

CUSTOMER CONSULTATIVE GROUP

Meeting Communiqué – 19 March 2026

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 19 March 2025 to discuss current issues affecting residential and small energy consumers.
2. AER Chief Executive Officer, Matt Garbutt chaired and provided a welcome and overview of the meeting.
3. The AER Board members provided updates on the following topics:
 - CCG review outcomes, ways of working and the next CCG cohort
 - Strategic priorities for 2026
 - BECE Reforms / Payment difficulty rule changes
 - DMO 8 draft determination
 - AEMC pricing review and network regulation review &
 - 2025-26 compliance and enforcement priorities.
4. In the *Emerging issues* session, CCG members discussed:
 - Equity in AER decision making
 - 'Deemed better offer' on bills
 - Network tariffs on the Energy Made Easy website &
 - Customer's privacy requirements & better outcomes.
5. In the *Compliance matters* discussion, the AER responded to compliance issues raised regarding:
 - Feedback on an AER Retailer forum on family violence protections &
 - Life support customers.
6. The AER held a workshop on the update of retail guidelines, provided an update on the retail guidelines review and explored some potential options for addressing key issues identified in our consultation paper.
7. The AER shared the DMO8 draft determination release, including the draft approach to implementing the Federal Government's Solar Sharer Offer policy.