

27 March 2017

Markets must work for energy customers

The ACCC review into retail electricity prices must ensure competitive markets are working for all energy customers, Energy Networks Australia CEO John Bradley said today.

“Energy markets are rapidly changing with a blizzard of choices and options, so it is vital to ensure we don’t leave any customers behind,” Mr Bradley said.

“We welcome the ability of this review to shine a light on all customer segments, including the disadvantaged and those who can’t shop around.”

Mr Bradley said the Energy Networks Australia’s Electricity Network Transformation Roadmap highlighted the potential risks of inequity increasing in a much more complex energy system.

“To ensure fair outcomes for customers, a deregulated retail market must deliver for all customers,” Mr Bradley said.

“Vulnerable customers, who can’t access new technologies such as solar and battery storage, can be helped to shop around to get a better deal but they should not be exploited if they do not.

“Our past analysis showed that the savings which vulnerable customers could make by shopping around could be worth more than direct government concessions and financial assistance.”

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Energy Networks Australia represents Australia’s electricity transmission and distribution networks and gas distribution networks. Our members provide energy to virtually every household and business in Australia.