- *Rule 122 Negotiation of abolition contract*

What arrangements and certainty will exist for a group of customers - for example neighbours or residents in a multi-unit development - to negotiate bulk abolition services, to minimise costs? Taking Rewiring Australia's point, this could 'incentivise efficient disconnection and systematic decommissioning of the gas network'.

Electrify Canberra notes Rule 125B (3): A negotiated abolition offer must not include an abolition charge that is inconsistent with the abolition charges criteria.

- *Rule 123A Payment of abolition charges*

We request that AEMO clarifies how customers will be required to pay abolishment charges: as an upfront payment; as a lump sum; through a staged payment plan or offset plan if they have an account with the retailer for electricity; or some other method?

Electrify Canberra would be keen to work with Evoenergy to promote community awareness of disconnection/abolishment charges and processes when these are in place for Canberra and the ACT region.

If you wish to discuss this submission further, please contact electrifycanberra@gmail.com.

We agree to this submission being published in full.

Yours sincerely

Electrify Canberra
14 January 2026