

National Energy Retail Rules

Version 17

Status Information

This is the latest electronically available version of the National Energy Retail Rules as at 1 February 2019.

This consolidated version of the National Energy Retail Rules was last updated on 1 February 2019 as a result of the commencement of the following amendments:

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

Schedule 2 of the National Energy Retail Amendment (Minor Changes) Rule 2018 No. 1

Schedule 1 of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018 No. 3

National Energy Retail Amendment (Estimated meter reads) Rule 2018 No. 4

National Energy Retail Amendment (Metering installation timeframes) Rule 2018 No. 7

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:

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) 18

23 Bill smoothing (SRC) 18

24 Frequency of bills (SRC) 19

25 Contents of bills (SRC and MRC) 19

26 Pay-by date (SRC) 21

27 Apportionment (SRC) 21

28 Historical billing information (SRC and MRC)..... 22

29 Billing disputes (SRC and MRC) 22

30 Undercharging (SRC and MRC)..... 24

31 Overcharging (SRC and MRC)..... 25

32 Payment methods (SRC and MRC) 26

33 Payment difficulties (SRC and MRC) 27

34 Shortened collection cycles (SRC and MRC)..... 28

35 Request for final bill (SRC) 29

Division 5 Tariff changes..... 30

36 Obligations on retailers (SRC)..... 30

37 Customer request for change of tariff (SRC)..... 30

38 Change in use (SRC)..... 31

Division 6 Customer retail contracts—security deposits 32

39 Consideration of credit history..... 32

40 Requirement for security deposit (SRC and MRC) 32

41 Payment of security deposit (SRC)..... 35

42 Amount of security deposit (SRC)..... 35

43 Interest on security deposit (SRC and MRC) 36

44 Use of security deposit (SRC)..... 36

45 Obligation to return security deposit (SRC) 37

Division 7 Market retail contracts—particular requirements..... 38

45A Definitions..... 38

46 Tariffs and charges..... 40

46A Explicit Informed Consent – Variation of tariffs, charges or benefits to the customer..... 41

46B Energy rates – discounting practices..... 41

47 Cooling off period and right of withdrawal—market retail contracts 43

48 Retailer notice of end of fixed term retail contract 44

48A	Retailer notice of benefit change - market retail contracts	45
48B	Benefit change notice guidelines	46
49	Termination of market retail contract	47
49A	Early termination charges	48
50	Small customer complaints and dispute resolution information.....	48
51	Liabilities and immunities.....	49
52	Indemnities.....	49
Division 8	Deemed customer retail arrangements	49
53	Obligations of retailers.....	49
54	Formation of standard retail contract on incomplete request.....	50
Division 9	Other retailer obligations	50
55	Referral to interpreter services.....	50
56	Provision of information to customers.....	50
56A	Energy consumption information - supply of electricity only	51
56B	Historical billing and energy consumption information - supply of electricity only	52
56C	Information on timeframes for installing electricity meters (SRC and MRC)	52
57	Retailer obligations in relation to customer transfer.....	53
57A	Retailer obligations in relation to correction of transfers without consent ..	53
58	Notice to small customers on transfer.....	55
59	Notice to small customers where transfer delayed	55
59A	Notice to small customers on deployment of new electricity meters (SRC and MRC).....	55
Division 9A	Retailer interruption to supply - electricity	58
59B	Definitions.....	58
59C	Retailer interruption to supply – electricity (SRC and MRC)	58
Division 10	Energy marketing	60
Subdivision 1	Preliminary	60
60	Application of Division.....	60
Subdivision 2	Providing information to small customers	60
61	Overview of this Subdivision.....	60
62	Requirement for and timing of disclosure to small customers	60
63	Form of disclosure to small customers	60
64	Required information	61
Subdivision 3	Energy marketing activities	61
65	No contact lists.....	61
66	No canvassing or advertising signs.....	62
67	Duty of retailer to ensure compliance	62
68	Record keeping	62

Division 11	Miscellaneous.....	63
69	Compliance by small customer who is not owner of premises.....	63
70	Termination of standard retail contract (SRC).....	63
70A	Definitions.....	65
Part 3	Customer hardship	66
71	Obligation of retailer to communicate customer hardship policy.....	66
72	Payment plans	66
73	Waiver of late payment fee for hardship customer	67
74	Payment by Centrepay (SRC and MRC)	67
75	Hardship program indicators.....	68
75A	Customer hardship policy guideline	68
75B	Customer hardship policies.....	68
76	Waiver of debt for hardship customer	69
Part 4	Relationship between distributors and customers.....	70
Division 1	Preliminary	70
77	Application of this Part	70
78	Variation or exclusion of provisions of this Part by deemed AER approved standard connection contracts	70
Division 2	Customer connection services.....	70
79	Application for customer connection services	70
80	Provision of information to customers.....	71
Division 3	Deemed standard connection contracts	72
81	Model terms and conditions for deemed standard connection contracts	72
Division 4	Negotiated connection contracts.....	72
82	Small customer complaints and dispute resolution information.....	72
83	Liabilities and immunities.....	73
Division 5	Distributor obligations to customers.....	73
84	Distributor service standards and GSL schemes.....	73
85	Fault reporting and correction.....	73
86A	Provision of information - supply of electricity.....	73
86B	Provision of information - supply of gas	74
87	Referral to interpreter services	74
Division 6	Distributor interruption to supply	74
88	Definitions.....	74

89 Distributor’s right to interrupt supply 75

90 Distributor planned interruptions 75

91 Unplanned interruptions..... 76

91A Metering coordinator and distributor to assist and cooperate - electricity... 77

Division 7 Miscellaneous..... 77

92 Compliance by small customer who is not owner of premises..... 77

**Part 5 Relationship between distributors and
retailers—retail support obligations 79**

Division 1 Preliminary 79

93 Application of this Part 79

Division 2 Assistance and cooperation 79

94 Assistance and cooperation 79

Division 3 Information requirements..... 79

95 Information about applicable tariffs, connection related information and
other information 79

96 Requirements for information..... 80

97 Distributor and retailer contact details 80

98 Contact details for customers 80

99 Information on distributor planned interruptions..... 80

99A Information on retailer planned interruptions – electricity 81

100 Information on unplanned interruptions 82

Division 4 Shared customer enquiries and complaints..... 82

101 Enquiries or complaints relating to the retailer 82

102 Enquiries or complaints relating to the distributor 83

**Division 5 De-energisation and re-energisation of shared customer’s
premises 83**

103 De-energisation of premises by the distributor 83

104 Notification of de-energisation 84

105 Liability for ongoing charges 84

106 Re-energisation - gas..... 84

106A Re-energisation - electricity 85

**Part 6 De-energisation (or disconnection) of premises—small
customers 86**

Division 1 Preliminary 86

107 Application of this Part 86

108 Definitions..... 86

109 Reminder notices—retailers..... 87

110 Disconnection warning notices—retailers and distributors 87

Division 2 Retailer-initiated de-energisation of premises..... 88

111 De-energisation for not paying bill 88

112 De-energisation for not paying security deposit 90

113 De-energisation for denying access to meter 90

114 De-energisation for illegally using energy..... 91

115 De-energisation for non-notification by move-in or carry-over customers . 92

116 When retailer must not arrange de-energisation 92

117 Timing of de-energisation where dual fuel market contract 94

118 Request for de-energisation 94

Division 3 Distributor de-energisation of premises..... 95

119 Grounds for de-energisation 95

120 When distributor must not de-energise premises..... 96

Division 4 Re-energisation of premises 97

121 Obligation on retailer to arrange re-energisation of premises 97

122 Obligation on distributor to re-energise premises..... 98

Part 7 Life support equipment 99

123 Application of this Part 99

123A Definitions..... 99

124 Registration of life support equipment 99

124A Confirmation of premises as requiring life support equipment 103

124B Ongoing retailer and distributor obligations 104

125 Deregistration of premises 105

126 Registration and deregistration details must be kept by retailers and distributors 109

Part 8 Prepayment meter systems 111

127 Definitions..... 111

128 Disclosure requirements at energy marketing stage 111

129 System requirements 112

130 Trial period..... 113

131 Operating instructions to be provided..... 114

132 Consumption information to be provided 115

133	Limitation on recovery of debt	115
134	Credit retrieval	116
135	System testing	116
136	Overcharging.....	117
137	Undercharging.....	118
138	Illegal energy use	119
139	Life support equipment	119
140	Customer enquiries and complaints	119
141	Payment difficulties and hardship.....	120
142	Payment towards prepayment meter system account	121
143	Tariffs and charges.....	121
144	Billing for other goods and services	122
145	Customer termination of contract or request for removal.....	123
146	Different retailer.....	123
147	Deemed customer retail arrangements.....	124
Part 9	Exempt selling regime	127
Division 1	Preliminary	127
148	Definitions.....	127
Division 2	AER power to exempt.....	127
149	Individual exemptions.....	127
150	Deemed exemptions.....	127
151	Registrable exemptions and registered exemptions.....	127
152	Conditions generally	128
153	Conditions for deemed exemptions and registered exemptions	128
Division 3	AER Exempt Selling Guidelines.....	129
154	AER Exempt Selling Guidelines	129
Division 4	Provisions relating to individual exemptions	130
155	Application for individual exemption or variation of individual exemption.....	130
156	Public notice and submissions	130
157	Deciding application	131
158	Conditions for individual exemptions.....	131
159	Form of energy to be specified	131
160	Notice of decision to grant application	132
161	Deemed refusal	132

162	Issue and public notice of individual exemption	132
163	Notice of refusal.....	133
Division 5	Public Register of Authorised Retailers and Exempt Sellers.....	133
164	Public Register of Authorised Retailers and Exempt Sellers.....	133
Part 10	Retail market performance reports	134
165	Purpose of this Part	134
166	Contents of retail market performance report—retail market overview....	134
167	Contents of retail market performance report—retail market activities report	134
Part 11	Customer retail contracts—electricity consumption benchmarks	136
168	Purpose of this Part	136
169	AER administration of electricity consumption benchmarks	136
170	Retailer obligations—electricity consumption benchmarks	137
171	Distributor obligations—electricity consumption information.....	137
Part 12	National energy retail consultation	138
172	Customer Consultative Group.....	138
173	Retail consultation procedure	138
Schedule 1	Model terms and conditions for standard retail contracts.....	140
Schedule 2	Model terms and conditions for deemed standard connection contracts	160
Schedule 3	Savings and Transitional Rules	177
Part 1	Transitional Rules—NSW gas distributors.....	177
Division 1	Application and definitions	177
1	Application.....	177
2	Definitions.....	177
Division 2	Interim deemed standard connection contract	178
3	Required Alterations	178
4	Inconsistency with access arrangements and reference services agreements	178
5	Retailer interface	179
Division 3	Deemed and existing contractual arrangements with customers and NSW gas distributors	179

6	Formation of interim deemed standard connection connect contracts on start date	179
7	Existing contracts with large customers	179
Division 4	Transitional arrangements after the expiry date	180
8	Deemed standard connection contract to replace interim contract	180
Part 2	Transitional Rules —ACT gas distributor	180
Division 1	Application and definitions	180
1	Application.....	180
2	Definitions.....	180
Division 2	Interim deemed standard connection contract	181
3	Required Alterations	181
4	Retailer interface	181
Division 3	Deemed and existing contractual arrangements with customers and ACT gas distributors.....	182
5	Formation of interim deemed standard connection connect contracts on start date	182
6	Existing contracts with large customers	182
Division 4	Transitional arrangements after the expiry date	182
7	Deemed standard connection contract to replace interim contract	182
Part 3	Billing-related transitional rules.....	182
1	Definitions.....	182
2	Bill smoothing arrangement (Rule 23 NERR).....	183
3	Bill frequency (Rule 24)	183
4	Undercharging (Rule 30)	183
5	Overcharging (Rule 31 NERR).....	184
6	Payment methods (Rule 32 NERR)	184
7	Shortened collection cycles (Rule 34 NERR).....	184
8	Enforcement of payment.....	185
Part 4	Miscellaneous transitional rules—initial NERR.....	185
1	Definitions.....	185
2	Life support arrangements	185
3	Classification of customers	186
4	Existing aggregation arrangements (Rule 5 NERR).....	186
5	Energy consumption benchmarks	186
6	Electricity consumption benchmarks not to apply in NSW.....	186
7	Interim bill benchmarks where legacy billing arrangements	186

8 Application of start and end meter reads on small customer bills 187

Part 5 Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014 187

1 Definitions..... 187

2 Variation date..... 187

3 Effective date 187

Part 6 Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 188

1 Definitions..... 188

2 Variation Date..... 188

Part 7 Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017 188

1 Definitions..... 188

2 Retail Market Procedures..... 188

Part 8 Rules consequential on the making of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017..... 189

1 Definitions..... 189

2 Benefit change notice guidelines 189

3 Benefit change notice requirements..... 189

Part 9 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 189

1 Definitions..... 189

2 Application of Part 7 of Rules during the transition period..... 191

3 Application of new Part 7 of Rules to existing life support customers 191

4 Variation date..... 193

Part 10 Rules consequential on the making of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018..... 193

1 Definitions..... 193

2 Variation date..... 193

Part 11 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers in hardship) Rule 2018..... 194

1 Definitions..... 194

2 The first customer hardship policy guideline..... 194

3 Application of new rules 75A and 75B to customer hardship policies..... 194

4 AER approval of updated customer hardship policy 195

**Part 12 Rules consequential on the making of Schedule 2 of the
National Energy Retail Amendment (Metering installation
timeframes) Rule 2018..... 195**

1 Definitions..... 195

2 Variation date..... 195