

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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