

31 October 2022

AER Consumer Policy
Australian Energy Regulator
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Dear AER Consumer Policy Team



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Ausgrid submission to the Australian Energy Regulator (AER) – Version 2 of the Draft Better Bills Guideline

Ausgrid welcomes the opportunity to provide feedback on version 2 of the AER's Draft Better Bills Guideline (**the Guideline-V2**). Ausgrid strongly supports the AER's work to develop the Guideline-V2 and ensure better outcomes for energy consumers through more uniform and easier to understand energy bills. Specifically, we support the approach in the Guideline-V2 to provide greater clarity on the better offer and self-read meter information requirements.

The proposed amendments enable retailers to have greater clarity about the AER's expectations for compliance with the Better Bills Guideline and in turn result in improved outcomes for customers.

We refer to our earlier submissions on the Better Bills Guideline process¹ and rearticulate our recommendations that the bill shows:

- Jurisdictional scheme costs so customers can understand how these change over time;
- Potential for benefits of requesting a smart meter from their retailer; and
- The best tariff for a particular customer's consumption profile.

Additionally, we encourage the AER to consider further regulation and compliance to ensure that retailers supply distribution network service providers (**DNSPs**) with the latest customer contact details. This enables DNSPs to have updated customer details for outages communications, which is especially important for vulnerable and life support customers so that they can prepare for planned outages and so DNSPs can ensure priority restoration in unplanned outages.

If you have any questions in relation to this submission, please contact Ms Naomi Wynn, Regulatory Policy Manager at [REDACTED] [@ausgrid.com.au](mailto:[REDACTED]@ausgrid.com.au).

Regards,

A handwritten signature in black ink, appearing to read "Alex McPherson", written over a light blue horizontal line.

Alex McPherson
Head of Regulation

¹ Ausgrid (2022). Submission to the Draft Better Bills Guideline. https://www.aer.gov.au/system/files/6.%20Ausgrid_Suitable%20for%20publication.pdf; and Ausgrid (2021). Submission on the Better Bills Guideline Consultation Questions. <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>