

OFFICIAL



Australian Government
Department of Climate Change, Energy,
the Environment and Water

Ms Clare Savage
Chair
Australian Energy Regulator

Dear Ms Savage

On 9 December 2022 National Cabinet agreed to the Energy Price Relief Plan, which will limit gas and coal prices, provide targeted energy bill relief for households and businesses, and drive investment in cleaner, cheaper, and more reliable energy. As part of the plan, the Government is working with state and territory governments to provide up to \$3 billion in targeted electricity bill relief to consumers hardest hit by rising prices, and small businesses.

These changes are expected to take the form of a series of bill relief rebates that are anticipated to commence from 1 July 2023.

It is important that eligible electricity customers are made aware of Bill Relief rebates that have been applied to their bills. I would like to request that a statement is provided on the front page of electricity bills to advise eligible customers when they are receiving a rebate. Including this information on the bill would help consumers understand their bill and how government intervention has affected the final amount by prominently displaying the relevant information. I note that this would also align with the price facet of the National Electricity Retail Objective.

We would request that the AER consider the follow text, noting that the wording may change:

"Your electricity bill has been reduced by your eligibility for a \$X rebate funded by the Commonwealth and state governments under the Energy Price Relief Plan."

I request the AER consider making a section 37 decision and notify retailers of its decision as soon as possible. I understand the section 37 decision would require retailer compliance from 30 September when the new billing requirements take effect, although retailers may also elect to adopt the new billing requirements at an earlier date. I would request that the AER reminds retailers of their current obligations to include government funded rebates on bills and to point out that retailers may wish to apply the message to the front page of the bill from 1 July. Under this approach the retailers would meet both their obligations under the Guideline both before and after the new billing requirements come into effect.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Simon Duggan', with a long horizontal stroke extending to the right.

Simon Duggan
28 March 2023