I acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community.

We pay our respects to them and their cultures; Elders past, present and emerging.

And finally, I extend that respect to other Aboriginal and Torres Strait Islander people who are present today.

Housekeeping

- Please place your microphone on mute.

- Slido will be used for the discussion today. Please submit your comments and questions on Slido instead of Teams so we don't miss your question.

https://www.slido.com/

Code: RGRDF

What are the Performance Reporting Procedures and Guidelines?

- Sets out the performance data retailers are required to submit to the AER and how it must be submitted.

- We use the data for retail market reporting and other AER publications. The data also enables us to monitor retail market outcomes to inform policy design and help target compliance and enforcement priorities.

- Broad types of data currently collected and reported on include customer numbers, movement between contract types, customers facing payment difficulties, trends in disconnections and customer complaints.

We commenced a review of the Guidelines in 2023 to ensure the data submitted to us continues to be high quality, relevant and comprehensive.
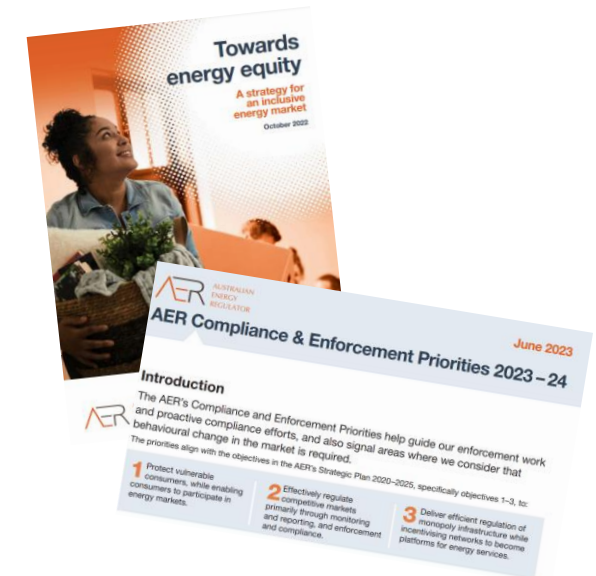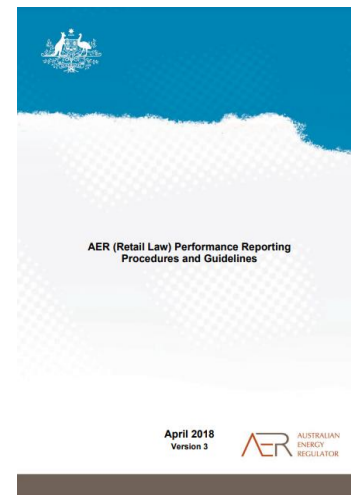
Discussion topics for today

1. **Key outcomes** from the **issues paper consultation**

2. **New indicators**

3. **Refinements** to current indicators

4. **Frequency** and **granularity** of data submitted

5. **Other topics** such as:

   - **Removal** of indicators
   - **Implementation** timing and considerations

1. Key outcomes from the issues paper consultation

The issues paper published in July 2023 explored various additions and improvements to the Guidelines.

In high-priority areas, **proposals have been maintained**, including:

- New indicators on embedded networks, life support customers and customers affected by family violence

- 30-, 60- and 90+ day debt (and alternative debt arrangements)

- Expansion of data collected on meter and tariff types

- Refinements to definitions

- Introduction of data validation

Where consistent feedback was received from stakeholders, **proposals have been adjusted or withdrawn,** including:

- 0-day debt metrics

- Eligible versus received for concessions indicators

- Frequency of data collected (monthly)

2. Proposed new indicators

20 mins

Schedule 6 has been added to the draft Guidelines, covering:

Embedded networks (ENs)

8 new indicators covering:

- Number of customers in ENs with 'on market', 'off market' and 'energy only contracts
- Number of residential customers in ENs with electricity debt, on a payment plan, on a hardship program or disconnected
- Average electricity debt metrics for residential customers in ENs.

Life support customers

3 new indicators covering:
- Number of life support customers (with/without medical confirmation)
- Number of life support customers registered/deregistered

Customers affected by family violence

4 new indicators covering:
- Number of affected customers (added during the reporting period and as at the end)
- Affected customers on a hardship program or payment plan

3. Refinements to current indicators

20 mins

We have proposed refinements to the Guidelines to make indicators clearer, more informative and comparable. Indicator refinements will be a key focus of this consultation period.

Clarifying definitions

- Interpretation of **'Customers repaying debt'**
- Distinction between **retailer referrals** and **self-identification** for hardship programs

Data validation

Requirement for **comparable totals**

Refinements to existing indicators

- Introduction of **30-, 60- and 90-day debt** and **average debt** metrics
- Expansion of **tariff** and **meter-type** data collection
- **Card-operated meter** integration into prepayment meter metrics
- Additional **customer service metric** to capture **interactions** through a **retailer's website**
- **Billing complaints** to be classified into subcategories, introduction of **non-smart meter complaints** category

Other refinements

- Consistency across **payment plan** indicators
- **Buy now pay later services** as a payment method
- **Hardship program** indicator refinements to remove ambiguity

4. Frequency and granularity of data

10 mins

Increased frequency
For select indicators:

Quarterly data on a **quarterly basis**

↓

Monthly data on a quarterly basis

Frequency proposal withdrawn. We will maintain **quarterly data** submitted on a **quarterly basis**.

Annual indicators (such as security deposits) will also be brought into **alignment** with **quarterly reporting**.

Increased granularity
For select indicators:

Jurisdictional level

↓

Distribution network

Regional vs. metropolitan

Postcode

Granularity proposal maintained to collect **core electricity indicators** at the **distribution network level.**

Will cover core metrics such as **debt**, **payment plans** and **meter/tariff types.**

5. Other topics

10 mins

Removal of indicators

Removal of **S3.38** Total number of residential customers reconnected in the same name at the same address.

Indicators for distributors

We **will not incorporate indicators for distributors** into the Guidelines.

Implementation

- Proposed **implementation time frame** of approximately **7 months** (May 2024 – 1 January 2025)

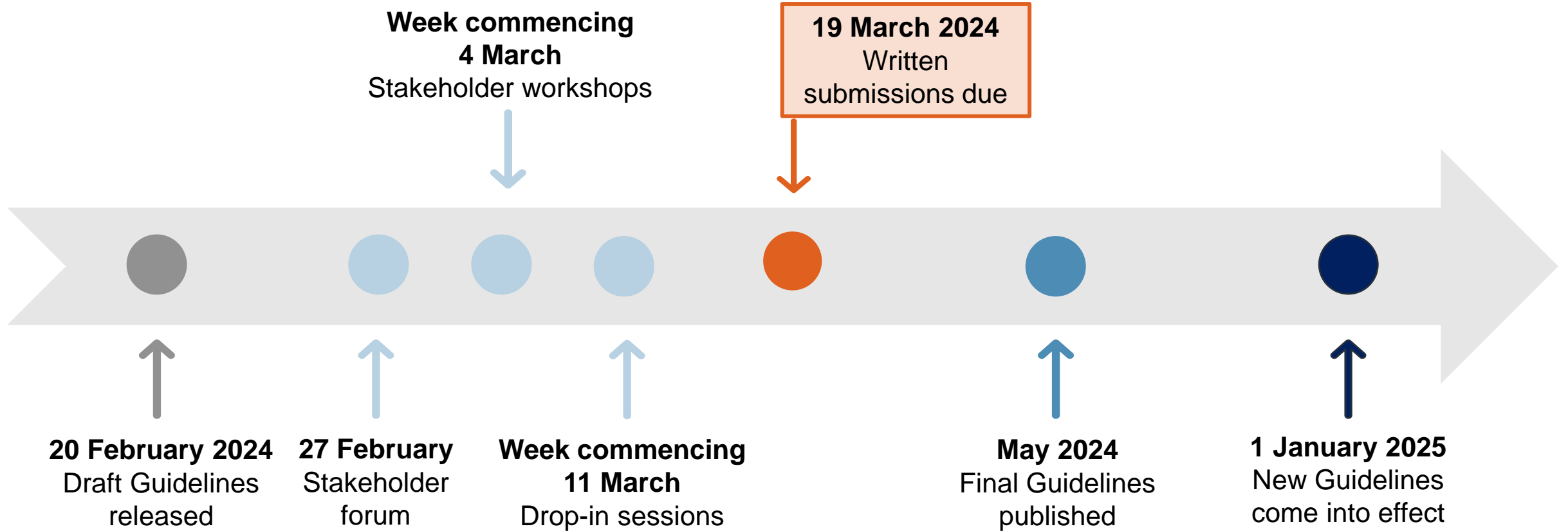- We will engage with industry for **early template testing** in late 2024

Revised format

We propose to **maintain our existing format** for consistency.

15 mins

Open Q&A

WE WANT YOUR FEEDBACK!

Next Steps

**Week commencing
4 March**
Stakeholder workshops

19 March 2024
Written
submissions due

20 February 2024
Draft Guidelines
released

27 February
Stakeholder
forum

**Week commencing
11 March**
Drop-in sessions

May 2024
Final Guidelines
published

1 January 2025
New Guidelines
come into effect

Thank you for attending today

Please email your submissions by 19 March:
MarketPerformance@aer.gov.au

Please feel free to contact us with any queries:
MarketPerformance@aer.gov.au