



ICRC

independent competition and regulatory commission

**Proposed Price Direction
Standing offer prices for the supply
of electricity to small customers**

1 July 2017 to 30 June 2020

Report 2 of 2017

The Independent Competition and Regulatory Commission is a Territory Authority established under the *Independent Competition and Regulatory Commission Act 1997* (the ICRC Act). The Commission is constituted under the ICRC Act by one or more standing commissioners and any associated commissioners appointed for particular purposes. Commissioners are statutory appointments. Joe Dimasi is the current Senior Commissioner who constitutes the Commission and takes direct responsibility for delivery of the outcomes of the Commission.

The Commission has responsibilities for a broad range of regulatory and utility administrative matters. The Commission has responsibility under the ICRC Act for regulating and advising government about pricing and other matters for monopoly, near-monopoly and ministerially declared regulated industries, and providing advice on competitive neutrality complaints and government-regulated activities. The Commission also has responsibility for arbitrating infrastructure access disputes under the ICRC Act. In discharging its objectives and functions, the Commission provides independent robust analysis and advice.

The Commission's objectives are set out in section 7 and 19L of the ICRC Act and section 3 of the *Utilities Act 2000*.

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Part A Preliminary

1 Proposed price direction¹

This Price Direction is set out in accordance with the *Independent Competition and Regulatory Commission Act 1997* (ICRC Act or the Act) and the terms of reference issued by the referring authority for an investigation into, and the making of, a price direction for standing offer prices for the supply of electricity to small customers consuming under 100 MWh per consumption period of 12 consecutive months.² The terms of reference further set out that this Price Direction is to apply to ActewAGL Retail for the period stipulated below in clause 2.

The Price Direction consists of parts A through C, the clauses and subclauses in those parts, the tables in those parts, and one attachment.

The parts are set out as follows:

- Part A – Preliminary
- Part B – Price regulation method
- Part C – Legislative provisions

Part A sets out the preliminary information to the Price Direction.

Part B sets out the formula for the weighted average price cap to apply for the regulatory period. The part then sets out the determination of the maximum average percentage changes in prices (Y^t) for 2017–18 and the regulatory method to recalibrate the weighted average price cap on an annual basis for the years 2018–19 and 2019–20. The regulatory method includes provisions for the inclusion of pass-throughs at the time of the annual recalibrations.

Part C sets out the reset principle and trigger mechanisms for variation of the Price Direction once in force.

¹ This document (ICRC Report 2 of 2017) is a **proposed price direction** set out pursuant to section 18(5)(a) of the *Independent Competition and Regulatory Commission Act 1997* (the Act). The use of finalised terms within this document such as ‘Price Direction’ and ‘final Price Direction’ are used for drafting simplicity and proposal purposes and do not make this proposed price direction a final price direction as determined under Part 4 of the Act.

² Terms of reference: DI2016-138 (<http://www.legislation.act.gov.au/di/2016-138/default.asp>).

2 The regulatory period

This Price Direction determines, within the meaning of the ICRC Act, the maximum weighted average price caps to apply for the period 1 July 2017 to 30 June 2020.

3 Application of the Price Direction

Pursuant to the terms of reference and section 15(4) of the ICRC Act, this Price Direction applies to **ActewAGL Retail ABN 46 221 314 841** (the partnership of ACTEW Retail Ltd ABN 23 074 371 207 and AGL ACT Retail Investments Pty Ltd ABN 53 093 631 586).

4 Section 20(2) of the ICRC Act

Under section 20(4) of the ICRC Act, the Independent Competition and Regulatory Commission (the Commission) is required to indicate in the price direction the extent to which it has had regard to the matters referred to in section 20(2) of the ICRC Act. The table in attachment A1.2.3 indicates the extent to which the Commission has had regard to the matters referred to in section 20(2).

5 Notes and interpretation

Business days

Business days are all days other than Saturday, Sunday and ACT public holidays.

Dates outlined in the Price Direction that require a specified action that fall on a non-business day will be deemed to fall on the first business day following the non-business day.

Monetary values

All monetary values in the Price Direction are in Australian dollars.

National Energy Retail Law (ACT)

As defined in section 6(1)(b) of the *National Energy Retail Law (ACT) Act 2012*.

Reference to clauses

Unless otherwise stated, a cross-reference to a clause in the Price Direction includes the subclauses in that clause.

Reference to years

Unless otherwise stated, a reference to a year in the form *2017–18* (as an example) means the financial year from 1 July to 30 June.

Small customer

Defined in the terms of reference as being a customer of ActewAGL Retail paying the standing offer price for the supply of electricity and who consumes less than 100 MWh of electricity per consumption year.

Standing offer prices

As described in clause 2 of the terms of reference.

Standard retail contract

Has the same meaning as in the *National Energy Retail Law (ACT)* for small customers paying the standing offer price.

Part B Price regulation

6 Standing offer prices

ActewAGL Retail must ensure that its standing offer prices for each year of the regulatory period comply with the following weighted average price cap formula:

$$1 + Y^t \geq \frac{\sum_{i=1}^n \sum_{j=1}^m P_{ij}^t Q_{ij}^{t-1}}{\sum_{i=1}^n \sum_{j=1}^m P_{ij}^{t-1} Q_{ij}^{t-1}}$$

where:

- ActewAGL Retail has n standing offer tariffs that each have up to m price components.
- Y^t is the maximum percentage change in average standing offer prices determined in accordance with the cost-index model.
- P_{ij}^t is the price that ActewAGL Retail proposes to charge for component j of standing offer tariff i for year t.
- P_{ij}^{t-1} is the price that ActewAGL Retail charges for component j of standing offer tariff i in the year t-1.
- Q_{ij}^{t-1} is the reference quantity for component j of the standing offer tariff i defined as the actual quantity (in both customer numbers or megawatt hours) as reported by ActewAGL Retail for the 12-month period ending 31 March in year t-1.

For the 2017–18 regulatory year, Y^t is set out in clause 7. For the 2018–19 and 2019–20 regulatory years, Y^t is calculated in accordance with clause 8.

7 Determination of Y^t for 2017–18

Y^t for the 2017–18 regulatory year is 10.9 per cent.

Approval of the schedule of standing offer prices for Y^t will occur as per steps (e) and (f) in clause 8.1.

8 Annual recalibration

For the regulatory years 2018–19 and 2019–20 the Commission will make annual recalibrations as per the timeline set out in Table 8.1 to ascertain the Y^t that will apply in the weighted average price cap formula for each year. As part of the recalibration of Y^t the Commission will consider pass-through applications as set out in clause 9 and its sub-clauses.

Table 8.1 Annual recalibration timeline

	Assessment process	Period price cap applies
First annual recalibration	10 May 2018 to 7 June 2018	1 July 2018 to 30 June 2019
Second annual recalibration	10 May 2018 to 7 June 2018	1 July 2019 to 30 June 2020

8.1 The assessment process

Clause 8.1 sets out the assessment process for an annual recalibration. The dates set out relate to the year of the relevant assessment process. The assessment process occurs prior to the relevant regulatory year for which the weighted average price cap is set.

The assessment process will occur as follows:

- (a) On or before 10 May, ActewAGL Retail must submit to the Commission the following information:
 - (i) Calculation of costs associated with achieving environmental objectives for the year in question, including LRET, SRES and ACT Energy Efficiency Improvement Scheme costs, and any proposed adjustments.
 - (ii) Full accounting of all proposed pass-through event costs that may be claimed under clause 9 and its sub-clauses.
- (b) ActewAGL Retail must submit to the Commission for verification the updated network cost allowance for the regulated customer load as soon as ActewAGL Distribution's network charges are approved by the Australian Energy Regulator (AER).
- (c) As per clause 8.4, the Commission will determine the energy purchase cost component based on data available up to 31 May.
- (d) As per clause 8.2, the Commission will determine the value of Y^t , which is the percentage by which the weighted average price cap may adjust. The Commission will provide its determination to ActewAGL Retail on or before 7 June, although this date may be extended if approved network charges have not been published by the AER in time for the Commission to adhere to this date.
- (e) ActewAGL Retail must provide the Commission with its proposed schedule(s) of standing offer prices including the associated weighted average price cap calculations.
- (f) Subsequent to clause 8.1(e) occurring, the Commission will – subject to an assessment that the proposals are consistent with the Price Direction – approve the proposed prices within two business days of receipt of the proposed schedule(s).

8.1.1 Interim prices may apply

In the event the AER does not publish approved network charges in time to allow the Commission to determine Y^t for the approved standing offer prices to apply on 1 July in a regulatory year, ActewAGL Retail's schedule of standing offer prices in place under the regulated weighted average price cap as at 30 June in the same calendar year will be the standing offer prices until the new standing offer prices are approved.

8.2 The value of Y^t

For the regulatory years 2018–19 and 2019–20, the Commission will determine Y^t to be the percentage change in the cost index calculated from the components listed in Table 8.2.

Table 8.2 Components of the cost-index model

Component	Method
Energy purchase cost (\$/MWh)	As determined by the Commission at the time of the recalibration using the energy purchase cost model
LRET and SRES costs (\$/MWh)	Estimates from ActewAGL Retail for the 2018–19 and 2019–20 years respectively, which are verified and applied using the Commission's methodology
Energy Efficiency Improvement Scheme	Estimates from ActewAGL Retail for the 2018–19 and 2019–20 years as required, subject to a prudence and efficiency assessment, with costs determined using the Commission's methodology
Energy losses (%)	Based on AEMO's estimates for 2018–19 and 2019–20 as appropriate
Energy contracting costs (\$/MWh)	Previous year's value adjusted by the change in CPI
NEM fees (\$/MWh)	Previous year's value adjusted by the change in CPI
Retail operating costs (\$/MWh)	Previous year's value adjusted by the change in CPI
Network costs (\$/MWh)	As determined and approved by the AER and applied by ActewAGL Retail to the standard retail contract customer load, and subsequently verified by the Commission
Cost pass-through (\$/MWh)	Cost pass-through verified by the Commission in current dollars as adjusted by the change in CPI
Retail margin (%)	Previous year's value in dollars per MWh adjusted by the change in CPI

Note: Change in the CPI is calculated as per clause 8.3.

8.3 Calculation of the change in CPI

The Commission will calculate the percentage change in the consumer price index for any relevant year t using the following formula, populated with the Australian Bureau of Statistics all groups index for the weighted average of eight capital cities.

$$\Delta CPI_t = \frac{CPI_{Mar(t-2)} + CPI_{Jun(t-2)} + CPI_{Sep(t-1)} + CPI_{Dec(t-1)}}{CPI_{Mar(t-3)} + CPI_{Jun(t-3)} + CPI_{Sep(t-2)} + CPI_{Dec(t-2)}} - 1$$

8.4 Calculation of energy purchase costs

The Commission will calculate energy purchase costs for 2018–19 and 2019–20 in the manner set out below:

$$EPC_s = FP_s \times [(1 - M_s) \times LS_s + M_s \times LR_s] + C \text{ and}$$

$$EPC = \sum_{i=1}^4 w_s \times EPC_s$$

where the following are defined for each quarter s :

- EPC_s denotes the energy purchase cost.
- FP_s denotes the forward price.
- M_s denotes the forward price margin.
- LS_s denotes the load shape.
- LR_s denotes the load ratio.
- C denotes the cost of carbon.
- w_s denotes the quarterly load weight.
- the subscript s denotes the quarter.
- EPC without the subscript denotes the annual energy purchase cost.

These components are calculated as follows for each year:

- The forward price is the simple average price of the Australian Stock Exchange (ASX) market prices for New South Wales for the 23 month period up to 31 May prior to the regulatory year in question. The annual forward price is applied to all four quarters of the regulatory year.
- The forward price margin is set at five per cent.
- The load shape is the ratio of the load-weighted spot price to the time-weighted spot price where loads are based on the ActewAGL Distribution net system load profile as reported by the Australian Energy Market Operator (AEMO). The load shape is equal to the average load shape from 2003-04 through the latest data available.
- The cost of carbon is treated as zero in the pricing model given that the national carbon-pricing scheme was abolished effective from 1 July 2014. The load ratio for each quarter is equal to the ratio of the maximum half-hourly load in the quarter to the average half-hourly load in the quarter. The load to be used is the net system load profile for ActewAGL Retail as reported by the AEMO. The load ratio to be applied for quarter s is equal to the maximum load ratio observed to date plus 0.1. The load weights for each quarter are equal to the historical average load in that quarter divided by the sum of the historical average load for all four quarters. The historical average load for a quarter is

the simple average of the average loads for that quarter for the period from 2003-04 through the latest data available. The load to be used is the net system load profile for ActewAGL Distribution as reported by the AEMO.

9 Pass-through events

9.1 Application for a pass-through event

ActewAGL Retail may make an application to the Commission for consideration of a pass-through event as part of the annual recalibration process as per clause 8. Applications may be made for the following events:

- (a) Regulatory change event (clause 9.5); or
- (b) Tax change event (clause 9.6).

9.2 Commission may accept, reject or amend the application

Consideration by the Commission under clause 9 and its sub-clauses of an application for a pass-through event may result in a pass-through event application being accepted, rejected or amended. If the Commission amends a pass-through application, the amended costs are those that are passed through in the annual recalibration. The Commission will provide a statement of reasons if it rejects or amends a pass-through event.

9.3 Commission may initiate pass-through event

The Commission may initiate one or more pass-through events set out under clauses 9.5 and 9.6 without an application from ActewAGL Retail. The following steps will be taken in relation to a pass-through event initiated by the Commission:

- (a) The Commission will advise ActewAGL Retail that it is intending to initiate a pass-through review as part of an annual recalibration process.
- (b) The Commission will provide ActewAGL Retail with a document outlining the Commission's proposed decision, including relevant material on which the decision is based.
- (c) ActewAGL Retail will be provided with the opportunity to respond to the Commission's proposed pass-through decision before the Commission determines and provides the value of Y^t to ActewAGL Retail under clause 8.1.

9.4 Further information

The Commission may seek further information from ActewAGL Retail in relation to an application for a pass-through event or a Commission initiated pass-through event.

9.5 Regulatory change event

A regulatory change event is a decision made on or after 31 May 2017 and before 30 June 2020 by any ACT or Commonwealth ‘Authority’³ that has the effect of varying the nature, scope, standard or risk of providing services to small customers, or the manner in which those services are provided. A regulatory change event includes obligations in respect of:

- any customer hardship program;
- retailer of last resort events;
- environmental schemes including the LRET and SRES schemes and the Energy Efficiency Improvement Scheme; or
- changes in distribution or transmission charges.

A regulatory change event does not include obligations in respect of:

- any decision, determination or ruling in relation to energy loss factors; or
- smart-metering trials.

9.6 Tax change event

A tax change event means the imposition of or a change in a relevant tax, the removal of a relevant tax, or a change in the way a relevant tax is interpreted or calculated where the outcome of the change affecting ActewAGL Retail occurs on or after 31 May 2017 and before 30 June 2020. A relevant tax is any tax, levy, impost, deduction, charge, rate, duty or withholding tax that is levied on ActewAGL Retail by any Authority (as defined above) and is payable by ActewAGL Retail, other than:

- income tax and capital gains tax;
- stamp duty;
- AEMO fees;
- fees payable by ActewAGL Retail in respect of its retail licence;
- penalties, charges, fees and interest on late payments, or deficiencies in payments, relating to any tax; or

³ Authority means any government or any minister, agency or directorate, instrumentality or other authority of government and the Commission, the AEMC, the AER or AEMO.

- any tax that replaces or is equivalent or similar to any of the taxes referred to above (including any state or territory-equivalent tax).

9.7 Calculation of a regulatory change or tax change event

9.7.1 General matters

The Commission will calculate the pass-through amount when considering a pass-through event as part of an annual recalibration process having regard to the following matters:

- the implications for the efficient costs of ActewAGL Retail’s actions, including whether ActewAGL Retail has taken or omitted to take any action where such action or omission has increased the magnitude of the costs incurred;
- the need to ensure that ActewAGL Retail does not recover costs to the extent that provisions have already been made or otherwise taken into account;
- the need to ensure that ActewAGL Retail only recovers any actual or likely increment in efficient costs to the extent that such an increment is solely as a consequence of a pass-through event from the date the event occurred;
- in the case of a regulatory change event, any costs that ActewAGL Retail has incurred prior to, but in preparation for, the occurrence of that regulatory change event; and
- in the case of a tax change event, any change in the way another tax is calculated, or the removal or imposition of another tax which in the Commission’s opinion is complementary to the tax change event concerned.

In addition, in considering any pass-through event, the Commission may consult with affected stakeholders to the extent the Commission considers appropriate.

9.7.2 Regulatory change and tax change event pass-through mechanism

For a regulatory change or tax change pass-through event that occurs during 2017–18 or 2018–19, the Commission will include the value of the pass-through event, which can be either negative or positive when determining the maximum average price change, in the cost-index model.

Part C Legislative provisions

Nothing in this Part C limits the provisions of the ICRC Act.

10 Price Direction variation trigger events

Pursuant to sections 20A(3)(c) and 24F(2) of the ICRC Act, the following events are price variation trigger events, the occurrence of which allows the Commission to initiate, at its discretion, a reference for the variation of the Price Direction:

- (a) an act of terrorism;
- (b) a major natural disaster;
- (c) a significant change to ActewAGL Retail's financial or corporate structure;
- (d) an unforeseen or *force majeure* event that severely restricts ActewAGL Retail's ability to provide services; or
- (e) the cost-index model, its components or the determination of Y^t under clause 8 becoming unworkable due to a legislative provision, government policy or other cause (or any number or combination of the aforementioned).

11 Reset principle

Pursuant to section 20B of the ICRC Act, the future reset principle is:

- (a) The Commission will seek a reference from the relevant minister regarding services covered by this Price Direction 18 months prior to the expiry of the regulatory period set out in clause 2 of this Price Direction.

Attachment 1 Compliance

A1.1 Compliance with the terms of reference

A1.1.1 Compliance with the terms of reference

Clause	Requirement	Chapter	Comments
2	The price direction will be for the period of 1 July 2017 to 30 June 2020. The Price direction must make provision for annual recalibrations to be undertaken by 30 June 2018 and 30 June 2019.	2, 4	The proposed price direction applies for a 3 year period and provides for annual price recalibrations.
3.1a	The Commission must consider the direct impact on electricity costs of government policies and pass through of costs and savings to regulated prices including but not limited to:		
	i The ACT retailer obligations under the Energy Efficiency Improvement Scheme.	2, 3	The prudent and efficient costs of the Act Government's EEIS are included in the cost build-up.
	ii the Commonwealth Government's Large-scale Renewable Energy Target and Small-scale Renewable Energy Scheme	2, 3	LRET and SRES costs are included in the cost build-up.
	iii any other schemes implemented to address climate change relevant to electricity pricing		N/A
3.1b	The Commission must consider the efficient and prudent cost of managing risk in the cost of purchasing electricity for the period of the price direction.	2, 3	The energy purchase cost model incorporates a hedging strategy.
3.2	The Commission must identify and report on the efficient costs of complying with the Energy Efficiency (Cost of Living) Improvement Act 2012 for the period that the determination is being made.	2, 3	The costs of the ACT Government's EEIS scheme are identified, assessed for prudence and efficiency and reported.
3.3	The Commission must identify and report on the cost allowance of the ACT feed-in tariffs (small and large scale) for the period that the determination is being made.	2, 3	The costs of the ACT feed-in tariffs will be identified and reported in the final report.
3.4	The Commission must produce its final report within the period of 1 January 2017 to 7 June 2017, to provide sufficient time to allow ActewAGL Retail to make any necessary changes to its billing system and to provide information on the new tariff to customers for implementation effective 1 July 2017.		This clause relates to the final report.

A1.2 Compliance with the ICRC Act

A1.2.1 Objectives

Compliance with section 7 of the ICRC Act

Section 7	Requirement	Chapter	Comments
(a)	to promote effective competition in the interests of consumers	3	The Commission considered whether a competition/CARC allowance should be included in the regulated retail electricity price in the ACT in order to promote competition. The Commission acknowledges that retailers incur costs relating to customer acquisition and management but maintains that it remains appropriate not to include an additional separate competition allowance because (1) the Commission, via its allowed retail operating cost structure, is currently allowing retailers to recover relevant costs relating to customer acquisition and retention; and (2) it is not economically beneficial to introduce an additional allowance if it will set higher prices for consumers compared with a regulated monopoly situation.
(b)	to facilitate an appropriate balance between efficiency and environmental and social considerations	2, 3, 4,	The Commission's retail electricity cost-index model is designed to recover the efficient costs of providing retail electricity services in the ACT. This includes the efficient costs of various environmental measures such as the national LRET and SRES schemes and the ACT energy efficiency schemes. Social considerations are taken into account first by ensuring that the regulated price is based on efficient costs. The Commission also considers the impacts of proposed price changes on customer electricity bills.
(c)	to ensure non-discriminatory access to monopoly and near monopoly infrastructure		N/A

A1.2.2 Section 19(L)

Compliance with section 19(L) of the ICRC Act

Section 19L	Requirement	Chapter	Comments
	The Objective of the Commission, when making a price direction in a regulated industry, is to promote the efficient investment in, and efficient operation and use of regulated services for the long term interests of consumers in relation to the price, quality, safety, reliability and security of the service.	2,3,4	The Commission's retail electricity cost-index model is designed to recover the efficient costs of providing retail electricity services in the ACT. This includes the costs of meeting quality, reliability and safety standards. The long-term interests of consumers are taken into account by ensuring that the regulated price is based on efficient costs to meet the required standards. The Commission also considers the impacts of proposed price changes on customer electricity bills. The Commission's model also includes the efficient costs of various environmental measures.

A1.2.3 Section 20(2)

Compliance with section 20(2) of the ICRC Act

Section 20(2)	Requirement	Chapter	Comments
(a)	The protection of consumers from abuses of monopoly power in terms of prices, pricing policies (including policies relating to the level or structure of prices for services) and standard of regulated services	2, 3	The Commission applies a weighted average price cap form of control to ActewAGL Retail's suite of regulated retail electricity tariffs. The price cap is based on the recovery of efficient costs. Together these actions protect consumers from the abuses of monopoly power in terms of prices.
(b)	Standards of quality, reliability and safety of the regulated services	2,3	The Commission's retail electricity cost-index model, and in particular the retail operating cost component, is designed to cover the efficient costs of providing retail electricity services. This includes the costs of meeting quality, reliability and safety standards. As a specific example, the payment of ancillary services fees, which is captured in the cost-index model, assists the AEMO in providing for safe and reliable delivery of electricity to all consumers.
(c)	The need for greater efficiency in the provision of regulated services to reduce costs to consumers and taxpayers	2,3	The Commission's retail electricity cost-index model is based on the efficient costs of providing retail electricity services in the ACT. As an example, to determine the energy purchase cost allowance, the Commission has adopted an approach based on independent and verifiable market data and a range of assumptions based on industry standards to provide a reasonable estimate of the cost of purchasing wholesale energy from a competitive market pool.
(d)	An appropriate rate of return on any investment in the regulated industry	2, 3,	The Commission is proposing a retail margin of 5.49 per cent of the total efficient cost of providing retail electricity services. The Commission is confident that this provides in the current circumstances an appropriate rate of return on investment in the retail electricity industry.
(e)	The cost of providing the regulated services	2, 3	The Commission's retail electricity cost-index model is designed to recover the efficient costs of providing retail electricity services in the ACT. The Commission considers that the allowance granted for retail operating costs represents a reasonable balance between the need to allow cost recovery and the need to require the incumbent to operate efficiently.
(f)	The principles of ecologically sustainable development	2, 3	The Commission's retail electricity cost-index model includes the efficient costs of various environmental measures such as the national LRET and SRES schemes and the ACT energy efficiency schemes. These costs reflect to some extent the environmental costs incurred in the consumption of electricity that the Australian Government and the ACT Government consider should be passed through to consumers.
(g)	The social impacts of the decision	2,3	Social considerations are taken into account first by ensuring that the regulated price is based on efficient costs. The Commission also considers the impacts of proposed price changes on customer electricity bills. In addition, the Commission has had regard to the social impacts of its decisions by not including a competition/CARC allowance.

Section 20(2)	Requirement	Chapter	Comments
(h)	Considerations of demand management and least-cost planning	2, 3	The ACT Government's energy efficiency scheme has a demand-management element. The costs of this scheme are accounted for in the cost-index model.
(i)	The borrowing, capital and cash flow requirements of people providing regulated services and the need to renew or increase relevant assets in the regulated industry	2, 3	The Commission's retail electricity pricing provides for the efficient costs of providing retail electricity services in the ACT. This includes a retail margin of 5.49 per cent of the total efficient cost. The Commission is confident that this provides sufficient room to meet the borrowing, capital and cash flow requirements and meet the retail industry investment requirements.
(j)	The effect on general price inflation over the medium term	2, 3	The Commission ensures that only efficient costs are applied in the cost-index model. A number of components of the model are adjusted each year by the change in the consumer price index.
(k)	Any arrangements that a person providing regulated services has entered into for the exercise of its functions by some other person	2, 3	The recovery of energy losses in the cost-index model is mandated in the NEM framework and therefore meets the 20(2)(k) requirement.

Abbreviations and acronyms

ABN	Australian Business Number
ACT	Australian Capital Territory
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
ASX	Australian Stock Exchange
AER	Australian Energy Regulator
CARC	Customer acquisition and retention cost
Commission	Independent Competition and Regulatory Commission
CPI	Consumer Price Index
EEIS	Energy Efficiency Improvement Scheme
ICRC	Independent Competition and Regulatory Commission
ICRC Act	<i>Independent Competition and Regulatory Commission Act 1997</i> (ACT)
LRET	Large-scale Renewable Energy Target
MWh	megawatt hours
NEM	National Energy Market
SRES	Small-scale Renewable Energy Scheme