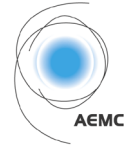


Notice under National Energy Retail Law



Notice of initiation of request

The Australian Energy Market Commission (AEMC) gives notice under the National Energy Retail Law as follows:

Under s 251, the Australian Energy Regulator has requested the *Strengthening standards for payment difficulty assistance* (Ref. RRC0074) proposal. The proposal seeks to improve and enhance existing requirements so customers experiencing payment difficulty are engaged early, and effectively supported with assistance that is tailored to their individual circumstances. Submissions must be received by **30 July 2026**.

Submissions can be made via the [AEMC's website](#). Before making a submission, please review the AEMC's [privacy statement](#) on its website, and consider the AEMC's [Tips for making a submission](#). The AEMC publishes submissions on its website, subject to confidentiality and other considerations.

Documents referred to above are available on the AEMC's website and are available for inspection at the AEMC's office.

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

18 June 2026
Telephone: (02) 8296 7800
www.aemc.gov.au