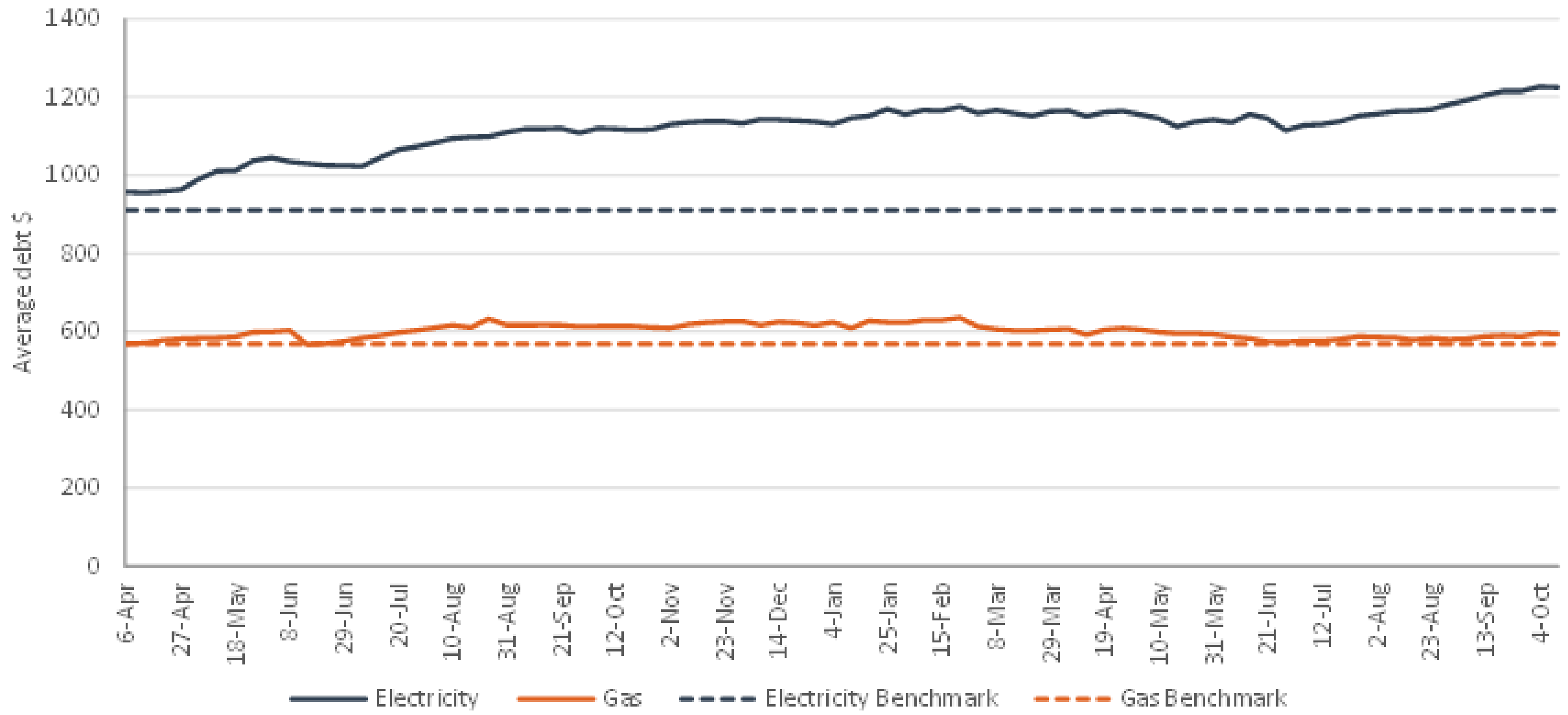


AER consumer update

Clare Savage

October 2021

Average debt residential customers 90+ days



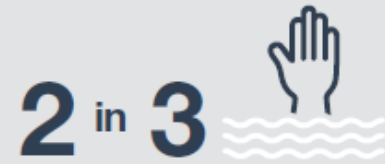
Consumer Vulnerability Strategy



of Australians have literacy levels below what is considered enough to get by in everyday life



1 in 5 have a disability



experience some form of financial stress at some point in their life

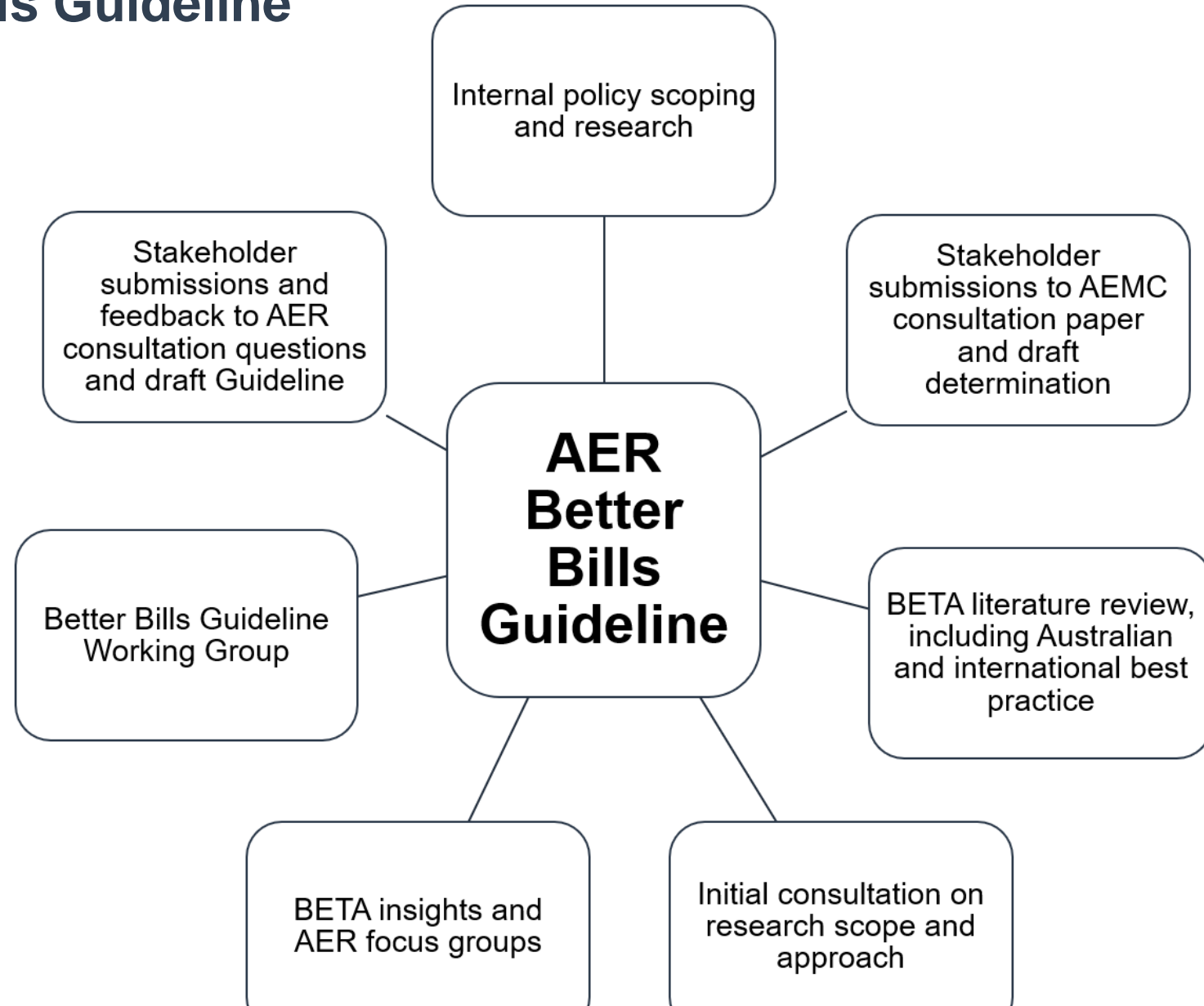


speak a language other than English at home

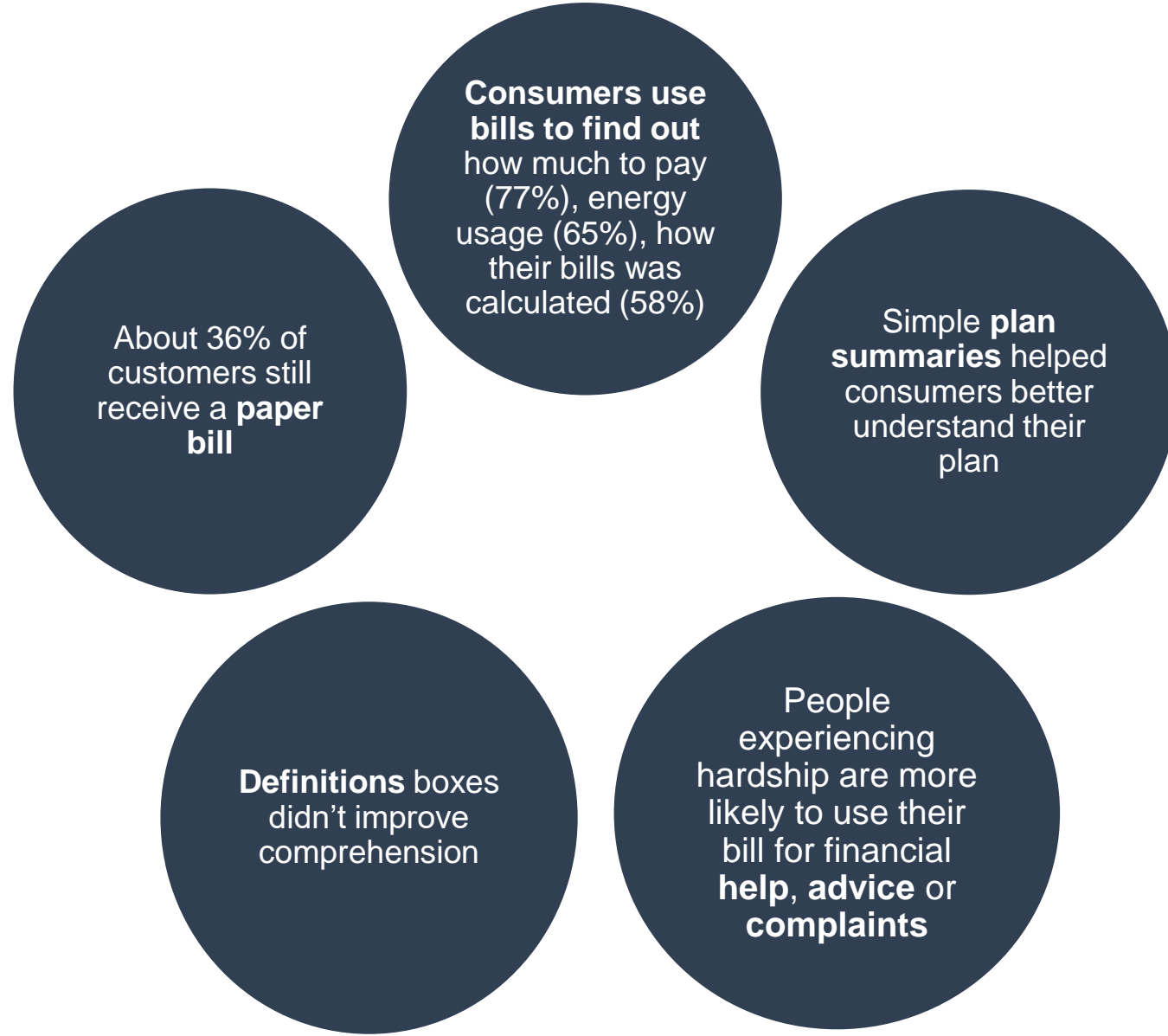


women have experienced physical and, or sexual violence by a current or previous partner

AER Better Bills Guideline

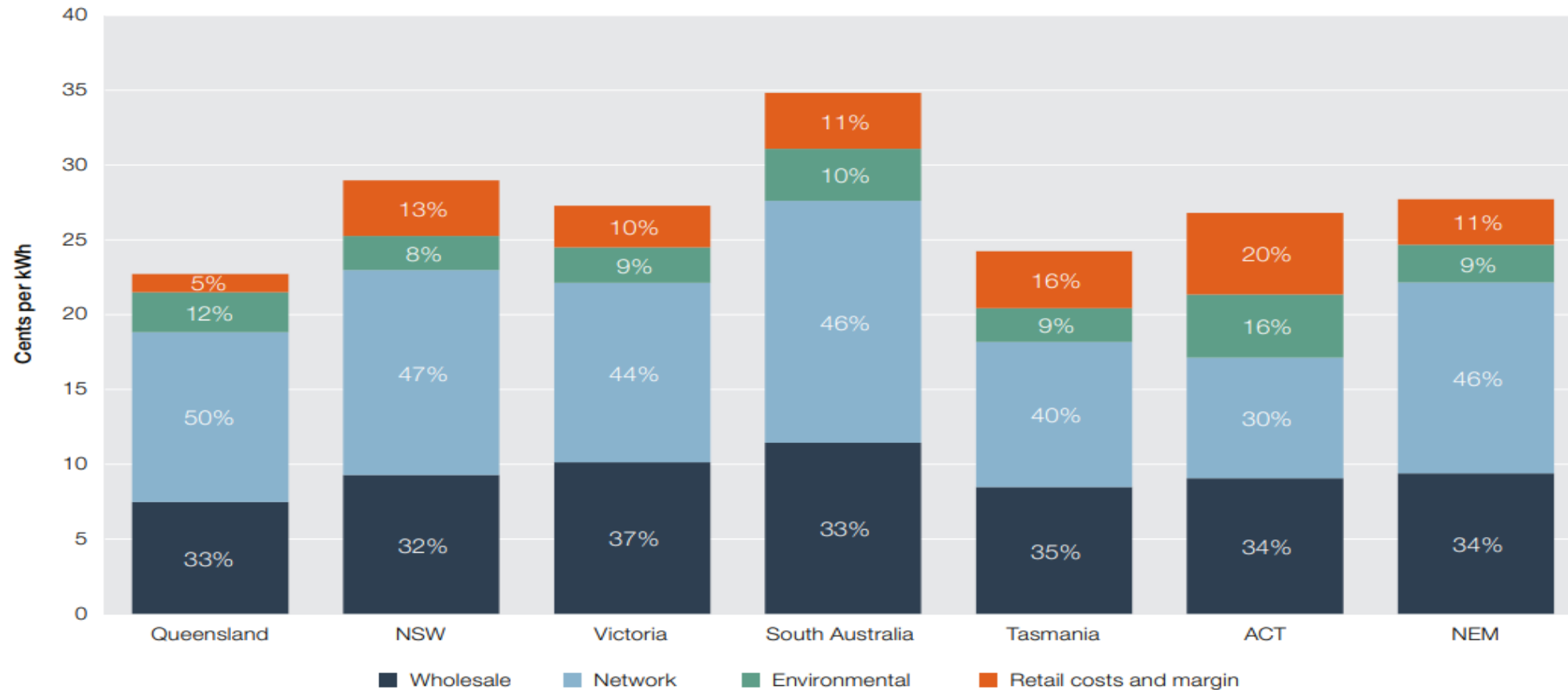


AER Better Bills Guideline



Better Resets Handbook

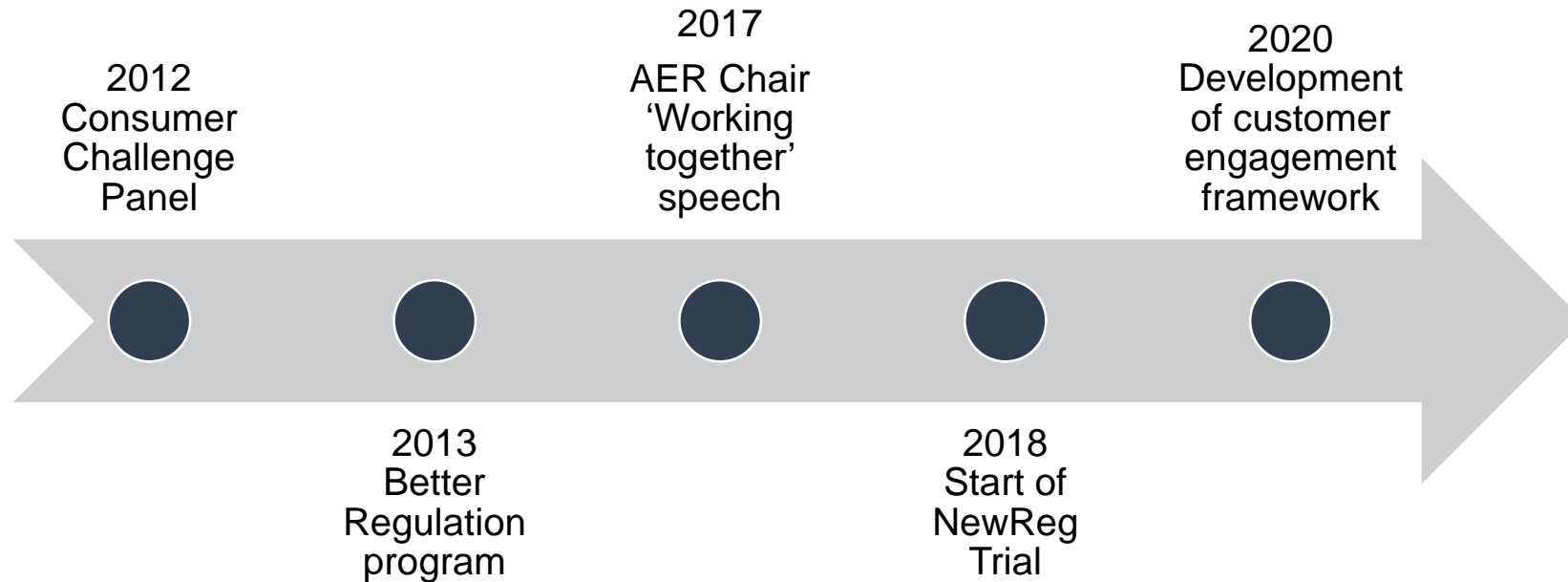
Composition of residential electricity bill



Source: AER, State of the Energy Market 2021; AEMC, Residential electricity price trends 2020, Final Report, December 2020

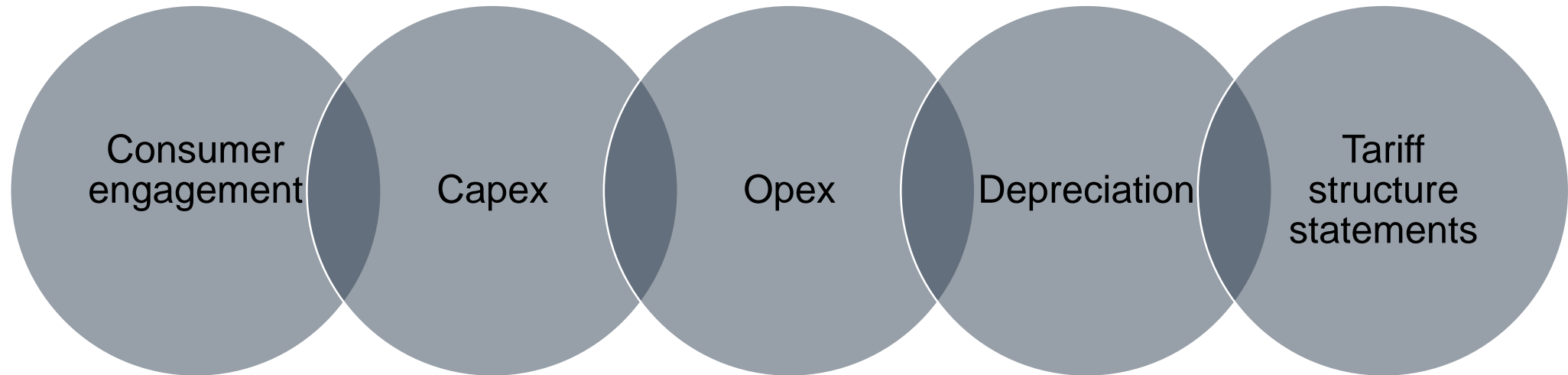
Better Resets Handbook

- Next step for network regulation – building on previous work and improving consumer outcomes



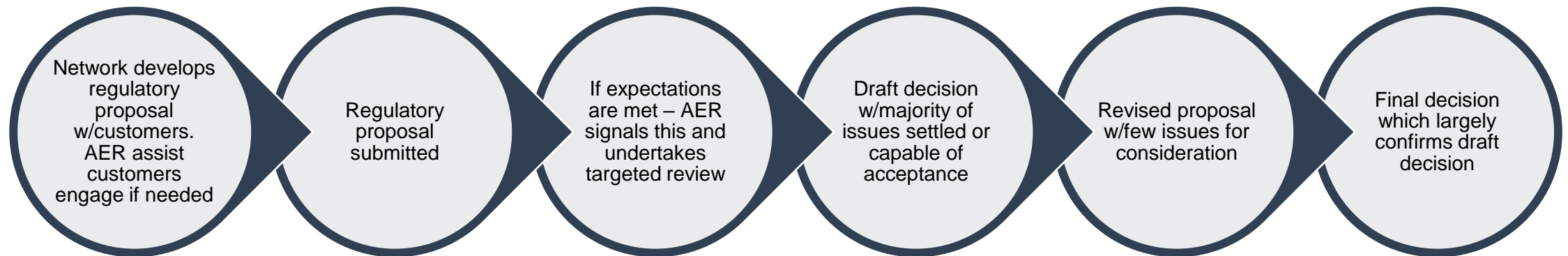
What does the Better Resets Handbook do?

- Sets out our expectations for regulatory proposals

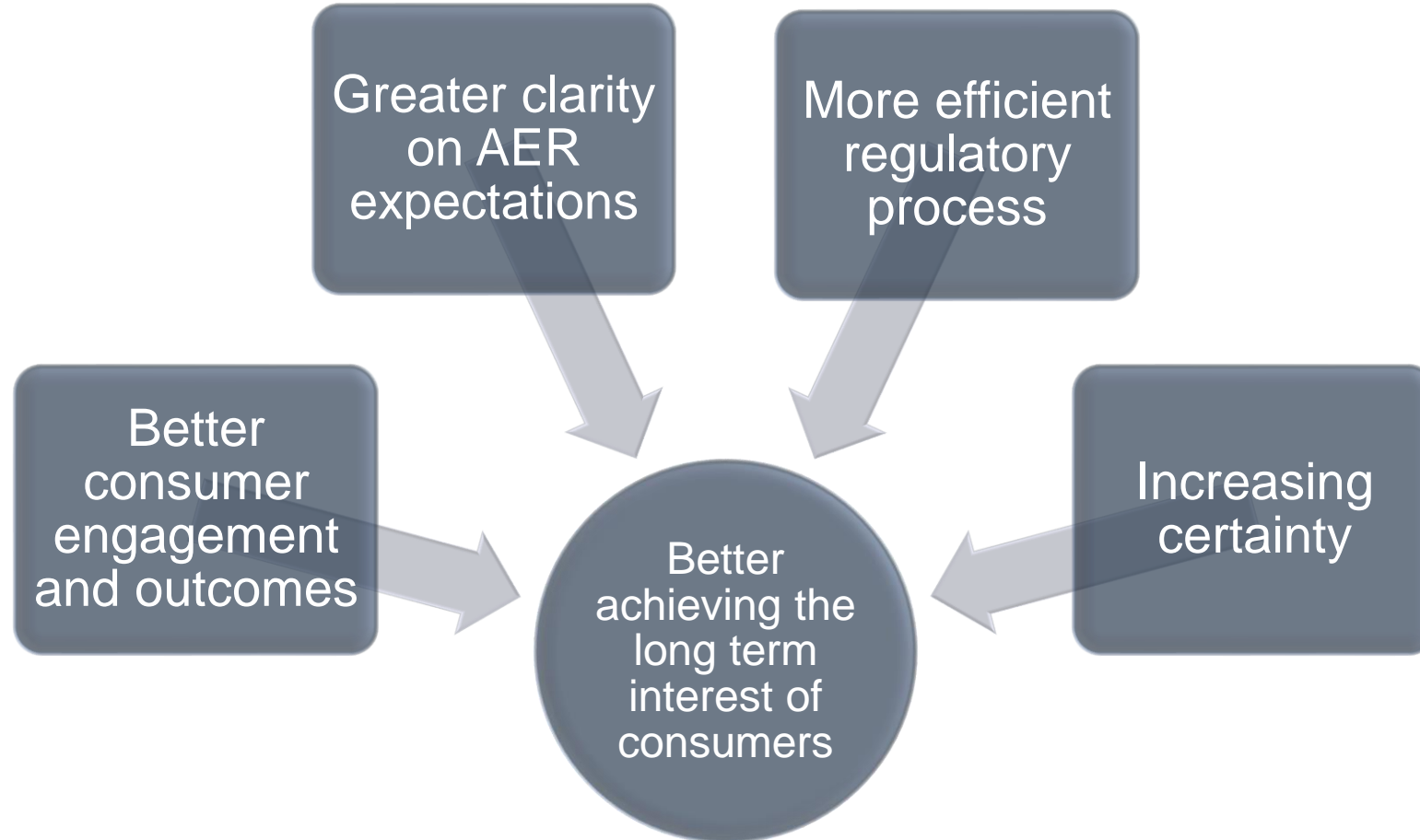


What does the Better Resets Handbook do?

- New review pathway created that is more efficient and contentious issues are worked through with consumers. Largely settled at the draft decision stage.



Better Resets Handbook benefits



Better Resets Handbook next steps

Submissions
closed 20 October

Finalise Handbook
by end of year

First apply targeted
review to proposals
due January 2023

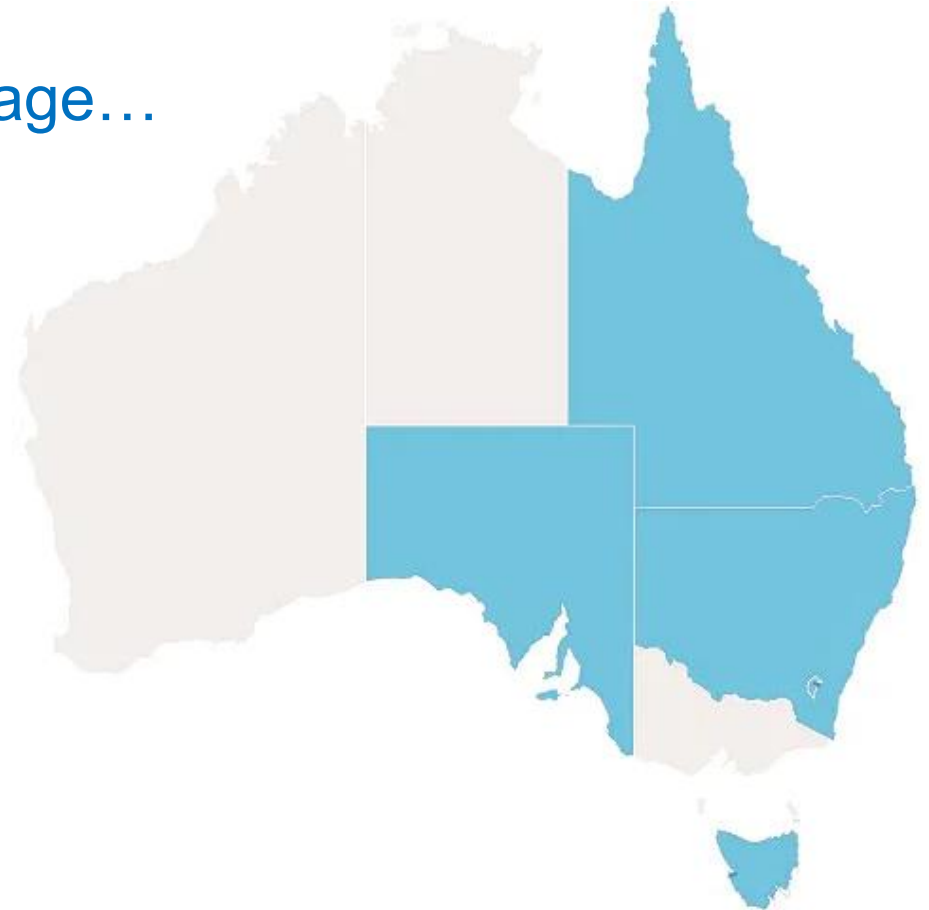
Energy Made Easy

energymadeeasy.gov.au

Our brand...



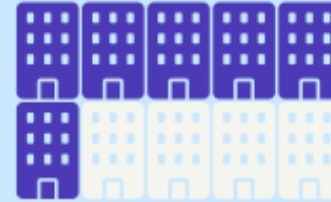
Our coverage...



Energy Made Easy

~80 ENERGY RETAILERS AND THEIR BRANDS

Active and submitting data to Energy Made Easy

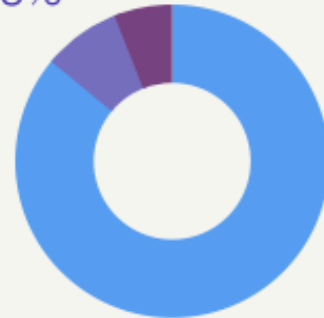


MIX OF ENERGY PLANS

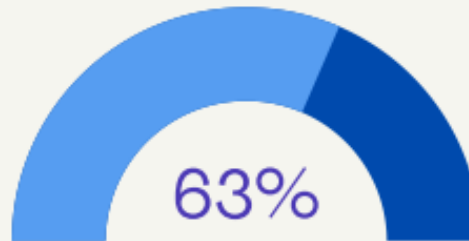
Published on our website



Gas
8%



Electricity
86%



Residential customer plans

Energy Made Easy

