

## CUSTOMER CONSULTATIVE GROUP

### Meeting Communiqué – 14 March 2024

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 14 March 2024 to discuss current issues affecting residential and small energy consumers.
2. The CCG Chair, Elissa Freeman, provided a welcome and overview of the meeting.
3. The AER Deputy Chair, Jim Cox, covered several AER updates, including:
  - Latest wholesale market reporting
  - Update on consultation re: DMO 6 (24/25)
  - Retail performance reporting Q2, 2023-24
  - The AER's upcoming regulatory schedule and relevant considerations
  - Update from the latest Energy and Climate Change Ministerial Council meetings
  - Update on the AER's separation from the ACCC.
4. In the *Emerging issues* session, CCG members discussed the following:
  - Cost of living and hardship levels
  - Energy costs for small businesses
  - Consumer protections related to the rapid and emerging role of unregulated entities in the National Energy Market
  - Innovation and how this is considered in the current regulatory framework
  - Community/network batteries and impact on vulnerable consumers.
  - Embedded networks and lack of consumer protections regarding this, particularly in Queensland.
5. In the *Compliance matters* discussion, the AER and CCG members engaged in a discussion regarding issues of concern and the AER discussed with CCG members proposed changes to the [Compliance-procedures-and-guidelines 2024 update](#).
6. The AER ran a consultation on *Tariff reform and the transition*. The AER sought CCG members' feedback on some key issues, including opportunities and barriers for consumers to load shift. The AER also provided an update on what the AER is seeing in network tariff reform.
7. The AER ran a consultation on *Evaluating the Benefits of the Better Bills Guideline*. The AER sought feedback on the criteria for assessing effectiveness and reflecting on the experience of community support staff following consultation.
8. CCG members met for a *Members only* discussion, in which they provided feedback on this meeting and future topics for the AER to cover.