# National Energy Retail Rules Version 6

### **Historical Information**

This version of the National Energy Retail Rules was current from 23 June 2016 to 1 February 2017.

# National Energy Retail Rules Version 6

#### **Status Information**

This is the latest electronically available version of the National Energy Retail Rules as at 23 June 2016.

This consolidated version of the National Energy Retail Rules was last updated on 23 June 2016 as a result of the commencement of the following amendments:

National Energy Retail Amendment (Meter read and billing frequency) Rule 2016 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**

Subject to the above, all provisions displayed in this consolidated version of the Rules have commenced.

Schedules 1 and 2 of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 No. 1 commences operation on 1 December 2017.

## TABLE OF CONTENTS

Part 1	Preliminary1
Division 1	Introduction and definitions 1
1	Citation1
2	Commencement
3	Definitions1
3A	Savings and Transitional Rules
Division 2	Consumption threshold matters3
4	Business premises—separate application of upper and lower consumption thresholds
5	Business premises—aggregated application of upper consumption thresholds by agreement
Division 3	Classification of customers5
6	Classification5
7	Retailer initial classification of customers
8	Retailer reclassification of customers
9	Distributor initial classification of business customers
10	Distributor reclassification of business customers
11	Distributor classification and reclassification—requirements
Part 2	Customer retail contracts8
Division 1	Standard retail contracts—terms and conditions generally
12	Model terms and conditions for standard retail contracts
13	Application of provisions of these Rules to standard retail contracts 8
Division 2	Market retail contracts—terms and conditions generally 8
14	Terms and conditions of market retail contracts
15	Application of provisions of these Rules to market retail contracts
Division 3	Customer retail contracts—pre-contractual procedures9
16	Pre-contractual duty of retailers9
17	Pre-contractual duty of distributors9
18	Pre-contractual request to designated retailer for sale of energy (SRC) 10
19	Responsibilities of designated retailer in response to request for sale of energy (SRC)
Division 4	Customer retail contracts—billing12
20	Basis for bills (SRC and MRC)

21	Estimation as basis for bills (SRC and MRC)	13
22	Proportionate billing (SRC and MRC)	14
23	Bill smoothing (SRC)	14
24	Frequency of bills (SRC)	15
25	Contents of bills (SRC and MRC)	15
26	Pay-by date (SRC)	17
27	Apportionment (SRC)	17
28	Historical billing information (SRC and MRC)	18
29	Billing disputes (SRC and MRC)	18
30	Undercharging (SRC and MRC)	20
31	Overcharging (SRC and MRC)	21
32	Payment methods (SRC and MRC)	22
33	Payment difficulties (SRC and MRC)	23
34	Shortened collection cycles (SRC and MRC)	24
35	Request for final bill (SRC)	26
Division 5	Tariff changes	26
36	Obligations on retailers (SRC)	26
37	Customer request for change of tariff (SRC)	27
38	Change in use (SRC)	27
Division 6	Customer retail contracts—security deposits	28
39	Consideration of credit history	28
40	Requirement for security deposit (SRC and MRC)	29
41	Payment of security deposit (SRC)	31
42	Amount of security deposit (SRC)	31
43	Interest on security deposit (SRC and MRC)	32
44	Use of security deposit (SRC)	32
45	Obligation to return security deposit (SRC)	33
Division 7	Market retail contracts—particular requirements	34
45A	Definitions	34
46	Tariffs and charges	34
46A	Explicit Informed Consent – Variation of tariffs, charges or benefits to customer	
47	Cooling off period and right of withdrawal—market retail contracts	35
48	Retailer notice of end of fixed term retail contract	36
49	Termination of market retail contract	37

49A	Early termination charges	37
50	Small customer complaints and dispute resolution information	38
51	Liabilities and immunities	39
52	Indemnities	39
Division 8	Deemed customer retail arrangements	39
53	Obligations of retailers	39
54	Formation of standard retail contract on incomplete request	40
Division 9	Other retailer obligations	40
55	Referral to interpreter services	40
56	Provision of information to customers	40
56A	Energy consumption information - supply of electricity only	41
56B	Historical billing and energy consumption information - supply of eleonly	-
57	Retailer obligations in relation to customer transfer	42
58	Notice to small customers on transfer	42
59	Notice to small customers where transfer delayed	42
Division 10	Energy marketing	43
<b>Subdivision 1</b> 60	Preliminary Application of Division	
<b>Subdivision 2</b> 61 62 63 64	Providing information to small customers  Overview of this Subdivision	43 43 43
	Energy marketing activities	
65 66 67 68	No contact lists	44 45 45
Division 11	Miscellaneous	46
69	Compliance by small customer who is not owner of premises	46
70	Termination of standard retail contract (SRC)	46
Part 3	Customer hardship	48
71	Obligation of retailer to communicate customer hardship policy	48
72	Payment plans	48
73	Waiver of late payment fee for hardship customer	49
74	Payment by Centrepay (SRC and MRC)	49

75	Hardship program indicators	49
76	Waiver of debt for hardship customer	
Part 4	Relationship between distributors and customers	51
Division 1	Preliminary	51
77	Application of this Part	51
78	Variation or exclusion of provisions of this Part by deemed AER approstandard connection contracts	
Division 2	Customer connection services	51
79	Application for customer connection services	51
80	Provision of information to customers	52
Division 3	Deemed standard connection contracts	53
81	Model terms and conditions for deemed standard connection contracts.	53
Division 4	Negotiated connection contracts	53
82	Small customer complaints and dispute resolution information	53
83	Liabilities and immunities	54
Division 5	Distributor obligations to customers	54
84	Distributor service standards and GSL schemes	54
85	Fault reporting and correction	54
86A	Provision of information - supply of electricity	54
86B	Provision of information - supply of gas	55
87	Referral to interpreter services	55
Division 6	Distributor interruption to supply	55
88	Definitions	55
89	Distributor's right to interrupt supply	56
90	Planned interruptions	56
91	Unplanned interruptions	57
Division 7	Miscellaneous	57
92	Compliance by small customer who is not owner of premises	57
Part 5	Relationship between distributors and retailers—retail support obligations	59
Division 1	Preliminary	59
93	Application of this Part	59
Division 2	Assistance and cooperation	59
94	Assistance and cooperation	59

Division 3	Information requirements	59
95	Information about applicable tariffs, connection related information and other information	59
96	Requirements for information	60
97	Distributor and retailer contact details	60
98	Contact details for customers	60
99	Information on planned interruptions	60
100	Information on unplanned interruptions	61
Division 4	Shared customer enquiries and complaints	61
101	Enquiries or complaints relating to the retailer	61
102	Enquiries or complaints relating to the distributor	62
Division 5	De-energisation and re-energisation of shared customer's premises	63
103	De-energisation of premises by the distributor	63
104	Notification of de-energisation	63
105	Liability for ongoing charges	63
106	Re-energisation	63
Part 6	De-energisation (or disconnection) of premises—small customers	64
Division 1	Preliminary	
107	Application of this Part	
108	Definitions	
109	Reminder notices—retailers	65
110	Disconnection warning notices—retailers and distributors	65
Division 2	Retailer-initiated de-energisation of premises	66
111	De-energisation for not paying bill	66
112	De-energisation for not paying security deposit	68
113	De-energisation for denying access to meter	68
114	De-energisation for illegally using energy	69
115	De-energisation for non-notification by move-in or carry-over customers	s. 69
116	When retailer must not arrange de-energisation	70
117	Timing of de-energisation where dual fuel contract	71
118	Request for de-energisation	72
Division 3	Distributor de-energisation of premises	72
119	Grounds for de-energisation	72

120	When distributor must not de-energise premises	74
Division 4	Re-energisation of premises	75
121	Obligation on retailer to arrange re-energisation of premises	75
122	Obligation on distributor to re-energise premises	75
Part 7	Life support equipment	77
123	Application of this Part	77
124	Retailer obligations	77
125	Distributor obligations	78
126	Registration details kept by distributor	79
Part 8	Prepayment meter systems	80
127	Definitions	80
128	Disclosure requirements at energy marketing stage	80
129	System requirements	81
130	Trial period	82
131	Operating instructions to be provided	83
132	Consumption information to be provided	84
133	Limitation on recovery of debt	84
134	Credit retrieval	85
135	System testing	85
136	Overcharging	86
137	Undercharging	87
138	Illegal energy use	88
139	Life support equipment	88
140	Customer enquiries and complaints	88
141	Payment difficulties and hardship	89
142	Payment towards prepayment meter system account	90
143	Tariffs and charges	90
144	Billing for other goods and services	91
145	Customer termination of contract or request for removal	92
146	Different retailer	92
147	Deemed customer retail arrangements	93
Part 9	Exempt selling regime	96
Division 1	Preliminary	96

148	Definitions96
Division 2	AER power to exempt96
149	Individual exemptions
150	Deemed exemptions 96
151	Registrable exemptions and registered exemptions96
152	Conditions generally
153	Conditions for deemed exemptions and registered exemptions
Division 3	AER Exempt Selling Guidelines98
154	AER Exempt Selling Guidelines
Division 4	Provisions relating to individual exemptions99
155	Application for individual exemption or variation of individual exemption 99
156	Public notice and submissions
157	Deciding application
158	Conditions for individual exemptions
159	Form of energy to be specified
160	Notice of decision to grant application
161	Deemed refusal
162	Issue and public notice of individual exemption
163	Notice of refusal
Division 5	Public Register of Authorised Retailers and Exempt Sellers 102
164	Public Register of Authorised Retailers and Exempt Sellers 102
Part 10	Retail market performance reports 103
165	Purpose of this Part
166	Contents of retail market performance report—retail market overview 103
167	Contents of retail market performance report—retail market activities report103
Part 11	Customer retail contracts—electricity consumption benchmarks
168	Purpose of this Part
169	AER administration of electricity consumption benchmarks
170	Retailer obligations—electricity consumption benchmarks
171	Distributor obligations—electricity consumption information 106
Part 12	National energy retail consultation 107
172	Customer Consultative Group

173	Retail consultation procedure
Schedule 1	Model terms and conditions for standard retail contracts
Schedule 2	Model terms and conditions for deemed standard connection contracts
Schedule 3	Savings and Transitional Rules 141
Part 1	Transitional Rules—NSW gas distributors141
Division 1	Application and definitions141
1	Application141
2	Definitions
Division 2	Interim deemed standard connection contract 142
3	Required Alterations
4	Inconsistency with access arrangements and reference services agreements 142
5	Retailer interface
Division 3	Deemed and existing contractual arrangements with customers and NSW gas distributors
6	Formation of interim deemed standard connection connect contracts on start date
7	Existing contracts with large customers
Division 4	Transitional arrangements after the expiry date144
8	Deemed standard connection contract to replace interim contract 144
Part 2	Transitional Rules —ACT gas distributor 144
Division 1	Application and definitions144
1	Application144
2	Definitions
Division 2	Interim deemed standard connection contract 145
3	Required Alterations
4	Retailer interface
Division 3	Deemed and existing contractual arrangements with customers and ACT gas distributors
5	Formation of interim deemed standard connection connect contracts on start date
6	Existing contracts with large customers
Division 4	Transitional arrangements after the expiry date146
7	Deemed standard connection contract to replace interim contract 146

Part 3	Billing-related transitional rules	146
1	Definitions	146
2	Bill smoothing arrangement (Rule 23 NERR)	147
3	Bill frequency (Rule 24)	147
4	Undercharging (Rule 30)	147
5	Overcharging (Rule 31 NERR)	148
6	Payment methods (Rule 32 NERR)	148
7	Shortened collection cycles (Rule 34 NERR)	148
8	Enforcement of payment	149
Part 4	Miscellaneous transitional rules—initial NERR	149
1	Definitions	149
2	Life support arrangements	149
3	Classification of customers	150
4	Existing aggregation arrangements (Rule 5 NERR)	150
5	Energy consumption benchmarks	150
6	Electricity consumption benchmarks not to apply in NSW	150
7	Interim bill benchmarks where legacy billing arrangements	150
8	Application of start and end meter reads on small customer bills	151
Part 5	Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014	151
1	Definitions	151
2	Variation date	151
3	Effective date	151
Part 6	Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015	152
1	Definitions	152
2	Variation Date	152