

# Powering homes, empowering people: A national Consumer Energy Resources roadmap Executive Summary

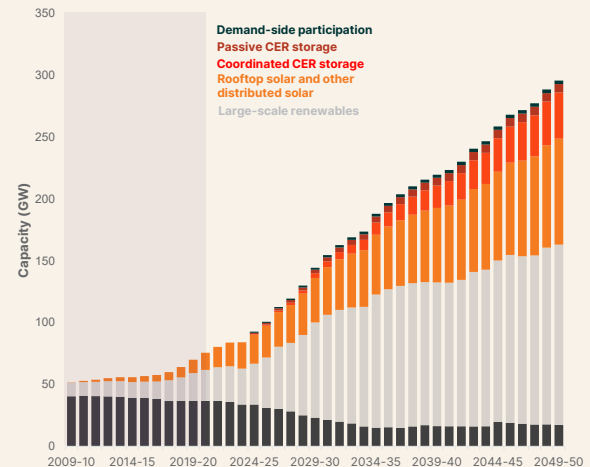
The report contains modelling showing the value of rooftop solar, home batteries and other Consumer Energy Resources (CER) to Australia's energy transition and describes the priorities needed to empower all Australians to take up CER and save on energy bills.

## Rooftop solar and batteries are critical to renewable energy and emissions targets

Australia is a world-leader in rooftop solar with one in three homes hosting panels on their roof.

It's an Australian success story, driven by government incentives, industry innovation, and Australian businesses and homeowners embracing opportunity.

Australia's electrification journey is just beginning however. The least-cost pathway to meeting Australia's renewable energy and emissions targets, as modelled in the Australian Energy Market Operator's draft 2024 Integrated System Plan (ISP) Step Change scenario, requires four times more rooftop solar, 34 times more distributed battery capacity and 135 times more orchestrated battery capacity by 2050.



Capacity, NEM (2009-10 to 2049-50, Step Change), AEMO Draft 2024 ISP

## The value of Consumer Energy Resources

Our modelling estimated the cost of not meeting CER forecasts under the Step Change scenario by replacing shortfalls in CER with large-scale renewable energy generation and storage, and building out the distribution network to manage large amounts of rooftop solar. Not meeting CER forecasts risks losing:

**Over \$22bn**

in savings for Australian taxpayers.

**\$35-71 off**

average annual energy bill for all Australians.

**Up to 3.8m**

more homes and businesses with orchestrated batteries.

**18,200 jobs**

in selling, designing and installing CER.

## Explainer

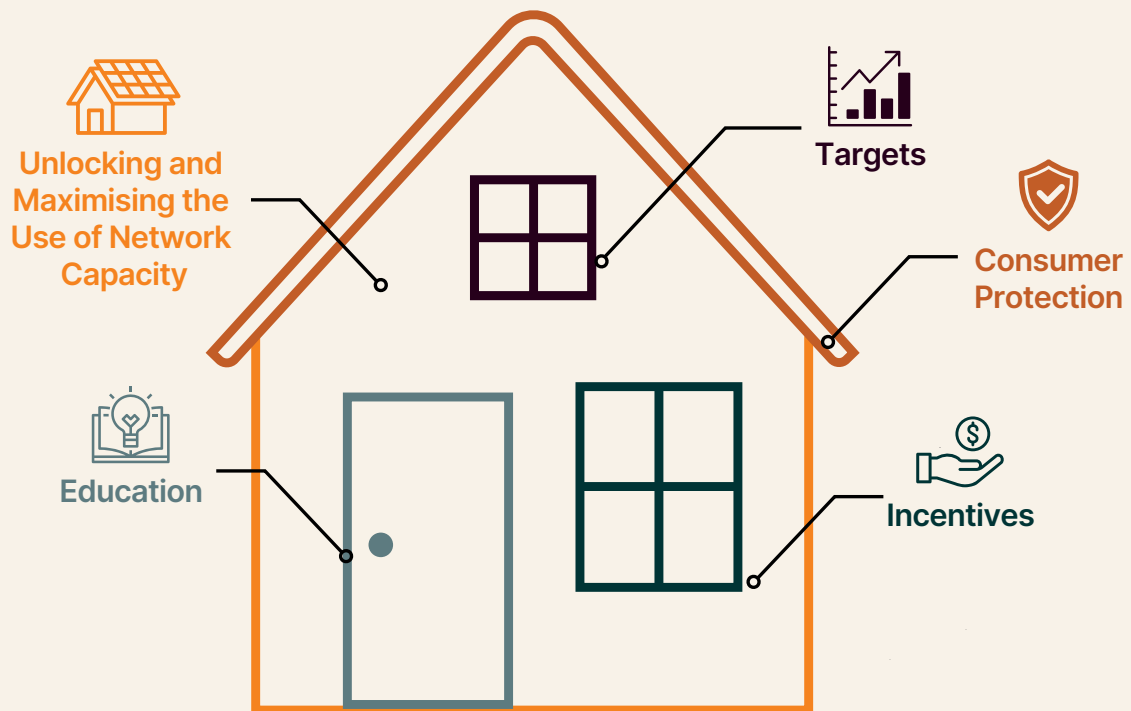
Consumer Energy Resources (CER) are products and services behind-the-meter that help generate or manage energy use in homes or businesses. They include rooftop PV solar and home battery systems.

Orchestrated batteries can offer significant benefits to consumers, the distribution network and the energy and Frequency Control Ancillary Services (FCAS) markets.

# The Roadmap: recommendations to empower consumers and maximise CER uptake

It is critical we get the policy settings right to encourage as many Australians as possible to adopt CER including homeowners and small businesses, renters, public housing tenants and commercial and industrial customers.

In consultation with Clean Energy Council Members, industry associations and stakeholders, 5 themes have been identified to empower consumers along each step of the consumer journey.



**Education** targeted at helping consumers cut through the complexity of the electricity market and the technologies available. This can give consumers the confidence they need to make decisions that will have good outcomes.






**Targets** published as part of government policy can provide a strong signal to the CER industry and consumers that the take-up and use of CER is an important part of achieving the country's decarbonisation goal.

**Incentives** can assist customers reduce high-upfront costs and reinforce the value of CER in management of energy bills. This also drives greater system benefits and savings for all consumers.

**Consumer protection** can be an important means for enhancing confidence in emerging technologies and markets. This signifies to consumers that CER products and services can be trusted and they will be supported with a robust dispute resolution process.

**Unlocking and maximising the use of network capacity** by providing customer choices where the value of CER to the local network can be recognised and customers are rewarded in accordance with the value their assets provide.

# Priorities

	Priority	Responsibility	Timeframe
<b>Education</b> 	\$100 million CER Community Empowerment Fund to support consumers to understand how CER can work for them	Federal Government funding and delivered through local governments, community groups, consumer and social organisations, small business groups	<b>Ongoing 2025-2035</b>
	Training program for communities and organisations to build trusted advocates	Federal Government, state chambers, community & regional groups, local councils	<b>Ongoing 2025-2035</b>
	Review into household and business energy futures to better understand consumer attitudes and behaviours with CER	DCCEE, universities, consumer and social organisations	Completed by end of 2026
<b>Targets</b> 	Target on government-owned CER assets to demonstrate support and leadership	Federal Government, state governments, local governments	Introduce by 2025
	Government target for the orchestration of CER	Federal Government, state governments, local governments	Introduce by 2025
<b>Incentives</b> 	National Home Battery Saver to accelerate uptake of batteries and orchestration	Federal Government	Introduce by 2025, <b>ongoing 2025 - 2040</b>
	National Energy Productivity Scheme to broaden energy efficiency schemes to include CER	ECMC	Introduce by 2025
	Encourage market-based incentives to open up new revenue opportunities for consumers	AEMC as rule-maker and Aggregators as developers and providers of services	Ongoing
	Provide opportunities for renters to participate in CER and incentivise landlords to upgrade	Federal and state governments	Introduce by 2026, <b>ongoing 2026-2040</b>
<b>Consumer Protection</b> 	Raise consumer protection awareness to improve consumer trust	Federal and state governments, Clean Energy Council	Ongoing
	Expansion of the NETCC to establish a national trusted protection scheme for consumers	Federal and state governments, local governments, community groups, ACCC	<b>2024-25</b>
	Specified dispute resolution under the role of the Ombudsman to provide consistency for consumers	Federal and state governments, local governments, NETCC Council and administrator	Introduce by 2025
<b>Unlocking &amp; Maximising Network Capacity</b> 	Participation options for consumers to match their choice of and use for CER	ECMC, AEMC	Ongoing
	Network visibility to ensure customers can actively participate and provide system-network services	ECMC, distribution businesses, retailers, aggregators	<b>2024-25</b>
	National Technical Standards Governance Body to ensure products and services deliver on consumer promise	ECMC	Introduce by 2024, operational by 2025
	Nationally consistent and genuine last resort Emergency Backstop Arrangements to ensure consumers get full value from their assets.	ECMC	<b>2024-25</b>