



# Minister for Energy and Clean Economy Jobs

## Leader of the House

Our Ref: MN10180-2024

30 August 2024

Ms Anna Collyer  
Chair  
Australian Energy Market Commission  
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Dear Ms Collyer

I am writing to you regarding the Australian Energy Market Commission's (AEMC) issues paper for new customer safeguards for the accelerated smart meter rollout published on 15 August 2024. I am pleased the AEMC takes the concerns raised by customers seriously, and I fully support the proposed rules which will protect customers and generate more choice. It is important customers who continue to desire flat rate tariffs have access to them.

I note that, if approved, the new customer protections will be implemented in January 2025. Although I appreciate that national rule changes take time, I do not want Queensland households to be made financially worse off in the meantime, when being switched to a different tariff structure without their consent. As such, on 19 August 2024, I announced that Queensland would implement these changes as soon as possible. I have directed the Department of Energy and Climate to make the necessary regulatory changes as soon as possible to the National Energy Retail Law Queensland (NERLQ).

Therefore, as soon as practical, designated retailers in Queensland will be required to offer a flat tariff to all its existing customers, notify customers that a flat tariff is available when switching them to a different tariff structure after the installation of a smart meter, and require explicit and informed consent from customers on standing offers before being moved to an alternative tariff.

I want to thank the AEMC for all its hard work in delivering enhanced customer protections for Queensland households. If your officers need more information or help with this matter, Mr David Shankey, Deputy Director-General, Energy, Department of Energy and Climate, can be contacted by email at [david.shankey@epw.qld.gov.au](mailto:david.shankey@epw.qld.gov.au).

Yours sincerely

Mick de Brenni MP  
**Minister for Energy and Clean Economy Jobs**  
**Leader of the House**