

AUSTRALIAN ENERGY MARKET COMMISSION

CONSUMER ACTION PLAN 2019-2020

GIVING ENERGY CONSUMERS MORE CHOICE, CONTROL AND PROTECTION

This package of new rules and reviews is all about giving consumers more choices about energy products and services; more control over energy bills; and stronger protections.

Final report: JUN 2019

Strengthening protections for customers in embedded networks

Developing a package of law and rule changes to strengthen protections and improve access to competitive retail offers for embedded network customers.

Final report: OCT 2019

Regulations for stand-alone power systems: priority 2

Developing a national framework for ongoing regulation of stand-alone power systems and microgrids owned and operated by third parties like local councils.

Final rule: DEC 2019

Reducing customer switching times

Giving flexibility to AEMO and industry to update their processes so customers can be transferred from one retailer to another retailer in two days – regardless of the type of meter they have.

Final rule: FEB 2020

Regulating conditional discounts

Limiting the level of discounts to the "reasonable cost savings" that a retailer expects to make if a customer satisfies the conditions of the discount.

Final report: JUN 2020

Retail competition review

Annual review with recommendations to improve customer outcomes in retail energy markets.

Final report: JUN 2020

Consumer protections in an evolving market review

Analysis of how the overarching consumer framework could be improved to protect energy consumers in the changing market. Part of the retail competition review.

Draft determination: DEC 2020

Bill contents and billing requirements

Submissions are open on a draft rule to introduce a billing guideline intended to protect small customers while promoting market innovation, retail competition and consumer choice.

Final determination: FEB 2021

Maintaining life support customer registration

Proposal to make it easier for customers needing life support equipment to shop around for better deals by allowing them to reuse certain medical documents needed when switching energy suppliers.

Final report: FEB 2021

Review of the retailer of last resort

Developing recommendations to strengthen the retailer of last resort (RoLR) scheme, which protects customers from losing access to power if their electricity or gas retailer goes out of business.



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