

AUSTRALIAN ENERGY MARKET COMMISSION REDUCING BILL SHOCK BY ALLOWING METER SELF-READS: HAVE YOUR SAY

Estimated meter reads draft determination 9 August 2018

Under this draft rule, retailers would have to accept a meter read provided by a customer if the customer thinks their estimated electricity or gas bill is wrong. This would reduce the risk of bill shock from inaccurately estimated bills.

UNDER THE DRAFT RULE, RETAILERS MUST:



Let customers submit their own reading of the meter to calculate electricity or gas bills, if a meter reader hasn't been able to do it.



Tell customers who have been sent a bill based on an estimated meter read that they can provide their own meter reading if they want.

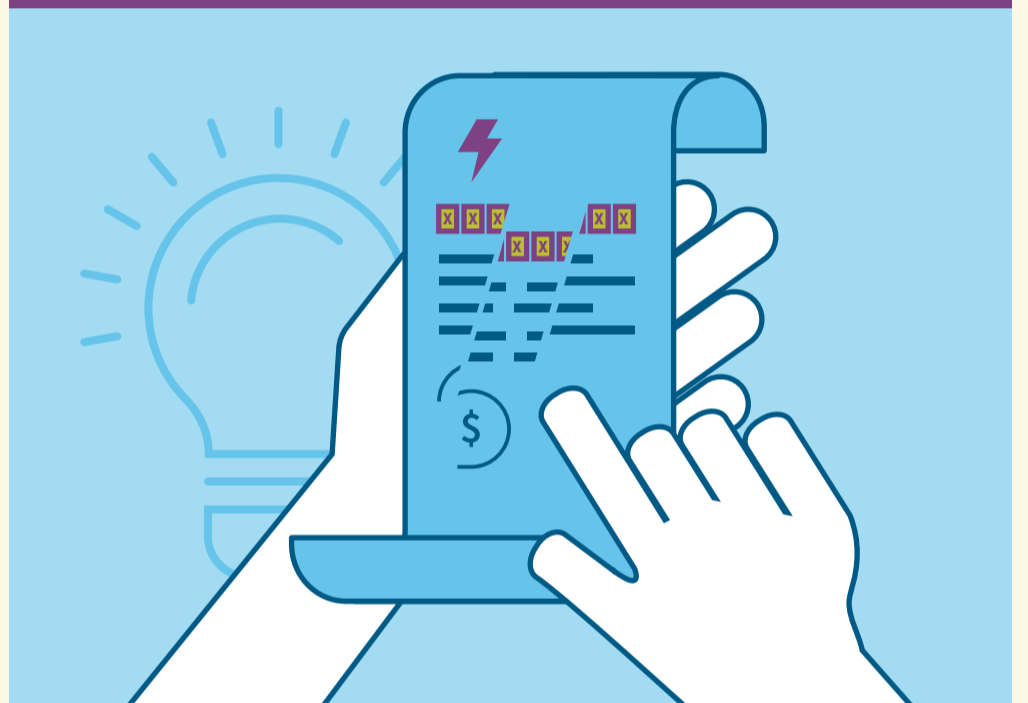


Adjust the customer's bill based on the customer's estimated read, as long as it complies with requirements (for example, the customer's reading must be clear and not too late).

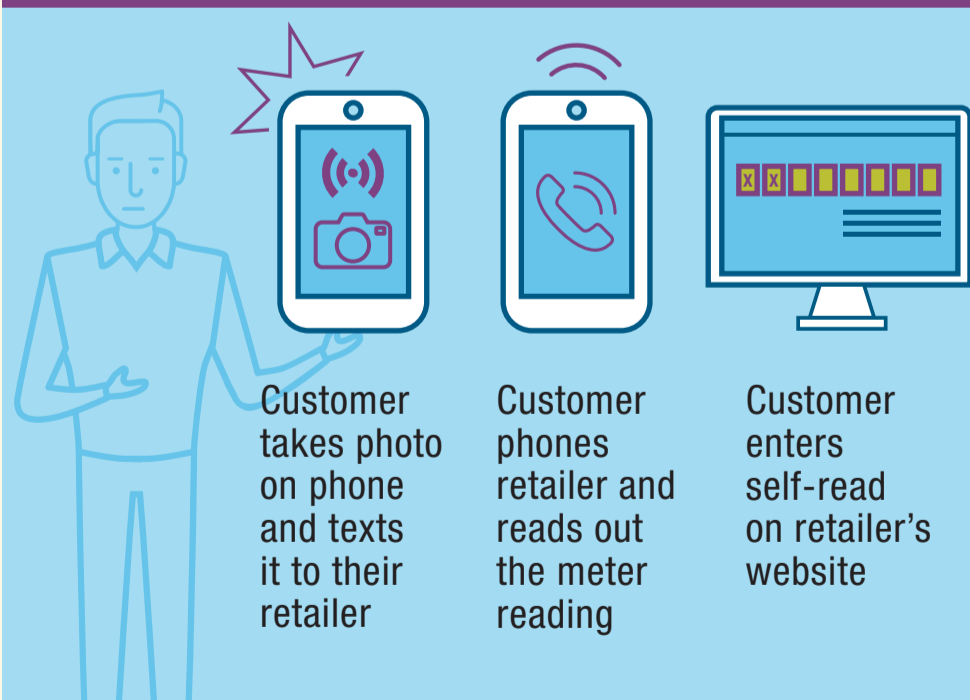
Meter reader can't get to meter because it's inaccessible



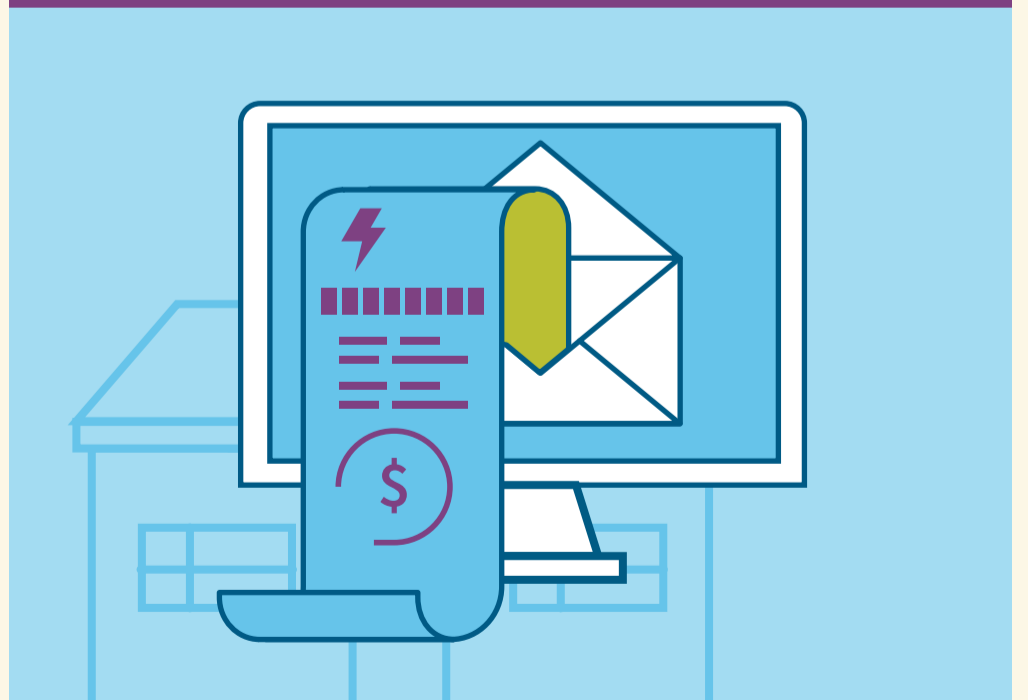
Customer gets estimated meter read bill and thinks it's wrong



Customer reads the meter and has options on ways to tell their retailer



Customer receives new bill based on their estimate



NEW CIVIL PENALTIES

The draft rule recommends new civil penalties, for example a fine, if retailers fail to comply with the new obligations.

NEXT STEPS

Submissions on the draft rule are due by 20 September 2018. If made, the rule would be implemented in early 2019.