

Department of State Growth

OFFICE OF ENERGY PLANNING
GPO Box 536, Hobart TAS 7001 Australia



Ms Stephanie Flechas
Project Lead
Australian Energy Market Commission

Response to National Energy Retail Amendment (Bill Contents and Billing Requirements) Rule Consultation Paper (RRC0036)

Dear Ms Flechas

The Office of Energy Planning in the Department of State Growth is pleased to provide comment on the National Energy Retail Amendment (Bill Contents and Billing Requirements) Rule Consultation Paper, released on 24 September 2020.

We are supportive of a review of the current regulatory framework governing the delivery of energy bills, given the increasing penetration of advanced meters and digitisation across the energy market, including in Tasmania.

It is important that the regulatory framework is fit-for-purpose, and remains flexible enough to accommodate the changing needs, choice and behaviour of customers. We support the proposal to provide a principles-based approach in the National Energy Retail Rules (NERR), and having the Australian Energy Regulator (AER) responsible for providing the detail on billing requirements in guidelines. We consider the proposed approach will allow flexibility in relation to future market design elements such as two-sided markets, being considered under the Post 2025 Market Design project.

Ultimately, any changes that result in greater customer choice on how a bill is issued or delivered, and what it contains, is supported.

If you would like any further information, please contact Sharon Raymond on telephone 03 6166 3489 or (sharon.raymond@stategrowth.tas.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "S. Terry".

Sean Terry
Executive Director
Office of Energy Planning

26 October 2020