

CUSTOMER CONSULTATIVE GROUP

Meeting Communiqué – 11 June 2026

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 11 June 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:
 - Corporate update, including recent budget outcomes and upcoming AER/ACCC legal separation
 - Default Market Offer (DMO) update
 - Energy affordability data and reporting
 - Update on key network items of interest
 - Next CCG cohort recruitment and
 - Tribute to Mark Henley and Eloise Parrab.
4. In the *Emerging issues* session, CCG members discussed:
 - Cost of living, energy affordability and energy hardship
 - Solar Sharer Offer implementation and consumer understanding and
 - Consumer reform processes.
5. In the *Compliance matters* discussion, the AER provided an update on our family violence initiatives and responded to compliance issues raised regarding the impact of significant change on retailers (DMO, SSO, tariffs etc.) that may lead to compliance issues for consumers.
6. The AER informed stakeholders of the commencement of the joint review of the Ring-fencing guideline (electricity distribution) v4 and Shared Asset Guideline v2, outlining the proposed timing, process and priority issues, and invited feedback on the proposed scope and approach.
7. The AER presented draft Energy Made Easy web content for consumers on newer and/or more complex electricity plans, and invited feedback from members on content updates and new plan types (including solar sharer offer)
8. The AER presented the draft Retail Guidelines and invited comment as part of the consultation process.
9. We took offline a consultation on the Default Market Offer (DMO) methodology guideline requirement, interaction with DMO 9 and possible timelines including consultation process.