



# RMR recs 3F-H draft decision

Stakeholder workshop on draft decision

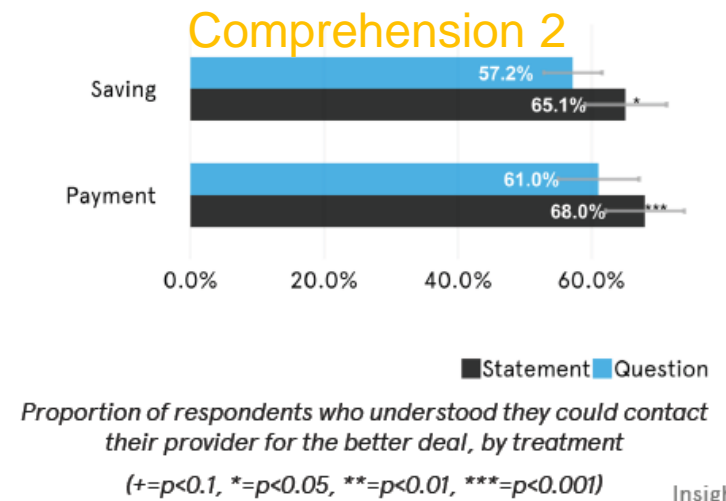
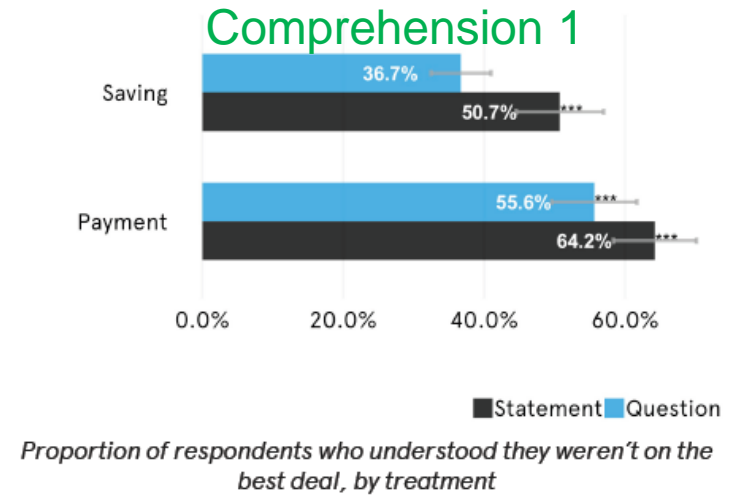
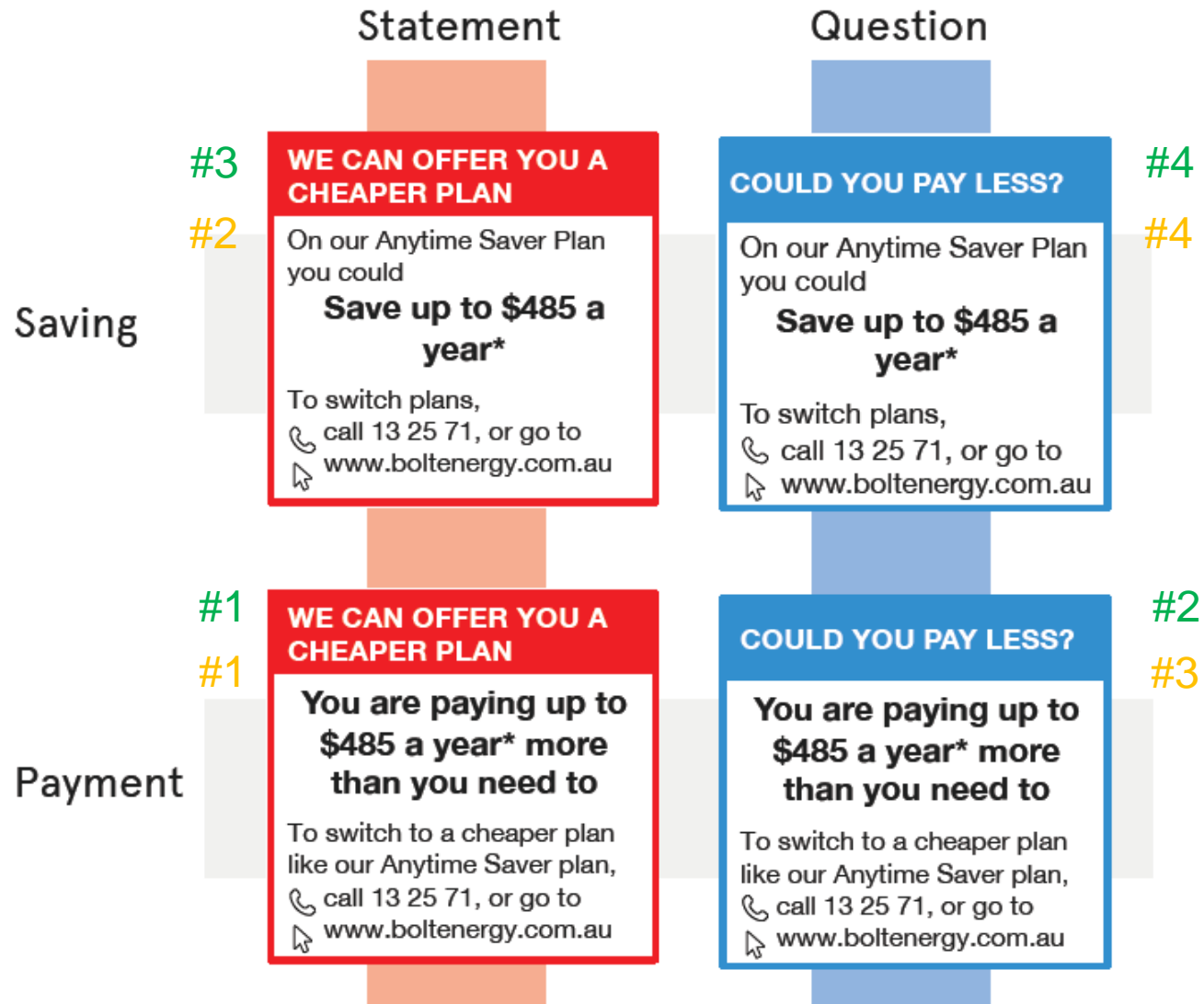
27 September 2018

# Agenda

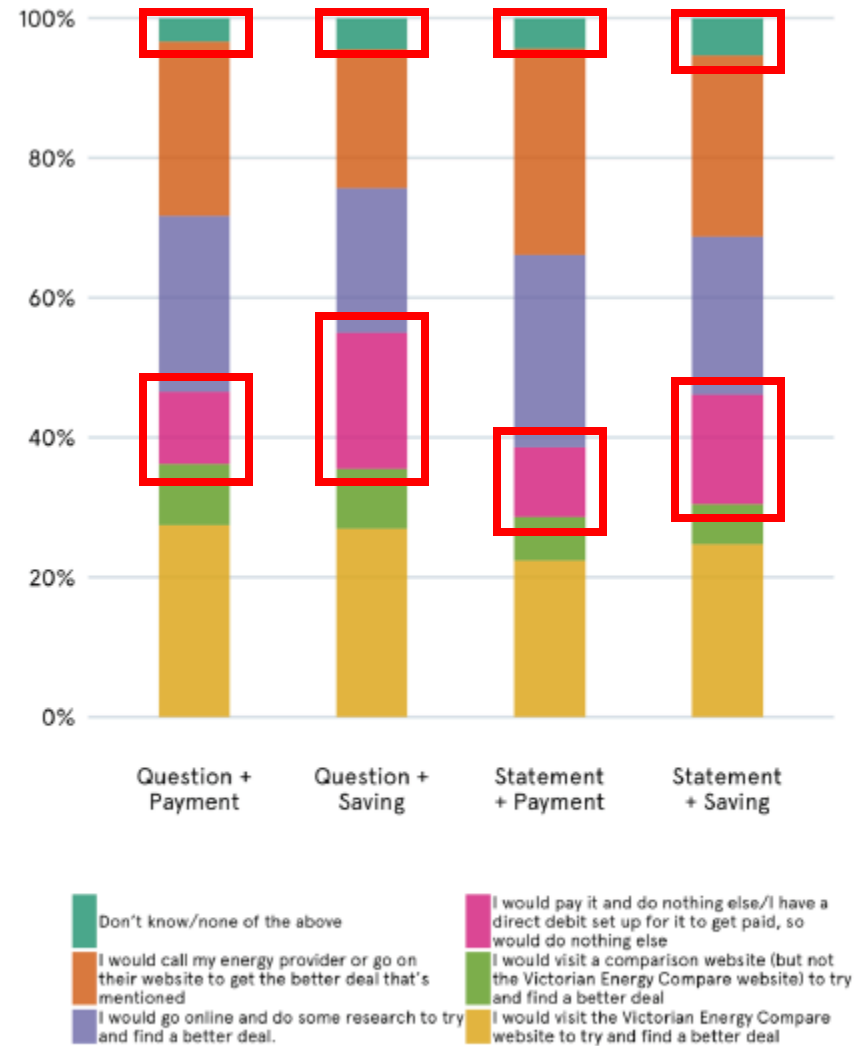
- Welcome, goals, structure
- Update on second trial
- Summary of feedback
- Matters for discussion
- Other business
- Next steps

# Results of second customer trial






# Intention

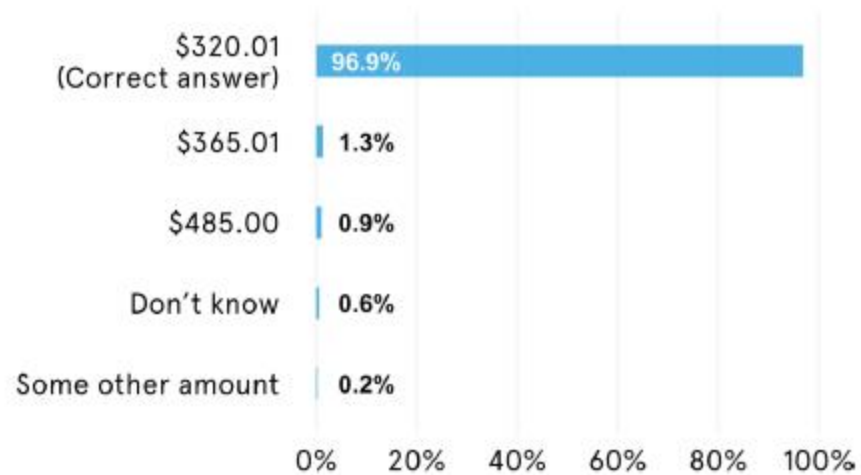


*Responses to "On receiving a bill like this, what do you think your response would be?", comparison between conditions*

# Confusion

**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 up to \$485 a year*</b> To switch plans, call 13 25 71, or go to <a href="http://www.boltenergy.com.au">www.boltenergy.com.au</a>	<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>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 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>YOUR USAGE SUMMARY</b> Average cost per day \$3.57 Average daily usage 9.06 kWh Same time last year 9.01 kWh 	



*Respondent's answers when asked what they believed the amount to be paid by 5 July 2018 was, aggregated*

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# Feedback so far



## Feedback & matters for noting

- status of best offer notice of bills (disclosure vs marketing)
- application to non-conventional product offerings
- unique offer ID
- multi-site customers
- clear advice entitlement and explicit informed consent
- dollar threshold for best offer message



# Matters for discussion



# Best offer on customer bills

## **Definition of best offer (inc. definition of generally available)**

- Options, considerations

## **How long an offer should be valid for after appearing on the bill**

- Options, considerations

## **Frequency with which best offer message appears on the bill**

- Options, considerations

# Clear advice entitlement

## **Compliance expectations**

- Key stakeholder questions and considerations

## **Application to third parties**

- Key stakeholder questions and considerations

# Implementation

## **Timelines**

- Key stakeholder questions and considerations

# Other business / questions



# Next steps

- **5 October** – Submissions close
- **9 October** – drop in session / workshop
- **By end October** – Final decision