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Response to Australian Energy Market Commission Draft Determination, Bill contents – customers with interval meters (project number RRC0026)

AGL Energy (AGL) welcomes the opportunity to provide comment on the Australian Energy Market Commission (the Commission) Draft Determination on the proposed Rule change to require retailers to include start and end meter readings in electricity bills for customers with interval meters.

AGL supports the Commission's Draft Determination not to make a draft rule in this instance. Specifically, AGL agrees the proposed Rule would not lead to improved bill reconciliation for consumers. Rather, it has the risk of increasing consumer confusion and therefore reduce trust.

AGL also supports the Commission finding (pages 22-23) that the competitive market has and will continue to provide alternative solutions for consumers to reconcile their consumption and billing arrangements. As we highlighted in our submission to the Consultation Paper, AGL has already developed several tools for customers to better understand and reconcile their bills.

More generally, current National Energy Retail Rules around billing arrangements are outdated and need review to align with current consumer expectations.

AGL has embarked on a transformation program to improve our customers' experience and build trust and loyalty. We have implemented a customer-centric redesign methodology to better understand what our customers want and therefore develop products and services that better align with their expectations. One area AGL is using this customer-centric methodology is on the design of consumer electronic bills. AGL would be happy to share with the Commission the work we are undertaking and compare what information customers would like to receive on an electronic bill compared to current regulatory bill information obligations, including customer expectations around consumption and validation of bill totals.

Should you have any questions in relation to this submission, please contact Con Hristodoulidis, Senior Manager Regulatory Strategy, on 03 8633 6646 or christodoulidis@agl.com.au.

Yours sincerely,

(signed for email transmission)

Elizabeth Molyneux

General Manager – Energy Market Regulation