



Draft National Energy Retail Amendment (Reducing customers' switching times) Rule 2019

under the National Energy Retail Law as applied by:

- (a) the National Energy Retail Law (South Australia) Act 2011 of South Australia;
- (b) the National Energy Retail Law (ACT) Act 2012 of the Australian Capital Territory;
- (c) the National Energy Retail Law (Adoption) Act 2012 of New South Wales;
- (d) the National Energy Retail Law (Queensland) Act 2014 of Queensland;
- (e) the National Energy Retail Law (Tasmania) Act 2012 of Tasmania; and
- (f) the Australian Energy Market Act 2004 of the Commonwealth.

The Australian Energy Market Commission makes the following Rule under the National Energy Retail Law.

John Pierce
Chairman
Australian Energy Market Commission

Draft National Energy Retail Amendment (Reducing customers' switching times) Rule 2019

1 Title of Rule

This Rule is the *Draft National Energy Retail Amendment (Reducing customers' switching times) Rule 2019*.

2 Commencement

This Rule commences operation on 19 March 2020.

3 Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

4 Savings and Transitional Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 2.

Schedule 1 Amendment to the National Energy Retail Rules

(Clause 3)

[1] Schedule 1 Model terms and conditions for standard retail contracts

Omit clause 4.2(a)(iv) and substitute:

- (iv) if you start to buy energy for the premises:
 - (A) from us under a market retail contract—on the date the market retail contract starts; or
 - (B) from a different retailer under a customer retail contract – on the date the customer retail contract starts; or

**Schedule 2 Savings and Transitional Amendment to the
National Energy Retail Rules**

(Clause 4)

**[1] New Part [13] Rules consequential on the making of the
National Energy Retail Amendment
(Reducing customers' switching times)
Rule 2019**

In Schedule 3, after Part [12], insert:

**Part 13 Rules consequential on the making of
the National Energy Retail Amendment
(Reducing customers' switching times)
Rule 2019**

1 Definitions

(1) In this Part:

Amending Rule means the National Energy Retail Amendment (Reducing customers' switching times) Rule 2019.

effective date means 19 March 2020.

required alterations means the amendments set out in Schedule 1 of the Amending Rule.

2 Variation date

(1) Retailers must make the required alterations to their standard retail contracts by the effective date.

(2) Alterations made under subrule (1) must take effect on and from the effective date.