

National Energy Retail Rules Version 14

Historical Information

This version of the National Energy Retail Rules was current from 4 October 2018 to 8 November 2018.

National Energy Retail Rules

Version 14

Status Information

This is the latest electronically available version of the National Energy Retail Rules as at 4 October 2018.

This consolidated version of the National Energy Retail Rules was last updated on 4 October 2018 as a result of the commencement of the following amendments:

Schedule 2 of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018 No. 3

Application of the National Energy Customer Framework related Rule

On 27 June 2012, the South Australian Minister introduced the National Energy Retail Rules under section 238 of the National Energy Retail Law (NERL) set out in the Schedule to the National Energy Retail Law (South Australia) Act 2011. These Rules commenced operation as a law of Tasmania, the Australian Capital Territory and the Commonwealth on 1 July 2012; South Australia on 1 February 2013, New South Wales on 1 July 2013 and Queensland on 1 July 2015.

These Rules do not apply in Victoria, Western Australia or the Northern Territory until the NERL is implemented as a law in that jurisdiction.

These Rules can also be found on the Australian Energy Market Commission's website under the 'National Energy Retail Rules', 'Rules made by the SA Ministers' tabs.

Provisions in force

All provisions displayed in this consolidated version of the Rules have commenced. As at the date of this consolidation the Australian Energy Market Commission has made the following Rules under the National Energy Retail Law that have not yet commenced:

Schedules 1 and 2 of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 No. 3 commence operation on 1 February 2019.

Schedule 2 of the National Energy Retail Amendment (Minor Changes) Rule 2018 No. 1 commences operation on 1 February 2019, immediately after the commencement of Schedule 2 of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017.

Schedule 1 of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018 No. 3 commences operation on 1 February 2019.

TABLE OF CONTENTS

Part 1 Preliminary 1

Division 1 Introduction and definitions 1

1 Citation..... 1

2 Commencement 1

3 Definitions..... 1

3A Savings and Transitional Rules..... 4

Division 2 Consumption threshold matters 5

4 Business premises—separate application of upper and lower consumption thresholds 5

5 Business premises—aggregated application of upper consumption thresholds by agreement 5

Division 3 Classification of customers..... 6

6 Classification..... 6

7 Retailer initial classification of customers..... 6

8 Retailer reclassification of customers 7

9 Distributor initial classification of business customers 7

10 Distributor reclassification of business customers..... 8

11 Distributor classification and reclassification—requirements 8

Part 2 Customer retail contracts..... 10

Division 1 Standard retail contracts—terms and conditions generally 10

12 Model terms and conditions for standard retail contracts 10

13 Application of provisions of these Rules to standard retail contracts..... 10

Division 2 Market retail contracts—terms and conditions generally 10

14 Terms and conditions of market retail contracts..... 10

15 Application of provisions of these Rules to market retail contracts 10

Division 3 Customer retail contracts—pre-contractual procedures 11

16 Pre-contractual duty of retailers..... 11

17 Pre-contractual duty of distributors 11

18 Pre-contractual request to designated retailer for sale of energy (SRC)..... 12

19 Responsibilities of designated retailer in response to request for sale of energy (SRC) 13

Division 4 Customer retail contracts—billing..... 14

20 Basis for bills (SRC and MRC) 14

21 Estimation as basis for bills (SRC and MRC) 15

22 Proportionate billing (SRC and MRC) 16

23 Bill smoothing (SRC) 16

24 Frequency of bills (SRC) 17

25 Contents of bills (SRC and MRC) 18

26 Pay-by date (SRC) 19

27 Apportionment (SRC)..... 20

28 Historical billing information (SRC and MRC)..... 20

29 Billing disputes (SRC and MRC) 21

30 Undercharging (SRC and MRC)..... 22

31 Overcharging (SRC and MRC)..... 23

32 Payment methods (SRC and MRC) 24

33 Payment difficulties (SRC and MRC) 25

34 Shortened collection cycles (SRC and MRC)..... 26

35 Request for final bill (SRC) 28

Division 5 Tariff changes..... 28

36 Obligations on retailers (SRC)..... 28

37 Customer request for change of tariff (SRC)..... 29

38 Change in use (SRC)..... 29

Division 6 Customer retail contracts—security deposits 30

39 Consideration of credit history..... 30

40 Requirement for security deposit (SRC and MRC) 31

41 Payment of security deposit (SRC)..... 33

42 Amount of security deposit (SRC)..... 34

43 Interest on security deposit (SRC and MRC) 34

44 Use of security deposit (SRC)..... 35

45 Obligation to return security deposit (SRC) 36

Division 7 Market retail contracts—particular requirements..... 37

45A Definitions..... 37

46 Tariffs and charges..... 38

46A Explicit Informed Consent – Variation of tariffs, charges or benefits to the customer..... 38

46B Energy rates – discounting practices..... 39

47 Cooling off period and right of withdrawal—market retail contracts 40

48 Retailer notice of end of fixed term retail contract 41

48A Retailer notice of benefit change - market retail contracts 42

48B Benefit change notice guidelines 43

49 Termination of market retail contract 44

49A Early termination charges 45

50 Small customer complaints and dispute resolution information..... 45

51 Liabilities and immunities..... 46

52 Indemnities..... 46

Division 8 Deemed customer retail arrangements 47

53 Obligations of retailers..... 47

54 Formation of standard retail contract on incomplete request..... 47

Division 9 Other retailer obligations 47

55 Referral to interpreter services..... 47

56 Provision of information to customers..... 48

56A Energy consumption information - supply of electricity only 48

56B Historical billing and energy consumption information - supply of electricity only 49

57 Retailer obligations in relation to customer transfer..... 49

57A Retailer obligations in relation to correction of transfers without consent.. 50

58 Notice to small customers on transfer..... 52

59 Notice to small customers where transfer delayed 52

59A Notice to small customers on deployment of new electricity meters (SRC and MRC)..... 52

Division 9A Retailer interruption to supply - electricity..... 54

59B Definitions..... 54

59C Retailer interruption to supply – electricity (SRC and MRC) 55

Division 10 Energy marketing 56

Subdivision 1 Preliminary 56

60 Application of Division..... 56

Subdivision 2 Providing information to small customers 56

61 Overview of this Subdivision..... 56

62 Requirement for and timing of disclosure to small customers 56

63 Form of disclosure to small customers 57

64 Required information 57

Subdivision 3 Energy marketing activities 58

65 No contact lists..... 58

66 No canvassing or advertising signs..... 58

67 Duty of retailer to ensure compliance..... 58

68 Record keeping 58

Division 11 Miscellaneous..... 59

69	Compliance by small customer who is not owner of premises.....	59
70	Termination of standard retail contract (SRC).....	59
Part 3	Customer hardship	62
71	Obligation of retailer to communicate customer hardship policy.....	62
72	Payment plans	62
73	Waiver of late payment fee for hardship customer	63
74	Payment by Centrepay (SRC and MRC)	63
75	Hardship program indicators.....	63
76	Waiver of debt for hardship customer	64
Part 4	Relationship between distributors and customers.....	65
Division 1	Preliminary	65
77	Application of this Part	65
78	Variation or exclusion of provisions of this Part by deemed AER approved standard connection contracts	65
Division 2	Customer connection services	65
79	Application for customer connection services.....	65
80	Provision of information to customers.....	66
Division 3	Deemed standard connection contracts	67
81	Model terms and conditions for deemed standard connection contracts	67
Division 4	Negotiated connection contracts.....	67
82	Small customer complaints and dispute resolution information.....	67
83	Liabilities and immunities.....	68
Division 5	Distributor obligations to customers	68
84	Distributor service standards and GSL schemes.....	68
85	Fault reporting and correction.....	68
86A	Provision of information - supply of electricity.....	68
86B	Provision of information - supply of gas	69
87	Referral to interpreter services.....	69
Division 6	Distributor interruption to supply	69
88	Definitions.....	69
89	Distributor's right to interrupt supply	70
90	Distributor planned interruptions	70
91	Unplanned interruptions.....	71
91A	Metering coordinator and distributor to assist and cooperate - electricity... ..	71

Division 7	Miscellaneous.....	72
92	Compliance by small customer who is not owner of premises.....	72
Part 5	Relationship between distributors and retailers—retail support obligations	73
Division 1	Preliminary	73
93	Application of this Part	73
Division 2	Assistance and cooperation	73
94	Assistance and cooperation.....	73
Division 3	Information requirements.....	73
95	Information about applicable tariffs, connection related information and other information	73
96	Requirements for information.....	74
97	Distributor and retailer contact details.....	74
98	Contact details for customers.....	74
99	Information on distributor planned interruptions.....	74
99A	Information on retailer planned interruptions – electricity	75
100	Information on unplanned interruptions	76
Division 4	Shared customer enquiries and complaints.....	76
101	Enquiries or complaints relating to the retailer.....	76
102	Enquiries or complaints relating to the distributor	77
Division 5	De-energisation and re-energisation of shared customer’s premises	77
103	De-energisation of premises by the distributor.....	77
104	Notification of de-energisation	78
105	Liability for ongoing charges.....	78
106	Re-energisation - gas.....	78
106A	Re-energisation - electricity.....	78
Part 6	De-energisation (or disconnection) of premises—small customers	80
Division 1	Preliminary	80
107	Application of this Part	80
108	Definitions.....	80
109	Reminder notices—retailers.....	81
110	Disconnection warning notices—retailers and distributors	81
Division 2	Retailer-initiated de-energisation of premises.....	82

111	De-energisation for not paying bill	82
112	De-energisation for not paying security deposit	84
113	De-energisation for denying access to meter	84
114	De-energisation for illegally using energy.....	85
115	De-energisation for non-notification by move-in or carry-over customers .	86
116	When retailer must not arrange de-energisation	86
117	Timing of de-energisation where dual fuel market contract.....	88
118	Request for de-energisation	88
Division 3	Distributor de-energisation of premises.....	89
119	Grounds for de-energisation	89
120	When distributor must not de-energise premises.....	90
Division 4	Re-energisation of premises	91
121	Obligation on retailer to arrange re-energisation of premises	91
122	Obligation on distributor to re-energise premises.....	92
Part 7	Life support equipment.....	93
123	Application of this Part	93
124	Retailer obligations	93
124A	Registration details kept by retailer	94
125	Distributor obligations	94
126	Registration details kept by distributor	95
Part 8	Prepayment meter systems	97
127	Definitions.....	97
128	Disclosure requirements at energy marketing stage	97
129	System requirements	98
130	Trial period.....	99
131	Operating instructions to be provided.....	100
132	Consumption information to be provided	101
133	Limitation on recovery of debt	101
134	Credit retrieval	102
135	System testing	102
136	Overcharging.....	103
137	Undercharging.....	104
138	Illegal energy use	105
139	Life support equipment.....	105

140 Customer enquiries and complaints 105

141 Payment difficulties and hardship..... 106

142 Payment towards prepayment meter system account 107

143 Tariffs and charges..... 107

144 Billing for other goods and services 108

145 Customer termination of contract or request for removal..... 109

146 Different retailer..... 109

147 Deemed customer retail arrangements..... 110

Part 9 Exempt selling regime 113

Division 1 Preliminary 113

148 Definitions..... 113

Division 2 AER power to exempt..... 113

149 Individual exemptions..... 113

150 Deemed exemptions..... 113

151 Registrable exemptions and registered exemptions..... 113

152 Conditions generally 114

153 Conditions for deemed exemptions and registered exemptions 114

Division 3 AER Exempt Selling Guidelines 115

154 AER Exempt Selling Guidelines 115

Division 4 Provisions relating to individual exemptions 116

155 Application for individual exemption or variation of individual exemption..... 116

156 Public notice and submissions 116

157 Deciding application 117

158 Conditions for individual exemptions..... 117

159 Form of energy to be specified 117

160 Notice of decision to grant application 118

161 Deemed refusal 118

162 Issue and public notice of individual exemption 118

163 Notice of refusal..... 119

Division 5 Public Register of Authorised Retailers and Exempt Sellers..... 119

164 Public Register of Authorised Retailers and Exempt Sellers..... 119

Part 10 Retail market performance reports 120

165 Purpose of this Part 120

166 Contents of retail market performance report—retail market overview 120

167	Contents of retail market performance report—retail market activities report	120
Part 11	Customer retail contracts—electricity consumption benchmarks	122
168	Purpose of this Part	122
169	AER administration of electricity consumption benchmarks	122
170	Retailer obligations—electricity consumption benchmarks	123
171	Distributor obligations—electricity consumption information.....	123
Part 12	National energy retail consultation	124
172	Customer Consultative Group.....	124
173	Retail consultation procedure	124
Schedule 1	Model terms and conditions for standard retail contracts.....	126
Schedule 2	Model terms and conditions for deemed standard connection contracts	144
Schedule 3	Savings and Transitional Rules	161
Part 1	Transitional Rules—NSW gas distributors.....	161
Division 1	Application and definitions	161
1	Application.....	161
2	Definitions.....	161
Division 2	Interim deemed standard connection contract	162
3	Required Alterations	162
4	Inconsistency with access arrangements and reference services agreements	162
5	Retailer interface	163
Division 3	Deemed and existing contractual arrangements with customers and NSW gas distributors	163
6	Formation of interim deemed standard connection connect contracts on start date.....	163
7	Existing contracts with large customers	163
Division 4	Transitional arrangements after the expiry date.....	164
8	Deemed standard connection contract to replace interim contract	164
Part 2	Transitional Rules —ACT gas distributor	164
Division 1	Application and definitions	164
1	Application.....	164

2 Definitions..... 164

Division 2 Interim deemed standard connection contract 165

3 Required Alterations 165

4 Retailer interface 165

**Division 3 Deemed and existing contractual arrangements with customers
and ACT gas distributors..... 166**

5 Formation of interim deemed standard connection connect contracts on start
date 166

6 Existing contracts with large customers 166

Division 4 Transitional arrangements after the expiry date..... 166

7 Deemed standard connection contract to replace interim contract 166

Part 3 Billing-related transitional rules..... 166

1 Definitions..... 166

2 Bill smoothing arrangement (Rule 23 NERR)..... 167

3 Bill frequency (Rule 24) 167

4 Undercharging (Rule 30) 167

5 Overcharging (Rule 31 NERR)..... 168

6 Payment methods (Rule 32 NERR) 168

7 Shortened collection cycles (Rule 34 NERR)..... 168

8 Enforcement of payment..... 169

Part 4 Miscellaneous transitional rules—initial NERR..... 169

1 Definitions..... 169

2 Life support arrangements 169

3 Classification of customers 170

4 Existing aggregation arrangements (Rule 5 NERR)..... 170

5 Energy consumption benchmarks 170

6 Electricity consumption benchmarks not to apply in NSW..... 170

7 Interim bill benchmarks where legacy billing arrangements..... 170

8 Application of start and end meter reads on small customer bills 171

**Part 5 Rules consequential on the making of National Energy Retail
Amendment (Customer access to information about their
consumption) Rule 2014 171**

1 Definitions..... 171

2 Variation date..... 171

3 Effective date 171

Part 6 **Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015..... 172**

1 Definitions..... 172

2 Variation Date 172

Part 7 **Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017 172**

1 Definitions..... 172

2 Retail Market Procedures..... 172

Part 8 **Rules consequential on the making of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017..... 173**

1 Definitions..... 173

2 Benefit change notice guidelines 173

3 Benefit change notice requirements..... 173

Part 9 **Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 173**

1 Definitions..... 173

2 Application of Part 7 of Rules during the transition period..... 175

3 Application of new Part 7 of Rules to existing life support customers 175

4 Variation date..... 177

Part 10 **Rules consequential on the making of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018..... 177**

1 Definitions..... 177

2 Variation date..... 177