

# ICRC Consumer Consultative Committee

## Meeting 2/2021

Tuesday 26 October 2021

### **Work in-progress**

#### 1. ACT Retail Electricity (Transparency and Comparability) Code

On 2 July 2021 we published the ACT Retail Electricity (Transparency and Comparability) Code which will make it easier for consumers to compare electricity price offers and find the best offer for their circumstances.

The Code places 3 obligations on retailers.

- Retailers will have to compare the annual price of their electricity plans to a common benchmark (a reference price). This means customers can have confidence that an offer advertised as 11% less than the reference price is cheaper than another offer that is 5% less than the reference price.
- Retailers will have to tell customers on their bills when they might have a better offer available for the customer. Retailers must also tell customers about the Australian Government's Energy Made Easy comparison website where they can compare plans for different retailers.
- Retailers must give clear, timely and reliable advice to their customers to help them choose the best electricity plan for their circumstances.

The Code came into effect on 1 October 2021 with the better offer obligation deferred until 1 July 2022. In the interim period we have included transitional better offer arrangements that retailers will need to comply with.

On 3 September 2021 we published a guideline to the Code to assist retailers and we are regularly monitoring their compliance.

Information about the code is at: <https://www.icrc.act.gov.au/energy/act-retail-electricity-transparency-and-comparability-code>

#### 2. Forecasting demand for water and sewerage services

We are reviewing the methods we use to forecast demand for water and sewerage services. Demand for services is an important input to the price determination process. Changes to our methods and data inputs will be implemented in the next water and sewerage services price investigation.

We released an issues paper on 28 May 2021 and held a stakeholder workshop on 28 June 2021.

We released our draft report on 20 September 2021 and are seeking stakeholder feedback by 25 October 2021. We also held a second stakeholder workshop on 6 October 2021.

We have largely maintained our current approach as we find that most of our current methods provide reliable forecasts. We are proposing some changes to ensure our methods and data remain

fit for purpose. To read our draft report, please see: <https://www.icrc.act.gov.au/water-and-sewerage/review-of-water-and-sewerage-services-demand-forecasting-methods>

### 3. Information for NERL retailers

To help NERL retailers entering the ACT market understand and comply with their regulatory obligations, we have added a new page on our website that outlines their registration and reporting responsibilities. This page is at: <https://www.icrc.act.gov.au/nerl-retailers>

### 4. Information management package

The information management package comprises 3 documents about providing information to us and how we handle information, including confidential information.

The submissions guide is designed to encourage submissions from the public by explaining in plain-English:

- why submissions are important to our decision making,
- how to make a submission, and
- what is confidential information and how we will handle it.

The material breach guide helps the licensed utilities understand their obligation to tell us about any significant breaches of their licence obligations.

The disclosure guidelines explain the approach we will take in considering whether to disclose confidential information where permitted by the ICRC Act. The guideline also sets out the matters we will consider in assessing a claim that confidential information given to us should not be disclosed.

The submission policy is at: [Submissions - Independent Competition and Regulatory Commission \(act.gov.au\)](https://www.icrc.act.gov.au/legislation/guidelines) and the material breach guide and disclosure guidelines are at: <https://www.icrc.act.gov.au/legislation/guidelines>.