

26 October 2022

General Manager
Strategic Policy and Energy Systems Innovation
Australian Energy Regulator
Melbourne
VIC 3001

Submitted via email: ConsumerPolicy@aer.gov.au

Dear Sir/Madam

Australian Energy Regulator (AER) Draft Better Bills Guideline Version 2

Thank-you for the opportunity to provide a submission in response to the release of the Draft Better Bills Guideline Version 2.

Momentum Energy Pty Ltd (Momentum) is an Australian operated energy retailer, owned by Hydro Tasmania, Australia's largest producer of renewable energy. We pride ourselves on providing competitive pricing, innovation and outstanding customer service to electricity consumers in Victoria, New South Wales, South Australia, Queensland, the ACT and on the Bass Strait Islands. We also retail natural gas to Victorian customers. We offer competitive rates to both residential and business customers along with a range of innovative energy products and services.

Momentum notes and supports the amendments to this version of the guideline which cover:

- Clarifying the self-read information requirement;
- Including “exports” in the definition of annual usage history;
- Aligning the frequency of better offer check and message; and
- Providing for the flexibility for a change to the implementation date.

We also appreciate the letter of support that the AER provided to the recent Australian Energy Market Commission Better Bills Guideline Delay rule change that has now been finalised and will provide retailers with the flexibility to delay the complex and costly implementation of this Guideline until 30 September 2023.

Should you require any further information regarding this submission, please don't hesitate to contact me on [REDACTED] or email [REDACTED] [@momentum.com.au](mailto:[REDACTED]@momentum.com.au)

Yours sincerely

[Signed]

Randall Brown
Head of Regulatory Affairs