**National Energy Retail Rules Version 25**

**Historical Information**

This version of the National Energy Retail Rules was current from 4 March 2021 to 24 March 2021.

National Energy Retail Rules

Version 25

Status Information

This is the latest electronically available version of the National Energy Retail Rules as at 4 March 2021.

This consolidated version of the National Energy Retail Rules was last updated on 4 March 2021 as a result of the commencement of the following amendments:

Schedules 2 and 3 of the National Energy Retail Amendment (Maintaining life support customer registration when switching) Rule 2021 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 Rule under the National Energy Retail Law that has not yet commenced:

Schedule 1 of the National Energy Retail Amendment (Maintaining life support customer registration when switching) Rule 2021 No. 1 will commence operation on 1 August 2021.

TABLE OF CONTENTS

[Part 1 Preliminary 1](#_Toc256000000)

[Division 1 Introduction and definitions 1](#_Toc256000001)

[1 Citation 1](#_Toc256000002)

[2 Commencement 1](#_Toc256000003)

[3 Definitions 1](#_Toc256000004)

[3A Savings and Transitional Rules 4](#_Toc256000005)

[Division 2 Consumption threshold matters 4](#_Toc256000006)

[4 Business premises—separate application of upper and lower consumption thresholds 4](#_Toc256000007)

[5 Business premises—aggregated application of upper consumption thresholds by agreement 4](#_Toc256000008)

[Division 3 Classification of customers 5](#_Toc256000009)

[6 Classification 5](#_Toc256000010)

[7 Retailer initial classification of customers 5](#_Toc256000011)

[8 Retailer reclassification of customers 6](#_Toc256000012)

[9 Distributor initial classification of business customers 6](#_Toc256000013)

[10 Distributor reclassification of business customers 6](#_Toc256000014)

[11 Distributor classification and reclassification—requirements 7](#_Toc256000015)

[Part 2 Customer retail contracts 9](#_Toc256000016)

[Division 1 Standard retail contracts—terms and conditions generally 9](#_Toc256000017)

[12 Model terms and conditions for standard retail contracts 9](#_Toc256000018)

[13 Application of provisions of these Rules to standard retail contracts 9](#_Toc256000019)

[Division 2 Market retail contracts—terms and conditions generally 9](#_Toc256000020)

[14 Terms and conditions of market retail contracts 9](#_Toc256000021)

[15 Application of provisions of these Rules to market retail contracts 9](#_Toc256000022)

[Division 3 Customer retail contracts—pre-contractual procedures 10](#_Toc256000023)

[16 Pre-contractual duty of retailers 10](#_Toc256000024)

[17 Pre-contractual duty of distributors 10](#_Toc256000025)

[18 Pre-contractual request to designated retailer for sale of energy (SRC) 11](#_Toc256000026)

[19 Responsibilities of designated retailer in response to request for sale of energy (SRC) 12](#_Toc256000027)

[Division 4 Customer retail contracts—billing 13](#_Toc256000028)

[20 Basis for bills (SRC and MRC) 13](#_Toc256000029)

[21 Estimation as basis for bills (SRC and MRC) 13](#_Toc256000030)

[22 Proportionate billing (SRC and MRC) 17](#_Toc256000031)

[23 Bill smoothing (SRC) 17](#_Toc256000032)

[24 Frequency of bills (SRC) 18](#_Toc256000033)

[25 Contents of bills (SRC and MRC) 18](#_Toc256000034)

[26 Pay-by date (SRC) 19](#_Toc256000035)

[27 Apportionment (SRC) 20](#_Toc256000036)

[28 Historical billing information (SRC and MRC) 20](#_Toc256000037)

[29 Billing disputes (SRC and MRC) 20](#_Toc256000038)

[30 Undercharging (SRC and MRC) 22](#_Toc256000039)

[31 Overcharging (SRC and MRC) 23](#_Toc256000040)

[32 Payment methods (SRC and MRC) 24](#_Toc256000041)

[33 Payment difficulties (SRC and MRC) 25](#_Toc256000042)

[34 Shortened collection cycles (SRC and MRC) 25](#_Toc256000043)

[35 Request for final bill (SRC) 27](#_Toc256000044)

[Division 5 Tariff changes 27](#_Toc256000045)

[36 Obligations on retailers (SRC) 27](#_Toc256000046)

[37 Customer request for change of tariff (SRC) 27](#_Toc256000047)

[38 Change in use (SRC) 28](#_Toc256000048)

[Division 6 Customer retail contracts—security deposits 29](#_Toc256000049)

[39 Consideration of credit history 29](#_Toc256000050)

[40 Requirement for security deposit (SRC and MRC) 29](#_Toc256000051)

[41 Payment of security deposit (SRC) 31](#_Toc256000052)

[42 Amount of security deposit (SRC) 32](#_Toc256000053)

[43 Interest on security deposit (SRC and MRC) 32](#_Toc256000054)

[44 Use of security deposit (SRC) 33](#_Toc256000055)

[45 Obligation to return security deposit (SRC) 34](#_Toc256000056)

[Division 7 Market retail contracts—particular requirements 34](#_Toc256000057)

[45A Definitions 34](#_Toc256000058)

[46 Tariffs and charges 36](#_Toc256000059)

[46A Explicit Informed Consent – Variation of tariffs, charges or benefits to the customer 37](#_Toc256000060)

[46B Energy rates – discounting practices 37](#_Toc256000061)

[46C Conditional discounts 39](#_Toc256000062)

[47 Cooling off period and right of withdrawal—market retail contracts 40](#_Toc256000063)

[48 Retailer notice of end of fixed term retail contract 40](#_Toc256000064)

[48A Retailer notice of benefit change - market retail contracts 41](#_Toc256000065)

[48B Benefit change notice guidelines 42](#_Toc256000066)

[49 Termination of market retail contract 43](#_Toc256000067)

[49A Early termination charges 44](#_Toc256000068)

[50 Small customer complaints and dispute resolution information 44](#_Toc256000069)

[51 Liabilities and immunities 45](#_Toc256000070)

[52 Indemnities 45](#_Toc256000071)

[Division 7A Customer retail contracts - conditional fees 45](#_Toc256000072)

[52A Definitions 45](#_Toc256000073)

[52B Conditional fees 45](#_Toc256000074)

[Division 8 Deemed customer retail arrangements 46](#_Toc256000075)

[53 Obligations of retailers 46](#_Toc256000076)

[54 Formation of standard retail contract on incomplete request 46](#_Toc256000077)

[Division 9 Other retailer obligations 47](#_Toc256000078)

[55 Referral to interpreter services 47](#_Toc256000079)

[56 Provision of information to customers 47](#_Toc256000080)

[56A Energy consumption information - supply of electricity only 47](#_Toc256000081)

[56B Historical billing and energy consumption information - supply of electricity only 48](#_Toc256000082)

[56C Information on timeframes for installing electricity meters (SRC and MRC) 48](#_Toc256000083)

[57 Retailer obligations in relation to customer transfer 49](#_Toc256000084)

[57A Retailer obligations in relation to correction of transfers without consent 49](#_Toc256000085)

[58 Notice to small customers on transfer 51](#_Toc256000086)

[59 Notice to small customers where transfer delayed 51](#_Toc256000087)

[59A Notice to small customers on deployment of new electricity meters (SRC and MRC) 51](#_Toc256000088)

[Division 9A Retailer interruption to supply - electricity 53](#_Toc256000089)

[59B Definitions 53](#_Toc256000090)

[59C Retailer interruption to supply – electricity (SRC and MRC) 54](#_Toc256000091)

[Division 10 Energy marketing 55](#_Toc256000092)

[Subdivision 1 Preliminary 55](#_Toc256000093)

[60 Application of Division 55](#_Toc256000094)

[Subdivision 2 Providing information to small customers 55](#_Toc256000095)

[61 Overview of this Subdivision 55](#_Toc256000096)

[62 Requirement for and timing of disclosure to small customers 56](#_Toc256000097)

[63 Form of disclosure to small customers 56](#_Toc256000098)

[64 Required information 56](#_Toc256000099)

[Subdivision 3 Energy marketing activities 57](#_Toc256000100)

[65 No contact lists 57](#_Toc256000101)

[66 No canvassing or advertising signs 57](#_Toc256000102)

[67 Duty of retailer to ensure compliance 57](#_Toc256000103)

[68 Record keeping 57](#_Toc256000104)

[Division 11 Miscellaneous 58](#_Toc256000105)

[69 Compliance by small customer who is not owner of premises 58](#_Toc256000106)

[70 Termination of standard retail contract (SRC) 58](#_Toc256000107)

[Part 3 Customer hardship 61](#_Toc256000108)

[70A Definitions 61](#_Toc256000109)

[71 Obligation of retailer to communicate customer hardship policy 61](#_Toc256000110)

[72 Payment plans 61](#_Toc256000111)

[73 Waiver of late payment fee for hardship customer 62](#_Toc256000112)

[74 Payment by Centrepay (SRC and MRC) 62](#_Toc256000113)

[75 Hardship program indicators 63](#_Toc256000114)

[75A Customer hardship policy guideline 63](#_Toc256000115)

[75B Customer hardship policies 63](#_Toc256000116)

[76 Waiver of debt for hardship customer 64](#_Toc256000117)

[Part 4 Relationship between distributors and customers 65](#_Toc256000118)

[Division 1 Preliminary 65](#_Toc256000119)

[77 Application of this Part 65](#_Toc256000120)

[78 Variation or exclusion of provisions of this Part by deemed AER approved standard connection contracts 65](#_Toc256000121)

[Division 2 Customer connection services 65](#_Toc256000122)

[79 Application for customer connection services 65](#_Toc256000123)

[80 Provision of information to customers 66](#_Toc256000124)

[Division 3 Deemed standard connection contracts 67](#_Toc256000125)

[81 Model terms and conditions for deemed standard connection contracts 67](#_Toc256000126)

[Division 4 Negotiated connection contracts 67](#_Toc256000127)

[82 Small customer complaints and dispute resolution information 67](#_Toc256000128)

[83 Liabilities and immunities 67](#_Toc256000129)

[Division 5 Distributor obligations to customers 68](#_Toc256000130)

[84 Distributor service standards and GSL schemes 68](#_Toc256000131)

[85 Fault reporting and correction 68](#_Toc256000132)

[86A Provision of information - supply of electricity 68](#_Toc256000133)

[86B Provision of information - supply of gas 68](#_Toc256000134)

[87 Referral to interpreter services 69](#_Toc256000135)

[Division 6 Distributor interruption to supply 69](#_Toc256000136)

[88 Definitions 69](#_Toc256000137)

[89 Distributor's right to interrupt supply 70](#_Toc256000138)

[90 Distributor planned interruptions 70](#_Toc256000139)

[91 Unplanned interruptions 71](#_Toc256000140)

[91A Metering coordinator and distributor to assist and cooperate - electricity 71](#_Toc256000141)

[Division 7 Miscellaneous 72](#_Toc256000142)

[92 Compliance by small customer who is not owner of premises 72](#_Toc256000143)

[Part 5 Relationship between distributors and retailers—retail support obligations 73](#_Toc256000144)

[Division 1 Preliminary 73](#_Toc256000145)

[93 Application of this Part 73](#_Toc256000146)

[Division 2 Assistance and cooperation 73](#_Toc256000147)

[94 Assistance and cooperation 73](#_Toc256000148)

[Division 3 Information requirements 73](#_Toc256000149)

[95 Information about applicable tariffs, connection related information and other information 73](#_Toc256000150)

[96 Requirements for information 74](#_Toc256000151)

[97 Distributor and retailer contact details 74](#_Toc256000152)

[98 Contact details for customers 74](#_Toc256000153)

[99 Information on distributor planned interruptions 74](#_Toc256000154)

[99A Information on retailer planned interruptions – electricity 75](#_Toc256000155)

[100 Information on unplanned interruptions 75](#_Toc256000156)

[Division 4 Shared customer enquiries and complaints 76](#_Toc256000157)

[101 Enquiries or complaints relating to the retailer 76](#_Toc256000158)

[102 Enquiries or complaints relating to the distributor 76](#_Toc256000159)

[Division 5 De-energisation and re-energisation of shared customer's premises 77](#_Toc256000160)

[103 De-energisation of premises by the distributor 77](#_Toc256000161)

[104 Notification of de-energisation 77](#_Toc256000162)

[105 Liability for ongoing charges 77](#_Toc256000163)

[106 Re-energisation - gas 78](#_Toc256000164)

[106A Re-energisation - electricity 78](#_Toc256000165)

[Part 6 De-energisation (or disconnection) of premises—small customers 81](#_Toc256000166)

[Division 1 Preliminary 81](#_Toc256000167)

[107 Application of this Part 81](#_Toc256000168)

[108 Definitions 81](#_Toc256000169)

[109 Reminder notices—retailers 82](#_Toc256000170)

[110 Disconnection warning notices—retailers and distributors 82](#_Toc256000171)

[Division 2 Retailer-initiated de-energisation of premises 83](#_Toc256000172)

[111 De-energisation for not paying bill 83](#_Toc256000173)

[112 De-energisation for not paying security deposit 84](#_Toc256000174)

[113 De-energisation for denying access to meter 85](#_Toc256000175)

[114 De-energisation for illegally using energy 86](#_Toc256000176)

[115 De-energisation for non-notification by move-in or carry-over customers 86](#_Toc256000177)

[116 When retailer must not arrange de-energisation 86](#_Toc256000178)

[117 Timing of de-energisation where dual fuel market contract 88](#_Toc256000179)

[118 Request for de-energisation 88](#_Toc256000180)

[Division 3 Distributor de-energisation of premises 88](#_Toc256000181)

[119 Grounds for de-energisation 88](#_Toc256000182)

[120 When distributor must not de-energise premises 90](#_Toc256000183)

[Division 4 Re-energisation of premises 91](#_Toc256000184)

[121 Obligation on retailer to arrange re-energisation of premises 91](#_Toc256000185)

[122 Obligation on distributor to re-energise premises 91](#_Toc256000186)

[Part 7 Life support equipment 93](#_Toc256000187)

[123 Application of this Part 93](#_Toc256000188)

[123A Definitions 93](#_Toc256000189)

[124 Registration of life support equipment 93](#_Toc256000190)

[124A Confirmation of premises as requiring life support equipment 96](#_Toc256000191)

[124B Ongoing retailer and distributor obligations 97](#_Toc256000192)

[125 Deregistration of premises 99](#_Toc256000193)

[126 Registration and deregistration details must be kept by retailers and distributors 102](#_Toc256000194)

[126A Keeping medical confirmations 103](#_Toc256000195)

[Part 8 Prepayment meter systems 105](#_Toc256000196)

[127 Definitions 105](#_Toc256000197)

[128 Disclosure requirements at energy marketing stage 105](#_Toc256000198)

[129 System requirements 106](#_Toc256000199)

[130 Trial period 107](#_Toc256000200)

[131 Operating instructions to be provided 108](#_Toc256000201)

[132 Consumption information to be provided 108](#_Toc256000202)

[133 Limitation on recovery of debt 109](#_Toc256000203)

[134 Credit retrieval 109](#_Toc256000204)

[135 System testing 109](#_Toc256000205)

[136 Overcharging 110](#_Toc256000206)

[137 Undercharging 111](#_Toc256000207)

[138 Illegal energy use 112](#_Toc256000208)

[139 Life support equipment 112](#_Toc256000209)

[140 Customer enquiries and complaints 112](#_Toc256000210)

[141 Payment difficulties and hardship 112](#_Toc256000211)

[142 Payment towards prepayment meter system account 113](#_Toc256000212)

[143 Tariffs and charges 114](#_Toc256000213)

[144 Billing for other goods and services 115](#_Toc256000214)

[145 Customer termination of contract or request for removal 115](#_Toc256000215)

[146 Different retailer 116](#_Toc256000216)

[147 Deemed customer retail arrangements 116](#_Toc256000217)

[Part 9 Exempt selling regime 119](#_Toc256000218)

[Division 1 Preliminary 119](#_Toc256000219)

[148 Definitions 119](#_Toc256000220)

[Division 2 AER power to exempt 119](#_Toc256000221)

[149 Individual exemptions 119](#_Toc256000222)

[150 Deemed exemptions 119](#_Toc256000223)

[151 Registrable exemptions and registered exemptions 119](#_Toc256000224)

[152 Conditions generally 120](#_Toc256000225)

[153 Conditions for deemed exemptions and registered exemptions 120](#_Toc256000226)

[Division 3 AER Exempt Selling Guidelines 121](#_Toc256000227)

[154 AER Exempt Selling Guidelines 121](#_Toc256000228)

[Division 4 Provisions relating to individual exemptions 121](#_Toc256000229)

[155 Application for individual exemption or variation of individual exemption 121](#_Toc256000230)

[156 Public notice and submissions 122](#_Toc256000231)

[157 Deciding application 122](#_Toc256000232)

[158 Conditions for individual exemptions 122](#_Toc256000233)

[159 Form of energy to be specified 123](#_Toc256000234)

[160 Notice of decision to grant application 123](#_Toc256000235)

[161 Deemed refusal 123](#_Toc256000236)

[162 Issue and public notice of individual exemption 124](#_Toc256000237)

[163 Notice of refusal 124](#_Toc256000238)

[Division 5 Public Register of Authorised Retailers and Exempt Sellers 124](#_Toc256000239)

[164 Public Register of Authorised Retailers and Exempt Sellers 124](#_Toc256000240)

[Part 10 Retail market performance reports 127](#_Toc256000241)

[165 Purpose of this Part 127](#_Toc256000242)

[166 Contents of retail market performance report—retail market overview 127](#_Toc256000243)

[167 Contents of retail market performance report—retail market activities report 127](#_Toc256000244)

[Part 11 Customer retail contracts—electricity consumption benchmarks 129](#_Toc256000245)

[168 Purpose of this Part 129](#_Toc256000246)

[169 AER administration of electricity consumption benchmarks 129](#_Toc256000247)

[170 Retailer obligations—electricity consumption benchmarks 129](#_Toc256000248)

[171 Distributor obligations—electricity consumption information 130](#_Toc256000249)

[Part 12 National energy retail consultation 131](#_Toc256000250)

[172 Customer Consultative Group 131](#_Toc256000251)

[173 Retail consultation procedure 131](#_Toc256000252)

[Schedule 1 Model terms and conditions for standard retail contracts 133](#_Toc256000253)

[Schedule 2 Model terms and conditions for deemed standard connection contracts 151](#_Toc256000254)

[Schedule 3 Savings and Transitional Rules 167](#_Toc256000255)

[Part 1 Transitional Rules—NSW gas distributors 167](#_Toc256000256)

[Division 1 Application and definitions 167](#_Toc256000257)

[1 Application 167](#_Toc256000258)

[2 Definitions 167](#_Toc256000259)

[Division 2 Interim deemed standard connection contract 168](#_Toc256000260)

[3 Required Alterations 168](#_Toc256000261)

[4 Inconsistency with access arrangements and reference services agreements 168](#_Toc256000262)

[5 Retailer interface 168](#_Toc256000263)

[Division 3 Deemed and existing contractual arrangements with customers and NSW gas distributors 169](#_Toc256000264)

[6 Formation of interim deemed standard connection connect contracts on start date 169](#_Toc256000265)

[7 Existing contracts with large customers 169](#_Toc256000266)

[Division 4 Transitional arrangements after the expiry date 169](#_Toc256000267)

[8 Deemed standard connection contract to replace interim contract 169](#_Toc256000268)

[Part 2 Transitional Rules —ACT gas distributor 170](#_Toc256000269)

[Division 1 Application and definitions 170](#_Toc256000270)

[1 Application 170](#_Toc256000271)

[2 Definitions 170](#_Toc256000272)

[Division 2 Interim deemed standard connection contract 170](#_Toc256000273)

[3 Required Alterations 170](#_Toc256000274)

[4 Retailer interface 171](#_Toc256000275)

[Division 3 Deemed and existing contractual arrangements with customers and ACT gas distributors 171](#_Toc256000276)

[5 Formation of interim deemed standard connection connect contracts on start date 171](#_Toc256000277)

[6 Existing contracts with large customers 171](#_Toc256000278)

[Division 4 Transitional arrangements after the expiry date 172](#_Toc256000279)

[7 Deemed standard connection contract to replace interim contract 172](#_Toc256000280)

[Part 3 Billing-related transitional rules 172](#_Toc256000281)

[1 Definitions 172](#_Toc256000282)

[2 Bill smoothing arrangement (Rule 23 NERR) 172](#_Toc256000283)

[3 Bill frequency (Rule 24) 173](#_Toc256000284)

[4 Undercharging (Rule 30) 173](#_Toc256000285)

[5 Overcharging (Rule 31 NERR) 173](#_Toc256000286)

[6 Payment methods (Rule 32 NERR) 174](#_Toc256000287)

[7 Shortened collection cycles (Rule 34 NERR) 174](#_Toc256000288)

[8 Enforcement of payment 174](#_Toc256000289)

[Part 4 Miscellaneous transitional rules—initial NERR 174](#_Toc256000290)

[1 Definitions 174](#_Toc256000291)

[2 Life support arrangements 175](#_Toc256000292)

[3 Classification of customers 175](#_Toc256000293)

[4 Existing aggregation arrangements (Rule 5 NERR) 175](#_Toc256000294)

[5 Energy consumption benchmarks 175](#_Toc256000295)

[6 Electricity consumption benchmarks not to apply in NSW 175](#_Toc256000296)

[7 Interim bill benchmarks where legacy billing arrangements 175](#_Toc256000297)

[8 Application of start and end meter reads on small customer bills 176](#_Toc256000298)

[Part 5 Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014 176](#_Toc256000299)

[1 Definitions 176](#_Toc256000300)

[2 Variation date 176](#_Toc256000301)

[3 Effective date 177](#_Toc256000302)

[Part 6 Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 177](#_Toc256000303)

[1 Definitions 177](#_Toc256000304)

[2 Variation Date 177](#_Toc256000305)

[Part 7 Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017 177](#_Toc256000306)

[1 Definitions 177](#_Toc256000307)

[2 Retail Market Procedures 177](#_Toc256000308)

[Part 8 Rules consequential on the making of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017 178](#_Toc256000309)

[1 Definitions 178](#_Toc256000310)

[2 Benefit change notice guidelines 178](#_Toc256000311)

[3 Benefit change notice requirements 178](#_Toc256000312)

[Part 9 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 178](#_Toc256000313)

[1 Definitions 178](#_Toc256000314)

[2 Application of Part 7 of Rules during the transition period 180](#_Toc256000315)

[3 Application of new Part 7 of Rules to existing life support customers 180](#_Toc256000316)

[4 Variation date 182](#_Toc256000317)

[Part 10 Rules consequential on the making of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018 182](#_Toc256000318)

[1 Definitions 182](#_Toc256000319)

[2 Variation date 182](#_Toc256000320)

[Part 11 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers in hardship) Rule 2018 182](#_Toc256000321)

[1 Definitions 182](#_Toc256000322)

[2 The first customer hardship policy guideline 183](#_Toc256000323)

[3 Application of new rules 75A and 75B to customer hardship policies 183](#_Toc256000324)

[4 AER approval of updated customer hardship policy 183](#_Toc256000325)

[Part 12 Rules consequential on the making of Schedule 2 of the National Energy Retail Amendment (Metering installation timeframes) Rule 2018 183](#_Toc256000326)

[1 Definitions 183](#_Toc256000327)

[2 Variation date 184](#_Toc256000328)

[Part 12A Rules consequential on the making of the National Energy Retail Amendment (Reducing customers' switching times) Rule 2019 184](#_Toc256000329)

[1 Definitions 184](#_Toc256000330)

[2 Variation date 184](#_Toc256000331)

[Part 12B Rules consequential on the making of the National Energy Retail Amendment (Regulating conditional discounting) Rule 2020 No. 1 184](#_Toc256000332)

[1 Definitions 184](#_Toc256000333)

[2 Existing contracts with small customers 184](#_Toc256000334)

[Part 13 Rules consequential on the making of Schedule 2 of the National Energy Retail Amendment (Minor changes) Rule 2019 185](#_Toc256000335)

[1 Definitions 185](#_Toc256000336)

[2 Variation date 185](#_Toc256000337)

[Part 14 Rules consequential on the making of the National Energy Retail Amendment (Introduction of metering coordinator planned interruptions) Rule 2020 185](#_Toc256000338)

[1 Definitions 185](#_Toc256000339)

[2 Variation date 185](#_Toc256000340)

[Part 15 Rules consequential on the making of the National Energy Retail Amendment (Maintaining life support customer registration when switching) Rule 2021 186](#_Toc256000341)

[1 Definitions 186](#_Toc256000342)

[2 Application of New rule 126A 186](#_Toc256000343)