



## Guide to the Electricity Retail Code - Consultation Questions

Thank you for taking the time to provide feedback. The guide is designed to help electricity retailers understand their obligations under the [Competition and Consumer \(Industry Code—Electricity Retail\) Regulations 2019](#) (the Code). Below are specific questions on which we are seeking your input. We welcome feedback on other aspects of the guide.

### Glossary

1. Does the guide provide a glossary with clear terms?

### Section 2: Requirements that apply concurrently with the Code

2. Does the guide make it clear that retailers must also comply with the requirements under the Australian Consumer Law and National Energy Retail Law in addition to the Code?

### Section 3: Offers covered by the Code

3. Does the guide make it clear which offer types the Code applies to?

### Section 4: Cap on standing offer prices

4. Does the guide and its worked examples make it clear how to check compliance with the price cap for all relevant offers?
5. Does the guide make it clear that retailers are expected to contact customers, in compliance with the Code, where their standing offer will change?

### Section 5: Advertising prices and discounts

6. Does the guide make it clear how all advertisements, publications and offers are required to comply with the Code?
7. Does the guide provide worked examples that are clear and provide enough information?
8. Does the guide provide clear examples of the advertisements that do not comply with the Code?
9. Does the guide make it clear that retailers are expected to contact customers, in compliance with the Code, where their market offer will change?
10. Does the guide make it clear that customers should be presented with information which enables them to make an informed decision about the retailer and tariff that is best suited to their needs and circumstances?