

CUSTOMER CONSULTATIVE GROUP

Meeting Communiqué – 20 August 2026

1. The Australian Energy Regulator's (AER) Customer Consultative Group (CCG) met on 20 August 2026 to discuss current issues affecting residential and small energy consumers.
2. AER Chief Executive Officer, Matt Garbutt chaired and welcomed the new cohort to the CCG. Introductions were conducted and the chair provided an overview of the meeting.
3. The AER Board members provided updates on the following topics:
 - Update on AER Strategic plan 2026-2030
 - Recent submission and broader advocacy work (incl. payment difficulty rule changes and future of network regulation information paper)
 - Distribution ringfencing and shared asset guidelines review
 - Update on the combined Retail guidelines review.
4. In the *Emerging issues* session, the following issues were discussed:
 - Support for First Nations consumers
 - Energy Affordability & Hardship Assistance
 - Tariff complexity & appropriateness
 - Impact of data centres
5. In the *Compliance matters* discussion, the AER responded to compliance issues raised regarding transition to solar and batteries and appropriate tariffs, as well as an update on compliance issues noticed since the roll out of the Solar Sharer Offer.
6. The AER provided an update to stakeholders on proposed timing and scope of the Values of Network Resilience review describing methodology evolution, stakeholder feedback, international comparisons, and plans to integrate with the review of the Values of Customer Reliability.
7. The AER presented on how energy affordability is measured and sought feedback on how our methodology may be improved.
8. The AER presented on the Default Market Offer (DMO) methodology guideline requirement, interaction with DMO 9 and timelines for the consultation process. The AER also discussed preliminary thinking on Solar Sharer Offer (SSO) information requests and implementation concerns.