

31 January 2021



General Manager
Strategic Policy and Energy Systems Innovation Branch
Australian Energy Regulator
consumerpolicy@aer.gov.au

24-28 Campbell St
Sydney NSW 2000
All mail to
GPO Box 4009
Sydney NSW 2001
T +61 2 131 525
ausgrid.com.au

Dear Sir/Madam,

Ausgrid submission to the Australian Energy Regulator (AER) draft Better Bills Guideline

Ausgrid notes the draft Better Bills Guideline (Guideline) includes a tiered 1 and 2 approach for mandatory inclusion of information in energy bills.

We recommend that tier 2 information include jurisdictional schemes amounts. I refer to Ausgrid's submission on the AER's Better Bills Guideline consultation questions from September 2021, which outlines the need for transparency on energy bills for jurisdictional schemes. Jurisdictional scheme costs should be included as a line item on the proposed 'understand your bill' table in the Guideline to provide clear information to consumers about what contributes to their energy bills.¹

The extensive research and customer-based learnings that form the basis of the Guideline confirm that, appropriately structured, customers would value more information on their energy. The research found that 81 per cent of participants in the research preferred the complex sample bill compared with only 14 per cent desiring the basic bill option tested.

Significantly, we also note 58 per cent of research participants want detailed information on how their energy bill was calculated. Customers understandably want to comprehend what they are paying for. Given the materiality of jurisdictional schemes amounts this should be included in tier 2 information.

We also note that the NSW Government is consulting with stakeholders on this issue and understand that this consultation will include the AER. It is important that the NSW Government consultation findings can be used to inform the final Better Bills Guideline.

We would be happy to discuss this submission and our submission from September 2021 with the AER. Please contact Naomi Wynn, Regulatory Policy Manager at

Regards,

A handwritten signature in black ink, appearing to read "Rob", written over a white background.

Rob Amphlett Lewis
Chief Customer Officer

¹ <https://www.aer.gov.au/system/files/Ausgrid%20-%20Submission%20to%20Better%20Bills%20Guideline%20consultation%20-%202022%20September%202021%20%28suitable%20for%20publication%29.pdf>.