
From: compliance <compliance@zenenergy.com.au>
Sent: Monday, 7 August 2023 10:20 AM
To: AER Market Performance
Subject: Retail performance reporting procedures and guidelines (2023 update) - Issues paper submission

Importance: High

Categories: Tracked To Dynamics 365

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Hi there

Please see our the below listed input items in relation to *Retail performance reporting procedures and guidelines (2023 update) - Issues paper submission*:

- Increasing frequency of reporting will create internal challenges as this will require further resourcing to meet requirements.
- Another note for an internal challenge for ZEN Energy would be the access of information on embedded networks.
- Collection methodology; the spreadsheet method is increasingly problematic. Specifically, because the AER's collections spreadsheets depend upon Excel macros for their operation, they may present security issues. The Commonwealth Government's Australian Cyber Security Centre publishes an "Essential Eight" list of cybersecurity measures that it recommends business take. <https://www.cyber.gov.au/resources-business-and-government/essential-cyber-security/essential-eight> The third item in the Essential Eight is "Configure Microsoft Office macro settings", which describes a recommended level of controls over the operation of macros, particularly in files from outside the business. The AER should consider a collection methodology that does not require the use of Microsoft macros.

Thanks again
Bianca Bastian

From: AER Market Performance <MarketPerformance@aer.gov.au>
Sent: Tuesday, 11 July 2023 11:01 AM
To: AER Market Performance <MarketPerformance@aer.gov.au>
Subject: [EXT]: AER (retail law) Performance Reporting Procedure and Guidelines Review - Issues Paper (reminder) [SEC=OFFICIAL]

OFFICIAL

Dear retailers,

On Monday morning, the AER released our issues paper to consult on the AER (retail law) Performance Reporting Procedure and Guidelines Review.

Background

In 2023, the Australian Energy Regulator (AER) started a review of its retail performance reporting procedures and guidelines (retail guidelines), which set out the manner and form in which energy retailers must provide performance data to the AER.

We have published an issues paper to seek stakeholder input on how we can improve our retail guidelines. Our retail guidelines should enable us to collect data we require to effectively monitor retail market outcomes without imposing unnecessary costs on retailers. A sound and timely understanding of retail market outcomes will help inform policy work and target our compliance and enforcement priorities.

Information

On 10 July 2023, the AER published its issues paper on the Guidelines, which is located here:

<https://www.aer.gov.au/retail-markets/guidelines-reviews/retail-performance-reporting-procedures-and-guidelines-2023-update>

Stakeholder forum, 11am, Thursday 20 July 2023

Stakeholders are invited to join a virtual public information session hosted by the AER on 20 July 2023 from 11 am to 12:30 pm AEST.

Please register your interest to join by emailing your name, organisation, and email address to marketperformance@er.gov.au ([link sends e-mail](#)) by close of business 18 July 2023.

Submissions, 10 July 2023 to 7 August 2023

We invite interested parties to make written submissions about this paper via email to marketperformance@er.gov.au ([link sends e-mail](#)) with the subject line *Retail performance reporting procedures and guidelines (2023 update) - Issues paper submission* by close of business, Monday, 7 August 2023. Submissions may be made by post, please see website for details.

Kind regards

Retail Performance Team

Australian Energy Regulator

www.aer.gov.au

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