



National Gas 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 Gas Law to the extent applied by:

- (a) the *National Gas (South Australia) Act 2008* of South Australia;
- (b) the *National Gas (ACT) Act 2008* of the Australian Capital Territory;
- (c) the *National Gas (New South Wales) Act 2008* of New South Wales;
- (d) the *National Gas (Queensland) Act 2008* of Queensland;
- (e) the *National Gas (Tasmania) Act 2008* of Tasmania;
- (f) the *National Gas (Victoria) Act 2008* of Victoria;
- (g) the *National Gas (Northern Territory) Act 2008* of the Northern Territory; and
- (h) the *Australian Energy Market Act 2004* of the Commonwealth.

Anna Collyer
Chairperson
Australian Energy Market Commission

National Gas Amendment (Establishing a regulatory framework for retail customer initiated gas abolition) Rule 2026 No. 1

1 Title of Rule

This Rule is the *National Gas Amendment (Establishing a regulatory framework for retail customer initiated gas abolition) 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 Gas Rules

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

4 Amendment to the National Gas Rules

The National Gas Rules are amended as set out in Schedule 2.

Schedule 1 Amendment to the National Gas Rules

(Clause 3)

[1] Rule 3 Interpretation

In rule 3, in the definition of "distributor", after paragraph (a), insert:

- (a1) for the purposes of Part 13 – see rule 120;

[2] Part 13 [Deleted]

In Part 13, omit the text of the heading and substitute "Retail customer initiated disconnection and abolishment".

[3] Division 1 Introductory matters

After the heading of Part 13, insert:

Division 1 Introductory matters

[4] Rule 120 [Deleted]

In rule 120, omit the text of the heading and substitute "Definitions".

[5] Rule 120 Definitions

After the heading of rule 120, insert:

In this Part:

abolishment charge means a charge imposed by a *distributor* for an abolishment service.

abolishment charges criteria – see rule 123.

abolishment contract means a contract formed by the making and acceptance of an abolishment offer.

abolishment offer means an offer by a *distributor* to provide abolishment services to a retail customer.

abolishment service means a service for the removal of a connection such that gas cannot flow to the premises without a new connection being established

abolishment service applicant means an applicant for an abolishment service of one of the following categories:

- (a) retail customer;
- (b) retailer or other person acting on behalf of a retail customer.

basic abolishment service means an abolishment service where:

- (a) the provision of the service involves only the work required to satisfy any applicable duty or requirement under an Act of a participating jurisdiction, or any instrument made or issued under or for the purposes of that Act, relating to safety of an abolished connection; and
- (b) a model standing offer has been approved by the AER for providing that service as a basic abolishment service.

connection means a physical link between a distribution pipeline and premises that allows the flow of gas or would (if not disconnected) allow the flow of gas.

contestable – a service is contestable if the laws of the participating jurisdiction in which the service is to be provided permit the service to be provided by more than one supplier as a contestable service or on a competitive basis.

disconnection means de-energisation or disconnection (each within the meaning of the *NERL*) that does not involve removal of the connection, such that the de-energisation or disconnection can be reversed without the need to establish a new connection.

disconnection service means a service for the disconnection of premises at the request of the retail customer at the premises.

distribution pipeline means:

- (a) a scheme pipeline that is a distribution pipeline under the *NGL*; or
- (b) a non-scheme pipeline for which a nominated distributor has been nominated to provide abolishment services.

distributor means:

- (a) for a distribution pipeline that is a scheme pipeline – a service provider within the meaning of the *NGL* who owns, operates or controls the pipeline; or
- (b) for a distribution pipeline that is a non-scheme pipeline – a nominated distributor to whom this Part applies in respect of the pipeline under a local regulation under section 8A(1)(b) of the *NGL*.

gas means any covered gas.

model standing offer means a document approved by the AER as a model standing offer to provide basic abolishment services (see rule 121B) or as a model standing offer to provide standard abolishment services (see rule 121D).

negotiated abolishment contract – see rule 122.

nominated distributor – see section 8A of the *NGL*.

retail customer means:

- (a) a retail customer as defined in section 2(1) of the *NGL*; and

(b) any other person to whom a retailer sells gas for premises.

retailer means:

- (a) a retailer as defined in section 2(1) of the *NGL*;
- (b) a gas retailer as defined in section 3 of the *Gas Industry Act 2001* (Vic);
- (c) gas retailer as defined in the *Gas Industry Act 2019* (Tas); and
- (d) Power and Water Corporation ABN 15 947 352 360.

standard abolishment service means an abolishment service (other than a basic abolishment service) for a particular class of abolishment service applicant and for which a model standing offer has been approved by the AER.

[6] Rule 120A Information about abolishment and disconnection

After rule 120, insert:

120A Information about abolishment and disconnection

- (1) A *distributor* must publish the following information on its website:
 - (a) a description of the *distributor's* disconnection services and abolishment services;
 - (b) information about the differences between the services including with respect to:
 - (i) the circumstances in which it may be appropriate to use the service;
 - (ii) whether there will still be gas from the distribution pipeline within the boundary of the customer's premises, after completion of the service; and
 - (iii) the work that would be required if a customer wants to re-establish the flow of gas to the premises;
 - (c) details of the indicative timeframes to provide disconnection services and abolishment services;
 - (d) details of charges for disconnection services and abolishment services;
 - (e) a description of the *distributor's* and customer's respective rights and obligations concerning the provision of disconnection services and abolishment services under the *energy laws*;
 - (f) a summary of the rights, entitlements and obligations of small customers (as defined in section 91AF of the *NGL*) including:

- (i) the *distributor's* standard complaints and dispute resolution procedure; and
 - (ii) the contact details for the energy ombudsman.
- (2) If a retail customer requests information of the kind referred to in subrule (1), the *distributor* must, as soon as practicable:
 - (a) refer the retail customer to the *distributor's* website; or
 - (b) provide the information to the customer.
- (3) However, the *distributor* must provide a copy of any information of that kind to the retail customer if the customer requests a copy.
- (4) The *distributor* must give the customer the information, or a copy of the information, requested under this rule without charge. However, if the retail customer requests the information more than once in any 12 month period, the *distributor* may impose a reasonable charge.

120B Obligation for information to be accessible

A *distributor* must ensure that:

- (1) the information it publishes under this Part is easily accessible on its website; and
- (2) the information it publishes under rule 120A(1) is expressed in clear, simple and concise language, and in a format, that makes it easy for a retail customer to understand.

Division 2 Standardised offers to provide basic and standard abolition services

Subdivision 1 Basic abolition services

[7] Rule 121 [Deleted]

In rule 121, omit the text of the heading and substitute "Obligation to have model standing offer to provide basic abolition services".

[8] Rule 121 Obligation to have model standing offer to provide basic abolition services

After the heading of rule 121, insert:

- (1) A *distributor* must have a model standing offer to provide a basic abolition service to retail customers.
- (2) A model standing offer may relate to all basic abolition services available from the *distributor* or a particular class of basic abolition services.

- (3) Basic abolishment services may be divided into classes if there is significant demand for each class of basic abolishment services within the area *served* by the relevant distribution pipeline.

[9] Rule 121A New provisions on model standing offers for abolishment services

After rule 121, insert:

121A Proposed model standing offer for basic abolishment services

- (1) A *distributor* must submit for the AER's approval a proposed model standing offer to provide a basic abolishment service, or basic abolishment services of a particular class, on specified terms and conditions.
- (2) The terms and conditions of the model standing offer must cover:
 - (a) a description of the work to be carried out;
 - (b) timeframes for commencing and completing the work;
 - (c) the qualifications required for carrying out the work involved in providing a contestable service (including reference to the jurisdictional or other legislation and statutory instruments under which the qualifications are required);
 - (d) the safety and technical requirements (including reference to the jurisdictional or other legislation and statutory instruments under which the requirements are imposed) to be complied with by the provider of a contestable service or the retail customer (or both);
 - (e) details of the abolishment charges (or the basis on which they will be calculated); and
 - (f) the manner in which abolishment charges are to be paid by the retail customer.
- (3) The *distributor* must submit to the AER, with its proposed model standing offer:
 - (a) a declaration that the *distributor* considers its proposed abolishment charges to be consistent with the abolishment charges criteria; and
 - (b) details of the basis on which the *distributor* has applied the abolishment charges criteria, including details of any assumption made for the purposes of applying those criteria.

121B Approval of terms and conditions of model standing offer to provide basic abolition services

- (1) The AER may approve a proposed model standing offer to provide a basic abolition service, or basic abolition service of a particular class, on specified terms and conditions if satisfied that:
 - (a) the service, or class of services, is likely to be sought by a reasonable number of retail customers in the area *served* by the distribution pipeline;
 - (b) the abolition charges are consistent with the abolition charges criteria;
 - (c) the terms and conditions are fair and reasonable; and
 - (d) the terms and conditions comply with applicable requirements of the *energy laws*.
- (2) In deciding whether to approve a model standing offer to provide a basic abolition service, or basic abolition services of a particular class, on specified terms and conditions, the AER must have regard to the national gas objective.
- (3) If the AER does not approve a proposed model standing offer to provide a basic abolition service, or basic abolition services of a particular class, on specified terms and conditions:
 - (a) the AER must give the *distributor* written reasons for its *decision*; and
 - (b) the *distributor* must re-submit the proposed model standing offer with appropriate amendments as soon as reasonably practicable.
- (4) The AER must deal with a proposed model standing offer to provide a basic abolition service or a class of basic abolition services as soon as practicable.
- (5) To avoid doubt, the AER may engage in public consultation before deciding whether to approve a proposed model standing offer to provide a basic abolition service or a class of basic abolition services.
- (6) The AER must publish:
 - (a) the reasons for a *decision* not to approve a proposed model standing offer under subrule (3)(a); and
 - (b) notice of its *decision* to approve a proposed model standing offer, together with reasons for the *decision*.

Subdivision 2 Standard abolishment services

121C Standard abolishment services

- (1) A *distributor* may submit for the AER's approval a proposed model standing offer to provide standard abolishment services on specified terms and conditions.
- (2) Different sets of terms and conditions may be submitted under this rule for different classes of abolishment services or different classes of retail customer.
- (3) The terms and conditions of the model standing offer must cover:
 - (a) a description of the work to be carried out;
 - (b) timeframes for commencing and completing the work;
 - (c) the qualifications required for carrying out contestable work involved in providing the abolishment service (including reference to the jurisdictional or other legislation and statutory instruments under which the qualifications are required);
 - (d) the safety and technical requirements (including reference to the jurisdictional or other legislation and statutory instruments under which the requirements are imposed) to be complied with by the provider of a contestable service or the retail customer (or both);
 - (e) details of the abolishment charges or the basis on which they will be calculated; and
 - (f) the manner in which abolishment charges are to be paid by the retail customer.
- (3) The *distributor* must submit to the AER, with its proposed model standing offer:
 - (a) a declaration that the *distributor* considers its proposed abolishment charges to be consistent with the abolishment charges criteria; and
 - (b) details of the basis on which the *distributor* has applied the abolishment charges criteria, including details of any assumption made for the purposes of applying those criteria.

121D Approval of model standing offer to provide standard abolishment services

- (1) The AER may approve a proposed model standing offer to provide standard abolishment services on specified terms and conditions if satisfied that:
 - (a) the abolishment charges are consistent with the abolishment charges criteria; and

- (b) the terms and conditions are fair and reasonable; and
 - (c) the terms and conditions comply with applicable requirements of the *energy laws*.
- (2) In deciding whether to approve a proposed model standing offer to provide standard abolishment services on specified terms and conditions, the AER must have regard to the national gas objective.
 - (3) If the AER does not approve a proposed model standing offer to provide standard abolishment services on specified terms and conditions:
 - (a) the AER must give the *distributor* written reasons for its *decision*; and
 - (b) the *distributor* may re-submit the proposed model standing offer with appropriate amendments.
 - (4) The AER must deal with a proposed model standing offer to provide standard abolishment services as soon as practicable.
 - (5) To avoid doubt, the AER may engage in public consultation before deciding whether to approve a proposed model standing offer to provide standard abolishment services.
 - (6) The AER must publish:
 - (a) the reasons for a *decision* not to approve a proposed model standing offer under subrule (3)(a); and
 - (b) notice of its *decision* to approve a proposed model standing offer, together with reasons for the *decision*.

Subdivision 3 Miscellaneous

121E Amendment etc of model standing offer

- (1) A *distributor* may submit, for the AER's approval, a proposal:
 - (a) for the amendment or substitution of a model standing offer to provide a basic abolishment service; or
 - (b) for the amendment, substitution or revocation of a model standing offer to provide standard abolishment services.
- (2) In deciding whether to approve a proposal submitted for its approval under this rule, the AER must, so far as relevant, apply the same principles and have regard to the same matters as are relevant to the approval of a model standing offer to provide a basic abolishment service or a standard abolishment service.
- (3) The amendment, substitution or revocation of a model standing offer takes effect on the date of the AER's approval or a later date fixed by the AER in its approval.

- (4) If the AER does not approve a proposal submitted under subrule (1):
 - (a) the AER must give the *distributor* written reasons for its *decision*; and
 - (b) the *distributor* may re-submit the proposal with appropriate amendments.
- (5) The amendment, substitution or revocation of a model standing offer does not affect the validity or effect of:
 - (a) an abolishment offer made before the amendment, substitution or revocation takes effect; or
 - (b) an abolishment contract formed on the basis of such an abolishment offer.
- (6) The AER must deal with a proposal for the amendment, substitution or revocation of a model standing offer as soon as practicable.
- (7) To avoid doubt, the AER may engage in public consultation before deciding whether to approve a proposal for the amendment, substitution or revocation of a model standing offer.
- (8) The AER must publish:
 - (a) the reasons for a *decision* not to approve a proposed amendment, substitution or revocation of a model standing offer under subrule (4)(a); and
 - (b) notice of its *decision* to approve a proposed amendment, substitution or revocation of a model standing offer, together with reasons for the *decision*.

121F Publication of model standing offers

A *distributor* must publish, on its website, each of its approved model standing offers to provide a basic abolishment service or a standard abolishment service.

Division 3 Negotiated abolishment services

[10] Rule 122 [Deleted]

In rule 122, omit the text of the heading and substitute "Negotiation of abolishment contract".

[11] Rule 122 Negotiation of abolishment contract

After the heading of rule 122, insert:

- (1) An abolishment service applicant and a *distributor* may negotiate an abolishment contract (a **negotiated abolishment contract**):

- (a) where the abolition service sought by the abolition service applicant is neither a basic abolition service nor a standard abolition service; or
 - (b) where the abolition service sought by the abolition service applicant is a basic abolition service or a standard abolition service but the abolition service applicant elects to negotiate the terms and conditions on which the abolition service is to be provided.
- (2) A *distributor* and an abolition service applicant for a negotiated abolition contract must negotiate in accordance with the negotiation framework set out in rule 122A.

[12] Rule 122A Negotiation framework

After rule 122, insert:

122A Negotiation framework

- (1) The following rules (collectively described as the **negotiation framework**) govern negotiations between a *distributor* and an abolition service applicant:
- (a) each party must negotiate in good faith;
 - (b) the abolition service applicant must, at the request of the *distributor*, provide the *distributor* with information it reasonably requires in order to negotiate on an informed basis;
 - (c) the *distributor* must provide the abolition service applicant with information the abolition service applicant reasonably requires in order to negotiate on an informed basis including:
 - (i) an estimate of the amount to be charged by the *distributor* for assessment of the application and the making of an abolition offer for a negotiated abolition contract;
 - (ii) an estimate of abolition charges;
 - (iii) a statement of the basis on which abolition charges are calculated (which must be consistent with the abolition charges criteria); and
 - (iv) a statement of the assumptions made by the *distributor* in applying the abolition charges criteria; and
 - (d) the *distributor* must make reasonable endeavours to make an abolition offer that complies with the abolition service applicant's reasonable requirements.
- (2) The following supplementary rules apply:

- (a) if a *distributor* requires information from an abolitionment service applicant in addition to the information provided in the application, the *distributor* must (if practicable) request the additional information under subrule (1)(b) within 20 business days after the *distributor* receives the relevant application;
 - (b) the *distributor* must provide the information required under subrule (1)(c) as soon as practicable after the *distributor* receives the abolitionment service applicant's application or, if the *distributor* requests additional information under subrule (1)(b), as soon as practicable after the *distributor* receives the relevant information.
- (3) Each party to the negotiations must maintain the confidentiality of confidential information disclosed by the other party in the course of the negotiations unless disclosure of the information is authorised:
- (a) by the party to whom the duty of confidentiality is owed; or
 - (b) under the *Law* or any other law.

122B Fee to cover cost of negotiation

- (1) A *distributor* may charge an abolitionment service applicant for a negotiated abolitionment contract a reasonable fee to cover expenses directly and reasonably incurred by the *distributor* in assessing the abolitionment service applicant's application and making an abolitionment offer.
- (2) A fee charged under subrule (1) is recoverable as a debt (whether or not the abolitionment service applicant accepts the abolitionment offer).
- (3) To the extent the *distributor's* costs are reimbursed by a fee charged under subrule (1), the fee is not to be treated as operating expenditure for the purpose of Rule 76.

Division 4 Abolishment charges

[13] Rule 123 [Deleted]

In rule 123, omit the text of the heading and substitute "Abolishment charges criteria".

[14] Rule 123 Abolishment charges criteria

After the heading of rule 123, insert:

- (1) Abolishment charges (or the method for calculating abolitionment charges) for a particular abolitionment service must be consistent with the following criteria (the **abolishment charges criteria**):
 - (a) abolitionment charges must be based on the directly attributable cost of providing the abolitionment service, to the extent that cost satisfies the other abolitionment charges criteria;

- (b) abolishment charges may include the following costs and must not include any other costs:
 - (i) the cost of any goods or services required to provide the service;
 - (ii) the cost of removal and disposal of any assets;
 - (iii) incidental costs such as design, planning and administrative costs;
 - (c) abolishment charges must only include costs that would be incurred by a prudent service provider acting efficiently, in accordance with accepted good industry practice, to achieve the lowest sustainable cost of providing the abolishment service in a manner consistent with the achievement of the national gas objective.
- (2) For the purpose of applying the abolishment charges criteria, a model standing offer may incorporate, or result in, a standardised abolishment charge that is expected to satisfy the criterion in subrule (1)(a) only on average.
 - (3) Where the actual directly attributable cost of providing a particular abolishment service in a particular instance under a model standing offer is less than the abolishment charge determined under the model standing offer, the *distributor* is not required to refund the difference to the retail customer.
 - (4) Where the actual directly attributable cost of providing a particular abolishment service in a particular instance with respect to a scheme pipeline is more than the abolishment charge received, the *distributor* is not entitled to recover the difference by including it in the total revenue calculation under rule 76.

[15] Rule 123A Payment of abolishment charges

After rule 123, insert:

123A Payment of abolishment charges

- (1) Abolishment charges payable in respect of an abolishment service must be paid to the *distributor* by the retail customer's retailer unless:
 - (a) the retailer did not apply for the abolishment service under Division 5, Subdivision 3 and the *distributor* has notified the retail customer that the customer must pay the abolishment charge directly; or
 - (b) the retail customer asks to pay the abolishment charge directly and the *distributor* agrees; or
 - (c) the *distributor* and the retailer agree that the *distributor* is to recover the abolishment charge from the retail customer.

- (2) If the retail customer pays, or is required to pay, an abolishment charge under subrule (1), the *distributor* must not recover that charge from the customer's retailer.
- (3) The *distributor* must separately identify each abolishment charge on its statement or invoice to the retailer.

Division 5 Application for abolishment service

Subdivision 1 Information

[16] Rule 124 [Deleted]

In rule 124, omit the text of the heading and substitute "Publication of information".

[17] Rule 124 Publication of information

After the heading of rule 124, insert:

A distributor must publish on its website the following:

- (a) a description of how an application for an abolishment service is to be made (including a statement of the information required for the application);
- (b) a description of the *distributor's* basic abolishment service and standard abolishment services and the classes of retail customer to which they apply;
- (c) an explanation of the abolishment service applicant's right to negotiate with the *distributor* for a negotiated abolishment contract and a description of the negotiation process; and
- (d) the basis for calculating abolishment charges.

[18] Subdivision 2 Preliminary enquiry

After rule 124, insert:

Subdivision 2 Preliminary enquiry

124A Preliminary enquiry

- (1) *A distributor* must, within 5 business days after receiving an enquiry about an abolishment service (or some other period agreed between the *distributor* and the enquirer), provide the enquirer with the information required to make an informed application for an abolishment service.
- (2) The information must include:

- (a) a description of the *distributor's* basic and standard abolishment services and the terms and conditions of the model standing offers to provide such services (including possible costs);
 - (b) a description of the process, including a statement of the information required, for submission of an application for the abolishment services;
 - (c) a statement of an abolishment service applicant's right to negotiate the terms of an abolishment contract and a description of the relevant process (including the types of possible costs and expenses);
 - (d) an indication of whether any aspects of the proposed abolishment services are likely to be contestable; and
 - (e) any additional information reasonably required by the enquirer.
- (3) A *distributor* that publishes any of the above information on its website complies with its obligation to disclose information under this rule if it refers the enquirer to the relevant part of the website.

Exception:

If the enquirer asks for a written reply to the enquiry or asks for specific advice about the enquirer's particular situation, the *distributor* must reply to the enquiry as soon as reasonably practicable and in writing if requested.

- (4) If an enquiry is made to a *distributor* about abolishment of a connection within the area of another *distributor*, the *distributor*:
- (a) must inform the enquirer of the identity, and *contact details*, of the responsible *distributor*; and
 - (b) on doing so, is released from further obligations in relation to the enquiry.

Subdivision 3 Applications

124B Application process

- (1) An application for an abolishment service must be in the appropriate form determined by the *distributor*.
- (2) An application for an abolishment service may be made by:
 - (a) a retail customer for whom the abolishment service is sought; or
 - (b) a retailer or other person acting on behalf of a retail customer.
- (3) If an application for an abolishment service is made in error to the wrong *distributor*, that *distributor*:

- (a) must inform the abolitionment service applicant of the identity, and *contact details*, of the responsible *distributor*; and
 - (b) on doing so, is released from further obligations in relation to the application.
- (4) If an application is incomplete in a material respect, the *distributor* must advise the abolitionment service applicant of the deficiency and may require the abolitionment service applicant to complete the application and re-submit it.
- (5) If the *distributor* reasonably requires additional information to assess the application, it may require the abolitionment service applicant to provide the necessary information.
- (6) The *distributor* must, within 10 business days after receiving a complete application for an abolitionment service or if the applicant is required to provide additional information under subrule (5), within 10 business days after receiving the information (or some other period agreed between the *distributor* and the abolitionment service applicant):
- (a) advise the abolitionment service applicant whether the proposed abolitionment service is a basic abolitionment service, a standard abolitionment service or neither; and
 - (b) if:
 - (i) the abolitionment service is neither a basic abolitionment service nor a standard abolitionment service; or
 - (ii) the abolitionment service applicant elects for a negotiated abolitionment contract even though the proposed abolitionment service is a basic or standard abolitionment service,advise the abolitionment service applicant of the negotiated abolitionment service process and of possible costs and expenses related to the negotiations.
- (7) A single application may relate to multiple abolitionment services of the same or different kinds.

Division 6 Formation of abolitionment contracts

Subdivision 1 Offer and acceptance – basic and standard abolitionment services

[19] Rule 125 [Deleted]

In rule 125, omit the text of the heading and substitute "Distributor's response to application".

[20] Rule 125 Distributor's response to application

After the heading of rule 125, insert:

- (1) If the abolitionment service sought by an abolitionment service applicant is a basic abolitionment service or a standard abolitionment service (and the applicant does not elect to apply for a negotiated abolitionment contract), the *distributor* must make an abolitionment offer to the applicant within:
 - (a) 10 business days after receiving a properly completed application for the service and the additional information (if any) reasonably required under subrule 124B(5); or
 - (b) some other period agreed between the *distributor* and the abolitionment service applicant.
- (2) The abolitionment offer must be in accordance with the relevant model standing offer and must include:
 - (a) the date of the offer;
 - (b) details of the abolitionment service to be provided; and
 - (c) a statement of the abolitionment charges payable by the abolitionment service applicant.

[21] Rule 125A Acceptance of abolitionment offer

After rule 125, insert:

125A Acceptance of abolitionment offer

An abolitionment offer to provide a basic or standard abolitionment service remains open for acceptance for 45 business days from the date of the offer and, if not accepted within that period, lapses unless the period for acceptance is extended by agreement between the abolitionment service applicant and the *distributor*.

Subdivision 2 Offer and acceptance – negotiated abolitionment

125B Negotiated abolitionment offer

- (1) A *distributor* must use its best endeavours to make a negotiated abolitionment offer to the abolitionment service applicant within 65 business days after the date of the application for an abolitionment service (but the time taken by the abolitionment service applicant to provide information reasonably sought by the *distributor* under rule 122A(1)(b) will not be counted).
- (2) A negotiated abolitionment offer must be in the form of an offer to enter into a contract in specified terms.

- (3) A negotiated abolition offer must not include an abolition charge that is inconsistent with the abolition charges criteria.
- (4) A negotiated abolition offer remains open for acceptance for 20 business days from the date of the offer and then lapses unless the period for acceptance is extended by agreement between the *distributor* and the abolition service applicant.

Subdivision 3 Formation of contract

125C Acceptance of abolition offer

- (1) If an abolition offer is accepted, the terms and conditions of the abolition offer:
 - (a) become terms and conditions of a contract formed between the *distributor* and the abolition service applicant; and
 - (b) subject to rule 125D, are enforceable accordingly.
- (2) The *distributor* must, at the request of an abolition service applicant, provide a copy of the contract formed under subrule (1).

Subdivision 4 Contractual performance

125D Carrying out abolition work

- (1) A *distributor* must use its best endeavours to ensure that the abolition service is carried out within the applicable time limits fixed by the relevant provisions of the abolition contract.
- (2) However, a *distributor* is not obliged to commence or continue with the abolition service if the abolition service applicant fails to comply with conditions that are to be complied with by the abolition service applicant.

Examples

The abolition service applicant fails to pay abolition charges.

The abolition service applicant fails to comply with technical or safety requirements.

The abolition service applicant fails to complete work that is to be carried out on the abolition service applicant's premises.

The abolition service applicant fails to comply with the *distributor's* reasonable request to allow the *distributor* safe and unhindered access to the abolition service applicant's premises.

Division 7 Dispute resolution between distributors and retail customers

[22] Rule 126 [Deleted]

In rule 126, omit the text of the heading and substitute "Relevant disputes".

[23] Rule 126 Relevant disputes

After the heading of rule 126, insert:

(1) In this Division:

relevant dispute is:

- (a) a dispute between a *distributor* and a retail customer about:
 - (i) the terms and conditions on which a basic abolishment service or a standard abolishment service is to be offered; or
 - (ii) the proposed or actual terms and conditions of a negotiated abolishment contract; or
 - (b) a dispute between a *distributor* and a retail customer about abolishment charges.
- (2) A relevant dispute is an access dispute for the purposes of Chapter 5 of the *NGL*.

[24] Rule 126A Determination of dispute

After rule 126, insert:

126A Determination of dispute

- (1) In determining a relevant dispute, the AER must apply:
 - (a) in relation to abolishment charges – the abolishment charges criteria; and
 - (b) in relation to other terms and conditions:
 - (i) this Part and any other applicable regulatory instrument; and
 - (ii) the relevant model standing offer, as approved by the AER, to provide a basic or standard abolishment service.
- (2) In determining a relevant dispute, the AER may also:
 - (a) have regard to other matters the AER considers relevant;
 - (b) hear evidence or receive submissions from the *distributor* and the customer; and

- (c) if the dispute relates to a negotiated abolition contract – have regard to the negotiation framework set out in rule 122A.

126B Termination of proceedings

- (1) If the AER considers that a relevant dispute could be effectively resolved by some means other than an access determination, the AER may give the parties to the dispute notice of the alternative means of resolving the dispute.

Example

The AER might give such a notice if of the opinion that a particular dispute could be dealt with more efficiently, and with less expense, by a jurisdictional ombudsman.

- (2) The giving of such a notice is a specified dispute termination circumstance for the purposes of section 169(4) of the *NGL*.

Note

It follows that the AER may exercise its power to terminate the dispute without making an access determination (See section 169(1)(b)(v) of the *NGL*).

[25] Rule 502 Definitions

In rule 502, in the definition of "distribution service charges", in the Note, omit "and charges for customer connection services" and substitute ", charges for customer connection services and charges for abolition services (as defined in rule 120)".

Schedule 2 Amendment to the National Gas Rules

(Clause 4)

[1] Part 22 2026 transitional provisions

In Schedule 1, after Part 21, insert:

Part 22 2026 transitional provisions

Division 1 Transitional provisions consequent on the National Gas Amendment (Establishing a regulatory framework for retail customer initiated gas abolitionment) Rule 2026

122 Definitions

(1) Unless otherwise specified, terms defined in new Part 13 have the same meaning when used in this Division.

(2) For the purposes of this Division:

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

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

current access arrangement means:

- (a) an access arrangement in effect on the commencement date; and
- (b) an access arrangement that was the subject of an *access arrangement proposal* submitted to the AER, where the AER has not made a final decision before the commencement date.

existing applicant – see rule 124(1) in this Division.

existing application for abolitionment – see rule 124(1) in this Division.

new Part 13 means Part 13 as will be in effect on and from the commencement date.

transition date means, for a *distributor*, the revision commencement date for its current access arrangement.

123 Initial model standing offers

- (1) A *distributor* must, by not later than the *review submission date* for its current access arrangement, submit under rule 121A of new Part 13, for the AER's approval, a proposal for a model standing offer to provide a basic abolitionment service.

- (2) *A distributor:*
 - (a) without limiting subrule (1), is not required to comply with new Part 13 (other than rule 120A of new Part 13) prior to the transition date; and
 - (b) must comply with new Part 13 (including rule 120A) on and from the transition date.

124 Application to existing applications for abolition

- (1) This rule applies where, before the transition date for a *distributor*:
 - (a) a person (**existing applicant**) has submitted an application to the *distributor* for an abolition reference service (**existing application for abolition**); and
 - (b) the person has not entered into an agreement with the *distributor* in respect of the existing application for abolition.
- (2) On and from the transition date for the *distributor*:
 - (a) new Part 13 does not apply in relation to the existing application for abolition; and
 - (b) the provisions of the *Law* and the *distributor's* access arrangement that applied to the existing application for abolition immediately before the transition date, continue to apply to the existing application for abolition.
- (3) Despite subrule (2)(a), if an existing applicant withdraws the existing application for abolition and submits a fresh application under new Part 13, new Part 13 applies to that fresh application.