

## CUSTOMER CONSULTATIVE GROUP

### Meeting Communiqué – 14 November 2024

- The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 14 November 2024 to discuss current issues affecting residential and small energy consumers.
- CCG members met at the outset for a member-only discussion, in which they discussed emerging issues and topics for the current meeting.
- The AER CEO, Anthea Harris, chaired the meeting and provided a welcome and overview of the meeting.
- The AER Chair, Clare Savage, covered the following AER updates:
  - AER's upcoming 2023/24 retail report
  - An update on recent AEMC rule change processes and the electricity pricing review, including accelerating the smart meter deployment and real time data access
  - Other relevant updates for the energy sector.
- In the *Emerging issues* session, CCG members discussed:
  - consumer experiences with retailers and the AER's payment difficulty review
  - the importance of consumer engagement and input for AER decision making and across the sector throughout the transition
  - concerns from the business sector regarding the future supply of energy.
- In the *Compliance matters* discussion, the AER responded to compliance issues raised. These focussed on impacts on retailer behaviour and a soon to be published AER family violence guidance note.  
In the in-depth discussions:
  - The AER examined the payment difficulty review and consulted on the case for change to be presented to stakeholders.
  - The AER consulted on questions from the DMO 7 Issues paper (2025/26) and consulted on retailer costs and competition allowance. Feedback from the CCG will be consolidated as a joint submission to the Issues Paper.
- The next meeting will be held in March 2025.