

26 July 2023

Dear Authorised Retailer

The purpose of this letter is to outline the AER's expectations in relation to the application of the Better Bills Guideline (**Guideline**) to embedded network customers of authorised retailers.

Better Bills Guideline

From 4 August 2022, subrule 25(1) of the Retail Rules requires energy retailers, in preparing and issuing bills to small customers, to comply with the Guideline.¹

The Guideline allows authorised retailers to implement the new billing requirements as set out in Parts 3 and 4 of this Guideline over a transitional period. Compliance with the new billing requirements is required by **30 September 2023**.

Embedded network customers

In response to authorised retailer queries, the AER confirms that the Guideline applies to **all small customers** of authorised retailers who are in an embedded network. This is regardless of whether these small customers are on-market or off-market.

This means that authorised retailers need to produce Guideline compliant bills for all their small customers in embedded networks. However, in accordance with the Guideline, authorised retailers do not need to include a National Metering Identifier on a small customer's bill if the customer does not have one.²

Please contact Georgiana Copeland on [REDACTED] or [REDACTED] if you wish to discuss the content of this letter or your preparation to comply with the new billing requirements in the Guideline by 30 September 2023.

Yours sincerely

Rowena Park
General Manager
Compliance and Enforcement

¹ Version 2 of the Guideline, released 30 January 2023, is available on the [AER's website](#).

² Better Bills Guideline, section 40(f).