



# Fixing Fixed Term Contracts: the consumer solution

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# The CALC/CUAC Solution

- Rule 46A: for the duration of a fixed term contract, the tariffs and charges the customer pays are fixed, and do not change.

# Benefits

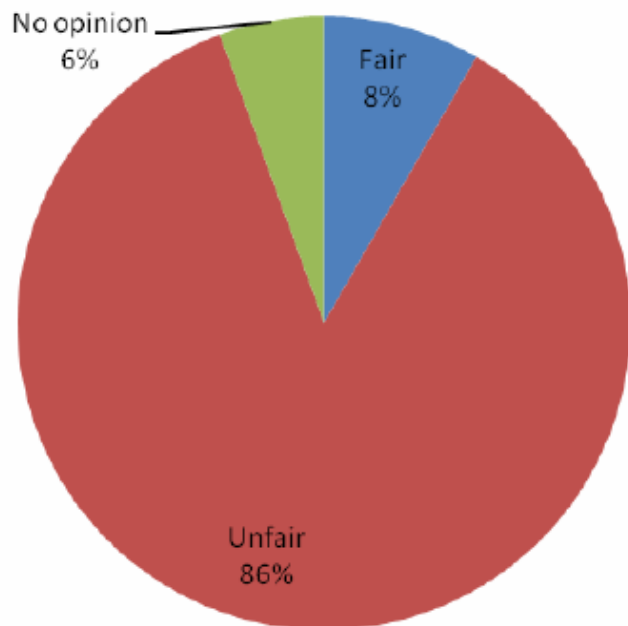
- More efficient risk allocation
- Recognising community expectations
- Increased consumer trust and confidence
- Recognises limitations of consumers in a complex market
- Addresses risk to effective competition
- In the long-term interest of consumers

# Counterarguments

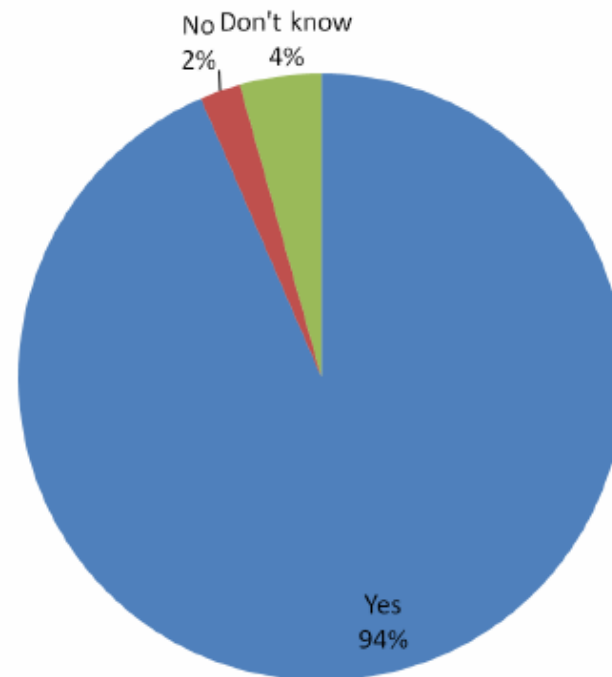
- Our solution will not ban variable/flexible price contracts
- Our solution will not make prices rise faster
- Information alone is not sufficient

# The start, and the end

**In your opinion, is it fair or unfair that energy companies can increase the price a customer is charged during a fixed term contract?**



**Would you support a change to Victorian regulations to prevent energy companies from changing the price a customer is charged during a fixed term contract?**



CUAC (2012) Fixing up fixed term contracts for energy customers