

Frequently asked questions for electricity retailers

What are the AER's current retailer pricing information requirements?

The Australian Energy Regulator's [Retail Pricing Information Guidelines](#) (the Guidelines) set out obligations retailers need to follow when providing pricing information to customers.

More information is available here: [AER's Retail pricing information](#).

What has changed since 1 July 2019?

The Commonwealth Government has made the new [Competition and Consumer \(Industry Code- Electricity Retail\) Regulations 2019](#) (the Electricity Retail Code), which came into force on 1 July 2019.

More information is available on the ACCC website and in the ACCC [Guide to the Electricity Retail Code](#) and [FAQs](#).

The AER made its determination on [Default Market Offer](#) (DMO) prices for 2019-20. These are set at a level that will protect consumers who for one reason or another do not engage in the market while at the same time allowing retailers to innovate, compete for consumers, and continue to invest.

Why do the AER Guidelines need to change?

The Commonwealth Government is implementing recommendations from the ACCC's [Retail Electricity Pricing Inquiry](#), including requesting that the AER develop a DMO consistent with the relevant ACCC recommendations, and making the new Electricity Retail Code. There may be minor mechanical changes needed to the Guidelines to reflect this, which the AER will consider over time.

Will the AER be updating its Guidelines soon?

The AER has decided it would not be practicable to amend the Guidelines during 2019, due to a range of policy and external developments. We will consider whether amendments are needed in early 2020.

In the meantime, to stay up to date with key developments, [sign up for AER email alerts](#).

Background information

On 27 June 2019, the AER released the [draft version 6 of the Guidelines](#) for consultation, under the National Energy Retail Rules. It was accompanied by the [Notice of Draft Instrument](#) which explained the proposed changes to the Guidelines and how these changes will impact retailers.

What requirements do I need to comply with from 1 July 2019?

The main change to be aware of is the Electricity Retail Code, which is being [monitored and enforced by the ACCC](#).

Are there any Energy Made Easy changes?

In early 2020, we will be considering whether there is a need to update our Guidelines, including the requirements for providing information to our price comparator website, [Energy Made Easy](#) (EME), for publication of energy plan documents. These requirements may be changed through updates to the Guidelines and/or EME technical and operational resources provided for retailers. Under the National Energy Retail Rules, we are required to consult on proposed changes to our Guidelines.

We will keep retailers informed of any relevant changes to EME, using our usual communications and engagement. Retailers seeking EME technical support or guidance should continue to contact the dedicated EME retailer support team.