

Civil Penalty Provision	Conduct	Proposed tier	Matrix category	Subclassification	Post consultation change
<b>National Energy Retail Rules</b>					
Rule 5(5)	Retailer must not on its own initiative treat upper consumption thresholds as applying to 2 or more premises on the basis of the aggregation of premises	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas services Financial harm or economic loss for consumers	
Rule 16(2)(b)	Retailer must advise customer of availability of standing offer	Tier 2	Consumer Harm Type 2	Pre-contractual duties	
Rule 17(2)	Distributor must advise small customer which retailer has obligation to make a standing offer	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights Pre-contractual duties	
Rule 19(2)	Retailer must arrange energisation/forward relevant details of customer to the distributor	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas services	
Rule 21(1), (2), (3D), (4)	Estimation of basis for bills	Tier 2	Consumer Harm Type 2	Estimation, content or issuing of bills	
Rule 21(3B), (3G)	Estimation of basis for bills - inform customer	Tier 2	Consumer Harm Type 2	Estimation, content or issuing of bills	
Rule 24(1)	Frequency of bills (SRC)	Tier 2	Consumer Harm Type 2	Estimation, content or issuing of bills	
Rule 25(1) and (2)	Contents of bills	Tier 3			
Rule 28(1) and (2)	Historical billing information (SRC and MRC)	Tier 3			
Rule 29(1) and (7)	Billing disputes	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 30(2)	Recovery of undercharging	Tier 2	Consumer Harm Type 2	Failure to comply with undercharging or overcharging requirements for small customers	
Rule 31(1)–(3)	Overcharging	Tier 2	Consumer Harm Type 2	Failure to comply with undercharging or overcharging requirements for small customers	
Rule 32(1) and (4)	Acceptance of payment methods	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 33(3)	Payment difficulties (SRC and MRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 34(2) and (3)	Shortened collection cycles (SRC and MRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 40(1), (2), (3), (6) and (7)	Requirement for security deposit (SRC and MRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 42(1)	Amount of security deposit (SRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 43(1)	Interest on security deposit (SRC and MRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 44(1)–(3)	Use of security deposit (SRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 45(1) and (2)	Obligation to return security deposit (SRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 46(4)	Notice of tariffs and charges	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
Rule 46(4A)	Notice of tariffs and charges	Tier 3			
Rule 46B(1) and (2)	Energy rates - discounting practices	Tier 2	Consumer Harm Type 2	Failure to give proper notice of tariffs and charges	
Rule 47(5) and (6)	Cooling off rights to be set out in contract	Tier 2	Consumer Harm Type 1	Consumers not being informed of their rights	
Rule 48(2)	Retailer must notify fixed term retail contract due to end	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 48A(1)	Retailer must notify SRC of benefit change	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 50	Small customer complaints and dispute resolution information	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 51	Liabilities and immunities	Tier 1	Consumer Harm Type 1	Financial harm or economic loss	

Rule 52	Indemnities	Tier 1	Consumer Harm Type 1	Financial harm or economic loss	
Rule 55	Referral to interpreter services	Tier 2	Consumer Harm - Type 2	Failure to provide supplementary services	<b>From</b> Tier 1 - Consumer Harm Type 1 - Conduct affecting vulnerable consumers <b>To</b> Tier 2 - Consumer Harm Type 2 - Failure to provide supplementary services
Rule 56	Provision of information to customers	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 56A	Energy consumption information	Tier 3			
Rule 59A(1)	Notices to small customers on deployment of new electricity meters	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 59A(2)	Notices to small customers on deployment of new electricity meters	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 59A(3)	Notices to small customers on deployment of new electricity meters	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 59A(7)	Must not proceed with deployment if consumer has not been given opt out information	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 59C(2)–(5)	Retailer interruption to supply - electricity	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas services	
Rule 70(4)	Retailer must not impose a termination charge under a SRC	Tier 2	Consumer Harm Type 2	Failure to comply with rules regarding fees and charges	<b>FROM:</b> Tier 1 - Consumer Harm Type 1 - Financial harm or economic loss <b>TO</b> Tier 2 - Consumer Harm Type 2 - Failure to comply with rules regarding fees and charges
Rule 71	Obligation to communicate hardship policy	Tier 1	Consumer Harm Type 1	Failure to deal with hardship customers appropriately	
Rule 72	Payment plans for hardship customers	Tier 1	Consumer Harm Type 1	Failure to deal with hardship customers appropriately	
Rule 73	Waiver of late payment fee for hardship customer	Tier 1	Consumer Harm Type 1	Failure to deal with hardship customers appropriately	
Rule 74	Requirement to permit Centrepay as a payment option	Tier 1	Consumer Harm Type 1	Failure to deal with hardship customers appropriately	
Rule 75B(1) and (2)	Hardship policy must comply with AER guideline	Tier 1	Consumer Harm Type 1	Failure to deal with hardship customers appropriately	
Rule 80	Provision of information to customers - customer connection contracts	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 82	Negotiated connection contracts - complaints and dispute resolution information	Tier 2	Consumer Harm Type 2	Consumers not being informed of their rights	
Rule 83	Liabilities and immunities	Tier 1	Consumer Harm Type 1	Financial harm or economic loss	
Rule 85	Fault reporting and correction	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas services	

Rule 86A	Provision of information - supply of electricity	Tier 3			
Rule 86B	Provision of information - supply of gas	Tier 3			
Rule 90	Notice of distributor planned interruptions	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas services	
Rule 91(c)	Unplanned interruptions	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas services	
Rule 99(4)	Information on distributor planned interruptions	Tier 3			
Rule 99A(3)	Information on retailer planned interruptions	Tier 3			
Rule 100(3)	Information on unplanned interruptions	Tier 3			
Rule 106	Gas re-energisation in accordance with energy laws	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas services	
Rule 106A(1)–(6)	Electricity re-energisation in accordance with energy laws	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas services	
Rule 107(2) and (3)	Retailer/Distributor must not arrange de-energisation except in accordance with Division 2/3	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas services	
Rule 121(1)	Obligation on retailer to arrange re-energisation of premises	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas services	
Rule 122	Obligation on distributor to re-energise premises	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas services	
Rule 124	Registration of life support equipment	Tier 1	Consumer Harm - Type 1	Death or serious injury	
Rule 124A	Confirmation of premises as requiring life support equipment	Tier 1	Consumer Harm - Type 1	Death or serious injury	
Rule 124B	Ongoing retailer and distributor obligations	Tier 1	Consumer Harm - Type 1	Death or serious injury	
Rule 125	Life support - deregistration in accordance with this section	Tier 1	Consumer Harm - Type 1	Death or serious injury	
Rule 126	Life support - registration and deregistration details must be kept by retailers and distributors	Tier 1	Consumer Harm - Type 1	Death or serious injury	
Rule 128(1)	Prepayment meter - disclosure requirements at energy marketing stage	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
Rule 129(1)	Prepayment meter system requirements	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
Rule 130(3) and (4)	Prepayment meter trial period requirements	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
Rule 131(1)	Prepayment meter operating instructions	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
Rule 132(1)	Consumption information to be provided	Tier 3			
Rule 133(1)	Limitation on recovery of debt	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 135(1) and (3)	System testing - request by customer	Tier 2	Consumer Harm - Type 2	Failure to provide supplementary services	
Rule 136(2) and (3)	Overcharging	Tier 2	Consumer Harm - Type 2	Failure to comply with undercharging or overcharging requirements for small customers	
Rule 137(2) and (3)	Undercharging	Tier 2	Consumer Harm - Type 2	Failure to comply with undercharging or overcharging requirements for small customers	
Rule 139(2)	Life support equipment - information	Tier 1	Consumer Harm - Type 1	Death or serious injury	

Rule 140	Customer enquiries and complaints	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas services	
Rule 141	Payment difficulties and hardship	Tier 1	Consumer Harm - Type 1	Failure to deal with hardship customers appropriately	
Rule 142	Payment towards prepayment meter system account	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss; conduct affecting vulnerable consumers	<b>FROM:</b> Tier 2 - Consumer Harm Tier 2 - Failure to provide supplementary services <b>TO</b> Tier 1 - Consumer Harm Type 1 - Financial harm or economic loss; conduct affecting vulnerable consumers
Rule 144(1)	Billing for other goods and services	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss; Access to supply of energy	<b>ADD:</b> Tier 1 - Consumer Harm Type 1 - Access to supply of energy
Rule 145(1)	Customer termination of contract or request for removal	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 146(1)	Change to different retailer with prepayment meter	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 147(5)	Fees, charges and costs	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 147(6)	Removal and replacement of prepayment meter system on request	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 147(7)	Notice requirements	Tier 2	Consumer Harm - Type 2	Consumers not being informed of their rights	