

CUSTOMER CONSULTATIVE GROUP

Meeting Communiqué – 25 June 2025

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 25 June 2025 to discuss current issues affecting residential and small energy consumers.
2. The AER Chairperson, Clare Savage, provided a welcome and overview of the meeting.
3. The AER Board members provided updates on the following topics:
 - a. Default Market Offer (DMO) 7 final determination 2025/26;
 - b. Exemptions framework for embedded networks consultation and learnings;
 - c. the AER's activities in relation to the smart meter acceleration rule change;
 - d. Payment difficulty review work and the recent minimum disconnection consultation; and
 - e. the AER's strategy to support a safer energy market for customers affected by family violence and our open letter to the sector.
4. In the *Emerging issues* session, CCG members discussed:
 - a. how the AER could provide further support and sector leadership to support consumers impacted by family violence;
 - b. the AER's approach to gas proposals, new connections, asset depreciation, decarbonisation and different jurisdictional responses; and the impact on small businesses and consumers;
 - c. the AER's role in natural disaster recovery and resilience; and
 - d. opportunities for renters to benefit from consumer energy resources.
5. In the *Compliance matters* discussion, the AER responded to compliance issues raised regarding a mistake on a retailer notification. The AER shared the outcomes of the compliance and enforcement priorities for 2025/26, which were discussed at the March 2025 meeting.
6. The AER held a 2-hour workshop on the review of the 4 upcoming retail guidelines. The AER sought feedback from CCG members on the initial scoping of the reviews. The first part of the discussion was focused on plans, pricing, benefits and discounts. The second part focussed on billing, billing information and issues relating to customer hardship. The CCG members were invited to provide additional feedback following the meeting, where appropriate.
7. The next meeting is tentatively scheduled for October or November 2025, pending confirmation of member availability. Further details will be provided once the date is confirmed.