

Statement on the Consumer Reforms announced by Energy Ministers

17 July 2024

Please quote Energy Consumers Australia CEO Brendan French:

“Energy Consumers Australia congratulates Energy Ministers on the commitments made today to support Australian households and small businesses. We were happy to work closely with Commonwealth, State and Territory officials to develop this package of reforms which will help address longstanding problems in the energy market that affect many consumers, particularly those in vulnerable circumstances.”

“These new measures will limit the capacity for energy retailers to take advantage of the multiple barriers people face. We’re hopeful that once implemented, the reforms will stop consumers being blindsided by unnecessarily high bills caused by unexpected fees and charges, and prices changing soon after they sign contracts. We’re particularly pleased to see that consumers in hardship programs will benefit from the lowest price offered by their retailer and that, at the end of a contract, customers will be moved to the regulated price if that’s lower than the price they’re paying.”

Also at today’s meeting, Ministers endorsed a substantial work plan to improve the energy efficiency of household appliances and homes.

“We hope all of these changes will be implemented as a priority to help Australians reduce their bills at a time when more and more people are struggling.”

“In our June 2024 Energy Consumer Sentiment Survey, half of Australian households told us they were more concerned about their ability to pay their energy bills than they were a year ago and that energy was one of the top three bills that worried them.”

“Maintaining consumer trust in the energy transition was a welcome theme in today’s discussions. Consumers who understand the transition are more confident to take action, so we were very pleased to see the emphasis placed by Ministers on bringing consumers on the journey.”

“Energy Consumers Australia looks forward to working with Ministers to progress these and other essential reforms.”

You can read the Energy and Climate Change Ministerial Council communique [here](#).

Media contact: Liz Stephens – 0407 224469 | media@energyconsumersaustralia.com.au

About Energy Consumers Australia

Energy Consumers Australia is the independent, national voice for residential and small business energy consumers. We enable residential and small business energy consumers to have their voices heard.