Civil Penalty Provision	Conduct	Proposed tier	Matrix category	Subclassification	Post consultation change
	Nationa	l Energy Retail	Rules		
Rule 5(5)	Retailer must not on its own initiative treat upper consumption	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas	
	thresholds as applying to 2 or more premises on the basis of the			services	
	aggregation of premises			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	Tier 2	Consumer Harm Type 2	Consumers not being informed of their	
	to make a standing offer			rights	
	Detailer on the control of the first of the control of the first of the control of the first of the control of	T' 4	Control Hour Total	Pre-contractual duties	
Rule 19(2)	Retailer must arrange energisation/forward relevant details of	Tier 1	Consumer Harm Type 1	Consumers' access to electricity and gas	
Dula 21/1\ /2\	customer to the distributor Estimation of basis for bills	Tier 2	Consumer Harm Type 2	services Estimation, content or	
Rule 21(1), (2), (3D), (4)	Estimation of basis for bills	Tiel 2	Consumer Harm Type 2	issuing of bills	
Rule 21(3B), (3G)	Estimation of basis for bills - inform customer	Tier 2	Consumer Harm Type 2	Estimation, content or	
Naic 21(35), (30)	Estimation of busis for bins finorin customer	TICI Z	Consumer Hurrit Type 2	issuing of bills	
Rule 24(1)	Frequency of bills (SRC)	Tier 2	Consumer Harm Type 2	Estimation, content or	
	and the same terror		7,50	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),	Requirement for security deposit (SRC and MRC)	Tier 2	Consumer Harm Type 2	Security deposits or billing disputes	
(6) and (7)	Amount of cognitive deposit (SDC)	Tion 2	Consumer Harm Tune 2	Cognity deposits or billing disputes	
Rule 42(1) Rule 43(1)	Amount of security deposit (SRC) Interest on security deposit (SRC and MRC)	Tier 2 Tier 2	Consumer Harm Type 2	Security deposits or billing disputes Security deposits or billing disputes	
Rule 44(1)—(3)	Use of security deposit (SRC)	Tier 2	Consumer Harm Type 2 Consumer Harm Type 2	Security deposits or billing disputes  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	Consumer Harm Type 2	Security deposits of bining disputes	
Rule 46B(1)	Energy rates - discounting practices	Tier 2	Consumer Harm Type 2	Failure to give proper notice of tariffs and	
and (2)	6, 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		7.	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	
(5) 5 (5)				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	Tier 2	Consumer Harm Type 2	Consumers not being informed of their	
	information			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	From Tier 1 - Consumer Harm Type 1 - Conduct affecting vulnerable consumers To 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	FROM: Tier 1 - Consumer Harm Type 1 - Financial harm or economic loss TO 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			I
nule obA	Provision of information - supply of electricity	1161 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	
indic 50	Notice of distributor planned interruptions	11101 1	Consumer Harm Her 1	services	
Rule 91(c)	Unplanned interruptions	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas	
Rule J1(c)	onplanied interruptions	THEFT	Consumer Harm Her 1	services	
Rule 99(4)	Information on distributor planned interruptions	Tier 3		Set vices	
Rule 99A(3)	Information on retailer planned interruptions	Tier 3			
Rule 100(3)	Information on unplanned interruptions	Tier 3	+		
Rule 100(3)	Gas re-energisation in accordance with energy laws	Tier 1	Consumer Harm Tier 1	Consumers' access to electricity and gas	
Rule 106	l das re-energisation in accordance with energy laws	Her I	Consumer Harm Her 1		
Dula 106 (/1) /6)	Floatricity re energication in accordance with energy laws	Tier 1	Consumer Horm Tier 1	Services	
Rule 106A(1)—(6)	Electricity re-energisation in accordance with energy laws	liler 1	Consumer Harm Tier 1	Consumers' access to electricity and gas	
Dula 107/2)	Detailes/Dietsibutes sevet set assessed as exerciseties event in	Tion 1	Consumon Horror True 1	services	
Rule 107(2)	Retailer/Distributor must not arrange de-energisation except in	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas	
and (3)	accordance with Division 2/3	Tion 1	Consumon Horror Tune 1	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	
D. L. 422		T' 4	Construction Total	services	
Rule 122	Obligation on distributor to re-energise premises	Tier 1	Consumer Harm - Type 1	Consumers' access to electricity and gas	
D 1 424		T: 4	10 11 7	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	l lier 1	Consumer Harm - Type 1	Death or serious injury	
D. L. 420/4)	retailers and distributors	T' 4	Construction Total	Contraction to the contraction of the contraction o	
Rule 128(1)	Prepayment meter - disclosure requirements at energy	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
D.:I- 120/1)	marketing stage	Tion 4	Consumon House True 1	Conduct offersion and a making consumers	
Rule 129(1)	Prepayment meter system requirements	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
Rule 130(3)	Prepayment meter trial period requirements	Tier 1	Consumer Harm - Type 1	Conduct affecting vulnerable consumers	
and (4)	Donard and the state of the sta	Tion 4	Consumon House True 1	Conduct offs this souls such a second	
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	Consumon House Town 1	Financial harmanananan kananan	
Rule 133(1)	Limitation on recovery of debt	Tier 1	Consumer Harm - Type 1	Financial harm or economic loss	
Rule 135(1)	System testing - request by customer	Tier 2	Consumer Harm - Type 2	Failure to provide supplementary services	
and (3)	O couch queix e	Tion 2	Consumon House Town 2	Failure to grow have the second	
Rule 136(2)	Overcharging	Tier 2	Consumer Harm - Type 2	Failure to comply with undercharging or	
and (3)				overcharging requirements for small	
				customers	
Rule 137(2)	Undercharging	Tier 2	Consumer Harm - Type 2	Failure to comply with undercharging or	
and (3)				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	FROM: Tier 2 - Consumer Harm Tier 2 - Failure to provide supplementary services TO 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	ADD: 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	