



# Building trust through new customer entitlements

Implementation of recommendations 3F-H  
of the Retail Market Review

September 2018

# Agenda

- Overview
- Detailed run through
- Next steps

# Overview

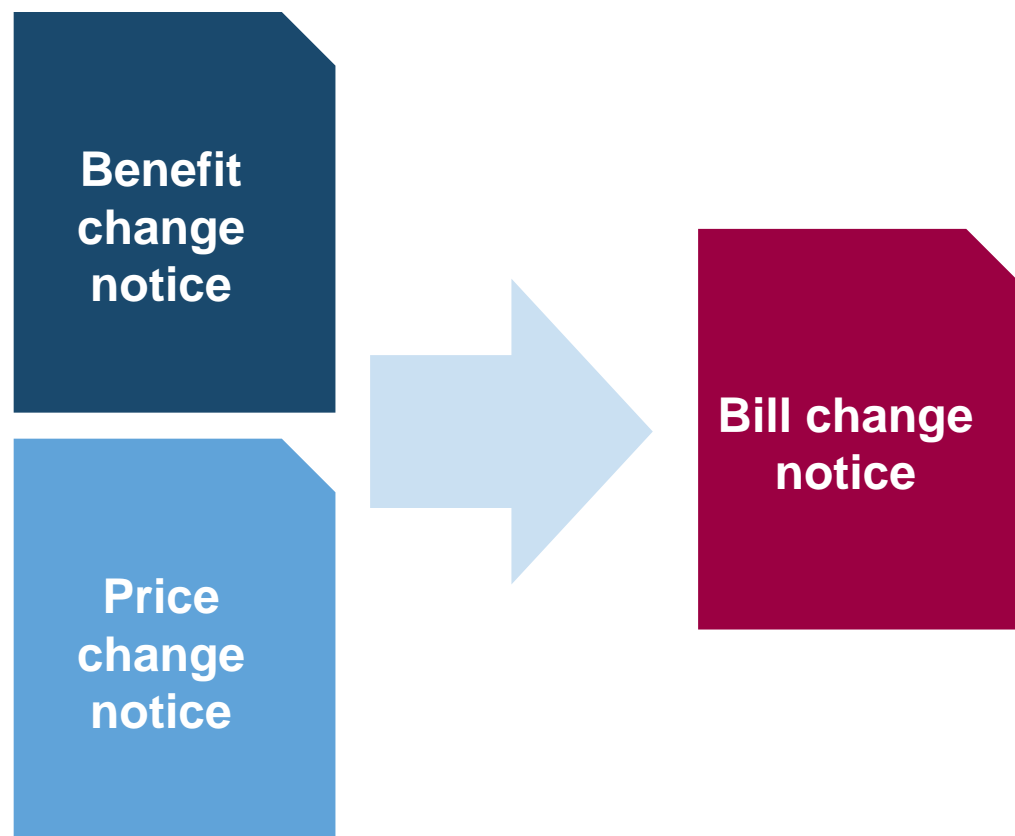
- 'Bill change notice' (recommendation 3F)
- Best offer on bills (recommendation 3G)
- Clear advice entitlement
- GST inclusive pricing (recommendation 3H)

# GST inclusive pricing

Dollar amounts to be presented in GST inclusive terms.

(except where required to presented differently in order to comply with the *GST Act*)

# Giving customers advance notice of price and benefit changes




## Details

- Single 'change' notice with two triggers: benefit change or price change
- Content includes retailer's 'best offer', plus content aligned with:
  - Energy Retail Code benefit change notice
  - AEMC's proposed price change notice
  - some elements of the AER's benefit change notice guidelines
- Exemptions aligned with AEMC's proposal + AER's benefit change notice guidelines
- Notice period aligned with AEMC's proposal (5 days)
- Manner and form not prescribed but must align with objective of the new requirement

# Putting the best offer on customer bills



## Key questions:

- How should 'best offer' be defined?
- How should the best offer information be presented?
- How often should it appear on bills?



0042  
[NAME]  
1 SAMPLE ST VIC 3057






**Your electricity bill** **4 Mar 18 – 5 June 18**

<b>WE CAN OFFER YOU A CHEAPER PLAN</b> On our Anytime Saver Plan you could <b>Save around \$485 per year*</b> To switch plans, call 13 25 71, or go to <a href="http://www.boltenergy.com.au">www.boltenergy.com.au</a> <small>*Conditions may apply</small>	<b>DUE DATE</b> <b>5 Jul 18</b>	<b>YOUR ACCOUNT DETAILS</b> Account number 300 033 393 200 Tax invoice 180 000 596 420 Issue date 6 Jun 18 Total amount due See the Account Summary on pg. 2
<b>YOUR ENERGY PLAN</b> Easy Saver plan ending 24 Oct 18 Your estimated bill over the next 12 months is \$1730. Benefits available on this energy plan Guaranteed usage discount (10%)	<b>AMOUNT DUE</b> <b>\$320.01</b> if paid by 5 Jul 18 Or <b>\$365.01</b> if paid after the due date	<b>YOUR USAGE SUMMARY</b> Average cost per day \$3.57 Average daily usage 9.06 kWh Same time last year 9.01 kWh  <b>\$3.57</b> COST PER DAY  <b>9.06 kWh</b> DAILY USAGE

**Need to get in touch**

**Enquiries & moving address: 13 24 61**  
7 am - 9 pm local time Mon - Fri  
9 am - 5 pm local time Sat


**Faults & emergencies: 13 12 80**  
Call Melbourne Power 24 hrs

 <b>DIRECT DEBIT</b> Register online at <a href="http://boltenergy.com.au/myaccount">boltenergy.com.au/myaccount</a> or call 13 24 61 to arrange automatic payment of future accounts*	 <b>MAIL</b> Send this slip with your cheque made payable to: Bolt Energy Holdings Limited, Private Bag 14825 Melbourne Vic 3001	 <b>TELEPHONE &amp; INTERNET BANKING - BPAY®</b> Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card* or transaction account. More info: <a href="http://www.bpay.com.au">www.bpay.com.au</a>
 <b>VISA OR MASTERCARD®</b> Call 1300 658 783 or visit <a href="http://boltenergy.com.au/paynow">boltenergy.com.au/paynow</a>	 <b>IN PERSON+</b> Pay by cash, eftpos or card* at any Post Office	

# Putting the best offer on customer bills (cont)



## Defining 'best offer'

- Simplest approach:
  - cheapest generally available offer
  - on the basis of the customer's previous 12 months meter data
  - if 12 months meter data not available, retailer to use best estimate.



0042  
[NAME]  
1 SAMPLE ST VIC 3057






**Your electricity bill** **4 Mar 18 – 5 June 18**

<b>WE CAN OFFER YOU A CHEAPER PLAN</b> On our Anytime Saver Plan you could <b>Save around \$485 per year*</b> To switch plans, call 13 25 71, or go to <a href="http://www.boltenergy.com.au">www.boltenergy.com.au</a> <small>*Conditions may apply</small>	<b>DUE DATE</b> <b>5 Jul 18</b>	<b>YOUR ACCOUNT DETAILS</b> Account number 300 033 393 200 Tax invoice 180 000 596 420 Issue date 6 Jun 18 Total amount due See the Account Summary on pg. 2
<b>YOUR ENERGY PLAN</b> Easy Saver plan ending 24 Oct 18 Your estimated bill over the next 12 months is \$1730. Benefits available on this energy plan Guaranteed usage discount (10%)	<b>AMOUNT DUE</b> <b>\$320.01</b> if paid by 5 Jul 18 Or <b>\$365.01</b> if paid after the due date	<b>YOUR USAGE SUMMARY</b> Average cost per day \$3.57 Average daily usage 9.06 kWh Same time last year 9.01 kWh  <b>\$3.57</b> COST PER DAY  <b>9.06 kWh</b> DAILY USAGE

**Need to get in touch**

**Enquiries & moving address: 13 24 61**  
7 am - 9 pm local time Mon - Fri  
9 am - 5 pm local time Sat

**Faults & emergencies: 13 12 80**  
Call Melbourne Power 24 hrs

 <b>DIRECT DEBIT</b> Register online at <a href="http://boltenergy.com.au/myaccount">boltenergy.com.au/myaccount</a> or call 13 24 61 to arrange automatic payment of future accounts*	 <b>MAIL</b> Send this slip with your cheque made payable to: Bolt Energy Holdings Limited, Private Bag 14825 Melbourne Vic 3001	 <b>TELEPHONE &amp; INTERNET BANKING - BPAY®</b> Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card* or transaction account. More info: <a href="http://www.bpay.com.au">www.bpay.com.au</a>
 <b>VISA OR MASTERCARD®</b> Call 1300 658 783 or visit <a href="http://boltenergy.com.au/paynow">boltenergy.com.au/paynow</a>	 <b>IN PERSON+</b> Pay by cash, eftpos or card* at any Post Office	

# Putting the best offer on customer bills (cont)

## Presenting the information on bills

### Your electricity bill

**WE CAN OFFER YOU A CHEAPER PLAN**


On our Anytime Saver Plan you could

**Save around \$485 per year\***

To switch plans, call 13 25 71, or go to [www.boltenergy.com.au](http://www.boltenergy.com.au)

*\*Conditions may apply*



<b>DUE DATE</b>	<b>5 Jul 18</b>
<b>AMOUNT DUE</b>	<b>\$320.00</b>
	Or <b>\$365.00</b> due date
<b>YOUR ENERGY PLAN</b>	<b>YOUR USAGE</b>
Easy Saver plan ending 24 Oct 18	Average cost per day \$3.57
	Average daily usage 9.06 kWh



0042  
[NAME]  
1 SAMPLE ST VIC 3057

### Your electricity bill






**4 Mar 18 – 5 June 18**

<b>WE CAN OFFER YOU A CHEAPER PLAN</b>	<b>DUE DATE</b>	<b>YOUR ACCOUNT DETAILS</b>
On our Anytime Saver Plan you could	<b>5 Jul 18</b>	Account number 300 033 393 200
<b>Save around \$485 per year*</b>	<b>AMOUNT DUE</b>	Tax invoice 180 000 596 420
To switch plans, call 13 25 71, or go to <a href="http://www.boltenergy.com.au">www.boltenergy.com.au</a>	<b>\$320.01</b> if paid by 5 Jul 18	Issue date 6 Jun 18
<i>*Conditions may apply</i>	Or <b>\$365.01</b> if paid after the due date	<b>Total amount due</b> See the Account Summary on pg. 2
<b>YOUR ENERGY PLAN</b>	<b>YOUR USAGE SUMMARY</b>	
Easy Saver plan ending 24 Oct 18	Average cost per day \$3.57	
Your estimated bill over the next 12 months is \$1730.	Average daily usage 9.06 kWh	
Benefits available on this energy plan	Same time last year 9.01 kWh	
Guaranteed usage discount (10%)	 <b>\$3.57</b> <b>COST PER DAY</b>  <b>9.06 kWh</b> <b>DAILY USAGE</b>	

**Need to get in touch**

**Enquiries & moving address: 13 24 61**  
7 am - 9 pm local time Mon - Fri  
9 am - 5 pm local time Sat

**Faults & emergencies: 13 12 80**  
Call Melbourne Power 24 hrs

 <b>DIRECT DEBIT</b> Register online at <a href="http://boltenergy.com.au/myaccount">boltenergy.com.au/myaccount</a> or call 13 24 61 to arrange automatic payment of future accounts*	 <b>MAIL</b> Send this slip with your cheque made payable to: Bolt Energy Holdings Limited, Private Bag 14825 Melbourne Vic 3001	 <b>TELEPHONE &amp; INTERNET BANKING - BPAY®</b> Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card* or transaction account. More info: <a href="http://www.bpay.com.au">www.bpay.com.au</a>
 <b>VISA OR MASTERCARD®</b> Call 1300 658 783 or visit <a href="http://boltenergy.com.au/paynow">boltenergy.com.au/paynow</a>	 <b>IN PERSON+</b> Pay by cash, eftpos or card* at any Post Office	



# Putting the best offer on customer bills (cont)

## Presenting the information on bills

- short, focused message intended to nudge customers to engage
- rules for location, presentation, prominence

## How often it appears

- Minimum of every 6 months. Must appear on the first bills following 1 July and 1 January.

**Your electricity bill**

**WE CAN OFFER YOU A CHEAPER PLAN**

On our Anytime Saver Plan you could  
**Save around \$485 per year\***

To switch plans,  
☎ call 13 25 71, or go to  
🖱 [www.boltenergy.com.au](http://www.boltenergy.com.au)  
*\*Conditions may apply*

**DUE DATE**  
5 Jul 1

**AMOUNT**  
\$320.0  
Or  
\$365.0  
due date

**YOUR ENERGY PLAN**  
Easy Saver plan ending  
24 Oct 18

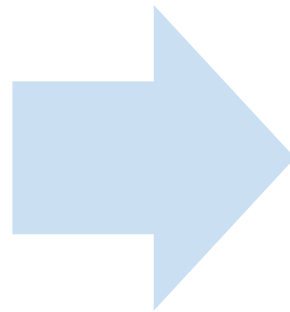
**YOUR U**  
Average c  
Average c

# Clear advice entitlement

- Before signing up a customer, a retailer must step the customer through any terms of conditions that could impact the customer's bill, whether now or in the future.
- The retailer must explain the potential impact of these terms and conditions in dollar terms.
- Retailer should take into account anything they know about the customer when providing the information.
- If the terms and conditions mean the offer isn't right for the customer, the retailer must help the customer find a better one.

# Code amendments

1. New part 2A – Market Integrity
  - bill change notice
  - clear advice entitlement
  - best offer entitlement
2. GST inclusive amendments
3. Consequential technical amendments






***Continues the commission's approach of including objectives and customer entitlements.***

***(ie more than just a list of regulatory requirements.)***

## Next steps

- **September** – Stakeholder consultation (workshop or drop in session)
- **5 October** – Submissions due
- **October** – Stakeholder consultation session (workshop or drop in session)
- **October** – Final decision
- **1 July 2019** – Commencement

# Contact us

Sugi Sivarajan	[Redacted]
James Clinch	[Redacted]
	<a href="http://www.esc.vic.gov.au">www.esc.vic.gov.au</a>
	/company/essential-services-commission
	@EssentialVic