



National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026 No. 1

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 (Establishing a regulatory framework for retail customer initiated gas abolitionment) Rule 2026 No. 1

1 Title of Rule

This Rule is the *National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolitionment) Rule 2026 No. 1*.

2 Commencement

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

Schedule 2 of this Rule commences operation on 9 April 2026.

3 Amendment to the National Energy Retail Rules

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

4 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 3 Definitions

In rule 3, 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

In rule 3, after the definition of "customer authorised representative", insert:

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

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

After rule 69, insert:

69A Information about customer initiated 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 following matters:
 - (i) the availability of *disconnection services* and *abolishment services*;
 - (ii) the differences between *disconnection services* and *abolishment services*, including with respect to:
 - (A) whether there will still be gas from the distribution pipeline within the boundary of the customer's premises, after completion of the service; and
 - (B) the work that would be required if a customer wants to re-establish the flow of gas to the premises; and
 - (iii) where neither service is selected, the ongoing presence of gas from the distribution pipeline within the boundary of the customer's 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*".

Schedule 2 Amendment to the National Energy Retail Rules

(Clause 4)

[1] Part 21 2026 Savings and Transitional Rules

In Schedule 3, after Part 20 insert:

Part 21 2026 Savings and Transitional Rules

Division 1 Rules consequential on the making of the National Energy Retail Amendment (Establishing a regulatory framework for retail customer initiated gas abolishment) Rule 2026

1 Definitions

In this Division:

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

commencement date means the commencement date of Schedule 1 of the Amending Rule, being 1 October 2026.

new rule 69A(1)(a) means rule 69A(1)(a) as in effect on and from the commencement date.

transition period means the period from the commencement date until 18 January 2027.

2 Deferred commencement of information obligations

- (1) During the transition period, a retailer is not required to comply with new rule 69A(1)(a).
- (2) A retailer must comply with new rule 69A(1)(a) from the end of the transition period.