

National Energy Retail Rules Version 10

Historical Information

This version of the National Energy Retail Rules was current from 1 December 2017 to 31 January 2018.

National Energy Retail Rules

Version 10

Status Information

This is the latest electronically available version of the National Energy Retail Rules as at 1 December 2017.

This consolidated version of the National Energy Retail Rules was last updated on 1 December 2017 as a result of the commencement of the following amendments:

Schedules 1 and 2 of National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 No. 1

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:

Schedule 1 of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017 No. 2 commences operation on 1 February 2018.

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	4
4	Business premises—separate application of upper and lower consumption thresholds	4
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	6
9	Distributor initial classification of business customers	7
10	Distributor reclassification of business customers.....	7
11	Distributor classification and reclassification—requirements	8
Part 2	Customer retail contracts.....	9
Division 1	Standard retail contracts—terms and conditions generally	9
12	Model terms and conditions for standard retail contracts	9
13	Application of provisions of these Rules to standard retail contracts.....	9
Division 2	Market retail contracts—terms and conditions generally	9
14	Terms and conditions of market retail contracts.....	9
15	Application of provisions of these Rules to market retail contracts	9
Division 3	Customer retail contracts—pre-contractual procedures	10
16	Pre-contractual duty of retailers	10
17	Pre-contractual duty of distributors	10
18	Pre-contractual request to designated retailer for sale of energy (SRC).....	11
19	Responsibilities of designated retailer in response to request for sale of energy (SRC)	12
Division 4	Customer retail contracts—billing.....	13
20	Basis for bills (SRC and MRC)	13

21	Estimation as basis for bills (SRC and MRC)	14
22	Proportionate billing (SRC and MRC)	15
23	Bill smoothing (SRC)	15
24	Frequency of bills (SRC)	16
25	Contents of bills (SRC and MRC)	17
26	Pay-by date (SRC)	18
27	Apportionment (SRC)	19
28	Historical billing information (SRC and MRC).....	19
29	Billing disputes (SRC and MRC)	20
30	Undercharging (SRC and MRC).....	21
31	Overcharging (SRC and MRC).....	22
32	Payment methods (SRC and MRC)	23
33	Payment difficulties (SRC and MRC)	24
34	Shortened collection cycles (SRC and MRC).....	25
35	Request for final bill (SRC)	27
Division 5	Tariff changes.....	27
36	Obligations on retailers (SRC).....	27
37	Customer request for change of tariff (SRC)	28
38	Change in use (SRC).....	28
Division 6	Customer retail contracts—security deposits	29
39	Consideration of credit history.....	29
40	Requirement for security deposit (SRC and MRC)	30
41	Payment of security deposit (SRC).....	32
42	Amount of security deposit (SRC).....	33
43	Interest on security deposit (SRC and MRC)	33
44	Use of security deposit (SRC).....	34
45	Obligation to return security deposit (SRC)	35
Division 7	Market retail contracts—particular requirements.....	36
45A	Definitions.....	36
46	Tariffs and charges.....	36
46A	Explicit Informed Consent – Variation of tariffs, charges or benefits to the customer.....	36
47	Cooling off period and right of withdrawal—market retail contracts	37
48	Retailer notice of end of fixed term retail contract	38
49	Termination of market retail contract	38

49A	Early termination charges	39
50	Small customer complaints and dispute resolution information.....	40
51	Liabilities and immunities.....	41
52	Indemnities.....	41
Division 8	Deemed customer retail arrangements	41
53	Obligations of retailers.....	41
54	Formation of standard retail contract on incomplete request.....	42
Division 9	Other retailer obligations	42
55	Referral to interpreter services	42
56	Provision of information to customers.....	42
56A	Energy consumption information - supply of electricity only	43
56B	Historical billing and energy consumption information - supply of electricity only	43
57	Retailer obligations in relation to customer transfer	44
57A	Retailer obligations in relation to correction of transfers without consent ..	44
58	Notice to small customers on transfer.....	46
59	Notice to small customers where transfer delayed	46
59A	Notice to small customers on deployment of new electricity meters (SRC and MRC).....	46
Division 9A	Retailer interruption to supply - electricity	48
59B	Definitions.....	48
59C	Retailer interruption to supply – electricity (SRC and MRC)	49
Division 10	Energy marketing	50
Subdivision 1	Preliminary	50
60	Application of Division.....	50
Subdivision 2	Providing information to small customers	50
61	Overview of this Subdivision.....	50
62	Requirement for and timing of disclosure to small customers	50
63	Form of disclosure to small customers	50
64	Required information	51
Subdivision 3	Energy marketing activities	51
65	No contact lists.....	51
66	No canvassing or advertising signs.....	52
67	Duty of retailer to ensure compliance	52
68	Record keeping	52
Division 11	Miscellaneous.....	53
69	Compliance by small customer who is not owner of premises.....	53
70	Termination of standard retail contract (SRC).....	53

Part 3	Customer hardship	55
71	Obligation of retailer to communicate customer hardship policy.....	55
72	Payment plans	55
73	Waiver of late payment fee for hardship customer	56
74	Payment by Centrepay (SRC and MRC)	56
75	Hardship program indicators.....	56
76	Waiver of debt for hardship customer	57
Part 4	Relationship between distributors and customers.....	58
Division 1	Preliminary	58
77	Application of this Part	58
78	Variation or exclusion of provisions of this Part by deemed AER approved standard connection contracts	58
Division 2	Customer connection services	58
79	Application for customer connection services	58
80	Provision of information to customers.....	59
Division 3	Deemed standard connection contracts	60
81	Model terms and conditions for deemed standard connection contracts	60
Division 4	Negotiated connection contracts	60
82	Small customer complaints and dispute resolution information.....	60
83	Liabilities and immunities.....	61
Division 5	Distributor obligations to customers	61
84	Distributor service standards and GSL schemes.....	61
85	Fault reporting and correction.....	61
86A	Provision of information - supply of electricity.....	61
86B	Provision of information - supply of gas	62
87	Referral to interpreter services.....	62
Division 6	Distributor interruption to supply	62
88	Definitions.....	62
89	Distributor's right to interrupt supply	63
90	Distributor planned interruptions	63
91	Unplanned interruptions.....	64
91A	Metering coordinator and distributor to assist and cooperate - electricity...	64
Division 7	Miscellaneous.....	65
92	Compliance by small customer who is not owner of premises.....	65

Part 5	Relationship between distributors and retailers—retail support obligations	66
Division 1	Preliminary	66
93	Application of this Part	66
Division 2	Assistance and cooperation	66
94	Assistance and cooperation	66
Division 3	Information requirements.....	66
95	Information about applicable tariffs, connection related information and other information	66
96	Requirements for information.....	67
97	Distributor and retailer contact details	67
98	Contact details for customers	67
99	Information on distributor planned interruptions.....	67
99A	Information on retailer planned interruptions – electricity	68
100	Information on unplanned interruptions	68
Division 4	Shared customer enquiries and complaints.....	69
101	Enquiries or complaints relating to the retailer.....	69
102	Enquiries or complaints relating to the distributor	70
Division 5	De-energisation and re-energisation of shared customer’s premises	70
103	De-energisation of premises by the distributor	70
104	Notification of de-energisation	70
105	Liability for ongoing charges.....	71
106	Re-energisation - gas.....	71
106A	Re-energisation - electricity	71
Part 6	De-energisation (or disconnection) of premises—small customers	73
Division 1	Preliminary	73
107	Application of this Part	73
108	Definitions.....	73
109	Reminder notices—retailers.....	74
110	Disconnection warning notices—retailers and distributors	74
Division 2	Retailer-initiated de-energisation of premises.....	75
111	De-energisation for not paying bill	75
112	De-energisation for not paying security deposit	77

113	De-energisation for denying access to meter	77
114	De-energisation for illegally using energy	78
115	De-energisation for non-notification by move-in or carry-over customers .	79
116	When retailer must not arrange de-energisation	79
117	Timing of de-energisation where dual fuel contract	81
118	Request for de-energisation	81
Division 3	Distributor de-energisation of premises.....	82
119	Grounds for de-energisation	82
120	When distributor must not de-energise premises	83
Division 4	Re-energisation of premises	84
121	Obligation on retailer to arrange re-energisation of premises	84
122	Obligation on distributor to re-energise premises.....	85
Part 7	Life support equipment	86
123	Application of this Part	86
124	Retailer obligations	86
124A	Registration details kept by retailer	87
125	Distributor obligations	87
126	Registration details kept by distributor	88
Part 8	Prepayment meter systems	89
127	Definitions.....	89
128	Disclosure requirements at energy marketing stage	89
129	System requirements	90
130	Trial period.....	91
131	Operating instructions to be provided.....	92
132	Consumption information to be provided	93
133	Limitation on recovery of debt	93
134	Credit retrieval	94
135	System testing	94
136	Overcharging.....	95
137	Undercharging.....	96
138	Illegal energy use	97
139	Life support equipment	97
140	Customer enquiries and complaints	97
141	Payment difficulties and hardship.....	98

142	Payment towards prepayment meter system account	99
143	Tariffs and charges.....	99
144	Billing for other goods and services	100
145	Customer termination of contract or request for removal.....	101
146	Different retailer.....	101
147	Deemed customer retail arrangements.....	102
Part 9	Exempt selling regime	105
Division 1	Preliminary	105
148	Definitions.....	105
Division 2	AER power to exempt.....	105
149	Individual exemptions.....	105
150	Deemed exemptions.....	105
151	Registrable exemptions and registered exemptions	105
152	Conditions generally	106
153	Conditions for deemed exemptions and registered exemptions	106
Division 3	AER Exempt Selling Guidelines	107
154	AER Exempt Selling Guidelines	107
Division 4	Provisions relating to individual exemptions	108
155	Application for individual exemption or variation of individual exemption.....	108
156	Public notice and submissions	108
157	Deciding application	109
158	Conditions for individual exemptions.....	109
159	Form of energy to be specified	109
160	Notice of decision to grant application	110
161	Deemed refusal	110
162	Issue and public notice of individual exemption	110
163	Notice of refusal.....	111
Division 5	Public Register of Authorised Retailers and Exempt Sellers.....	111
164	Public Register of Authorised Retailers and Exempt Sellers.....	111
Part 10	Retail market performance reports	112
165	Purpose of this Part	112
166	Contents of retail market performance report—retail market overview....	112
167	Contents of retail market performance report—retail market activities report.....	112

Part 11	Customer retail contracts—electricity consumption benchmarks	114
168	Purpose of this Part	114
169	AER administration of electricity consumption benchmarks	114
170	Retailer obligations—electricity consumption benchmarks	115
171	Distributor obligations—electricity consumption information.....	115
Part 12	National energy retail consultation	116
172	Customer Consultative Group.....	116
173	Retail consultation procedure	116
Schedule 1	Model terms and conditions for standard retail contracts.....	118
Schedule 2	Model terms and conditions for deemed standard connection contracts	136
Schedule 3	Savings and Transitional Rules	153
Part 1	Transitional Rules—NSW gas distributors	153
Division 1	Application and definitions	153
1	Application.....	153
2	Definitions.....	153
Division 2	Interim deemed standard connection contract	154
3	Required Alterations	154
4	Inconsistency with access arrangements and reference services agreements	154
5	Retailer interface	155
Division 3	Deemed and existing contractual arrangements with customers and NSW gas distributors	155
6	Formation of interim deemed standard connection connect contracts on start date	155
7	Existing contracts with large customers	155
Division 4	Transitional arrangements after the expiry date	156
8	Deemed standard connection contract to replace interim contract	156
Part 2	Transitional Rules —ACT gas distributor	156
Division 1	Application and definitions	156
1	Application.....	156
2	Definitions.....	156

Division 2	Interim deemed standard connection contract	157
3	Required Alterations	157
4	Retailer interface	157
Division 3	Deemed and existing contractual arrangements with customers and ACT gas distributors	158
5	Formation of interim deemed standard connection connect contracts on start date	158
6	Existing contracts with large customers	158
Division 4	Transitional arrangements after the expiry date	158
7	Deemed standard connection contract to replace interim contract	158
Part 3	Billing-related transitional rules.....	158
1	Definitions.....	158
2	Bill smoothing arrangement (Rule 23 NERR).....	159
3	Bill frequency (Rule 24)	159
4	Undercharging (Rule 30)	159
5	Overcharging (Rule 31 NERR).....	160
6	Payment methods (Rule 32 NERR)	160
7	Shortened collection cycles (Rule 34 NERR).....	160
8	Enforcement of payment.....	161
Part 4	Miscellaneous transitional rules—initial NERR.....	161
1	Definitions.....	161
2	Life support arrangements	161
3	Classification of customers	162
4	Existing aggregation arrangements (Rule 5 NERR)	162
5	Energy consumption benchmarks	162
6	Electricity consumption benchmarks not to apply in NSW	162
7	Interim bill benchmarks where legacy billing arrangements	162
8	Application of start and end meter reads on small customer bills	163
Part 5	Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014	163
1	Definitions.....	163
2	Variation date.....	163
3	Effective date	163
Part 6	Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015	164

1	Definitions.....	164
2	Variation Date	164
Part 7	Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017	164
1	Definitions.....	164
2	Retail Market Procedures.....	164
Part 8	Rules consequential on the making of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017.....	165
1	Definitions.....	165
2	Benefit change notice guidelines	165
3	Benefit change notice requirements.....	165