

To the PEMM Act Review team,

Thank you for the opportunity to provide an email submission on the Review into the effectiveness of the Prohibiting Energy Market Misconduct Act 2019 (PEMM Act).

Affordability of energy is consistently at the forefront of consumers' minds. In ECA's December 2024 [Consumer Energy Report Card](#), 81% of consumers said they were extremely or quite concerned about the cost of electricity. Affordability for energy consumers, particularly of vulnerable consumers, should be a strong focus of the assessment criteria of this review.

As nearly all residential and small business energy consumers interact with the energy market through a retailer, understanding how broader market behaviour affects retailer plans/tariffs is important.

The review should consider any ongoing surveys of consumer sentiment, such as ECA's [Consumer Energy Report Card](#) and [Energy Consumer Sentiment Survey](#), as an input to the assessment particularly for indications of reliability and affordability. The Default Market Offer (DMO) and Victorian Default Offer (VDO) may be a useful data point to indicate the cost of electricity for consumers.

The PEMM Act serves a critical role in information gathering relating to compliance and enforcement in the energy market. It is essential that there is an effective monitoring and reporting function for consumers to be effectively protected. Accordingly, identifying a mechanism to replace the PEMM Act's monitoring and reporting components must play a critical role in the review of the Act and the solution to replace it upon its sunset date on the 1st of Jan 2026.

Sincerely,

