



# INFORMATION

AUSTRALIAN ENERGY MARKET COMMISSION LEVEL 15, 60 CASTLEREAGH STREET SYDNEY NSW 2000  
T: 02 8296 7800 E: AEMC@AEMC.GOV.AU W: WWW.AEMC.GOV.AU

## Consultation on improving the application of concessions to bills

### We are seeking feedback on a proposal to improve access to concessions for eligible consumers

On 6 February 2024, the Commission published a consultation paper in response to a rule change request from the Hon. Chris Bowen MP, Minister for Climate Change and Energy, as Chair of the Energy and Climate Change Ministerial Council (ECMC). This rule change request is part of a larger package of seven rule change requests that together seek to help households access cheaper energy deals, increase support for people experiencing hardship, and deliver more protections for energy consumers.

### The rule change request proposes retailers be required to ask consumers about their eligibility for concessions or rebates

Not all consumers who are eligible for concessions and rebates on their energy bills are receiving them. The rule change request puts forward that the current process requires consumers to inform their retailer about their eligibility, which contributes to the gap.

The rule change request proposes the following solutions to address the problem:

- require retailers to ask customers about their eligibility at sign up
- introduce an information transfer obligation between retailers when a consumer switches retailers
- upon the rule taking effect, require retailers to seek information from existing customers on their eligibility for concessions or rebates.

The Commission is seeking stakeholder feedback on the current barriers to eligible consumers receiving concessions or rebates, and how retailers could best inform or ask current customers about their eligibility for concessions or rebates.

### We consider that there are four assessment criteria most relevant to this rule change request

Considering the National Energy Retail Objective and the issues raised in the rule change request, the Commission proposes to assess the rule change request against four assessment criteria:

- Outcomes for consumers
- Principles of market efficiency
- Implementation considerations
- Principles of good regulatory practice

### Submissions are due 6 March 2025

Written submissions responding to this consultation paper must be lodged by **6 March 2025** via the Commission's website, [www.aemc.gov.au](http://www.aemc.gov.au). Please use the project code **RRC0063** when lodging a submission.

For information contact:

Senior Advisor, **Jessica Curtis** [Jessica.Curtis@aemc.gov.au](mailto:Jessica.Curtis@aemc.gov.au)

Media enquiries: [media@aemc.gov.au](mailto:media@aemc.gov.au)

6 February 2025