



# Energy Retail Code Version 121

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### Revisions to this Code

Version No.	Date	Nature of Amendment
2	February 2006	Addition of sub-clause 3.3 in relation to bulk hot water billing requirements  Amendment to sub-clause 4.2 to clarify requirements for bills based on interval data.
3	May 2007	Amendment to sub-clause 24.1(d) and 32(b) and insertion of sub-clause 32(c) in relation to the application of Early Termination Fees.
4	October 2007	Amendment to sub-clause 24.1(d) and insertion of sub-clause 24.6. These amendments implement the Commission's Retailer of Last Resort Final Decision: February 2006.
5	January 2009	The following clauses have been amended to implement the Commission's Review of Regulatory Instruments Stage 1 Final Decision: 2, 3, 4, 5, 6, 7, 8, 9, 10, 14, 19, 20, 22.1, 23, 26, 28, 29 and Appendix 2.
6	October 2009	Amendment to clause 8.1 to clarify that retailers may only have regard to relevant default in determining a customer's unsatisfactory credit rating.  Amendment to clause 31 in relation to the administrative and hedge book imbalance cost that can apply in early termination fees.  The following clauses have been amended to reflect the Commission's Review of Regulatory Instruments Stage 1 Final Decision: 7.4, 12.2(d) and 26.6.
7	February 2010	Amendment to clause 4.2(o) to require retailers to include the distributor's name next to the faults and emergency number on a customer's bill.  Amendment of clause 26.7 to require retailers to update their information about customers that are registered by the distributors as life support customers on an annual basis.

Version No.	Date	Nature of Amendment
8	April 2011	To implement the Commission's Smart Meter Regulatory Review Final Decision: <ol style="list-style-type: none"> <li>1. the following clauses have been amended: 4.2, 4.4, 13.2, 13.5, 15.2, 20, 26.4, 27.2 and 34</li> <li>2. clauses 4.7 and 12A have been inserted.</li> </ol>
9	March 2012	Clause 4.2(h) has been amended to require retailers to include a start index read on smart meter bills. A definition of "index read" has been inserted under clause 34.  Clause 12A and the definition of supply capacity control have been amended to allow retailers to offer supply capacity control and load control products for non-credit management purposes.
10	May 2012	Clause 11.2 has been amended to prohibit retailers requiring payment as a condition of providing the customer an application form for a Utility Relief Grant.  Clause 15.2 has been amended to remove the absolute obligation on retailers to reconnect smart meter customers within two hours. This clause has also been amended to require that retailers pass on to a distributor within one hour a reconnection request by a smart meter customer.
10a	August 2013	To implement the Advanced Metering Infrastructure (AMI Tariffs) Order in Council 2013: <ol style="list-style-type: none"> <li>3. the following clauses have been amended: 20, 24.1, 26.4, 31, and</li> <li>4. relevant definitions have been inserted.</li> </ol>
11	October 2014	To harmonise the Energy Retail Code with the National Energy Customer Framework to the extent possible and incorporate the following Essential Services Guidelines into the Energy Retail Code: <ol style="list-style-type: none"> <li>5. Electricity Industry Guideline no. 13 – Greenhouse Gas Disclosure on Electricity Customers' Bills – January 2013;</li> <li>6. Guideline no. 19 – Energy Price and Product Disclosure – April 2014; and</li> <li>7. Guideline no. 21 – Energy Retailers' Financial Hardship Policies – April 2014.</li> </ol>
<u>11</u>	<u>January 2015</u>	<u>Minor amendments to clauses 25, 25A and Schedule 1 to address administrative errors.</u>
<u>112</u>	<u>January-August 2015</u>	<u>Minor amendments to clauses 25, 25A and Schedule 1 to address administrative errors. To introduce new protections for customers facing payment difficulty in accordance with:</u> <ul style="list-style-type: none"> <li>• <u>Section 10(c) Electricity Industry Act 2000; and</u></li> <li>• <u>Section 18(c) Gas Industry Act 2001.-</u></li> </ul>

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## Part 1 Preliminary

### Division 1 Introduction and definitions

#### 1 Citation

This Code may be cited as the *Energy Retail Code*.

#### 2 Commencement

This Code comes into operation on 13 October 2014.

#### 3 Definitions

In this Code—

***acceptable identification***, in relation to:

- (a) a *residential customer*—includes any one of the following:
  - (i) a driver licence (or driver's licence) issued under the law of a State or Territory, a current passport or another form of photographic identification;
  - (ii) a Pensioner Concession Card or other entitlement card, issued under the law of the Commonwealth or of a State or Territory;
  - (iii) a birth certificate; or
- (b) a *business customer* that is a sole trader or partnership—includes one or more of the forms of identification for a *residential customer* for one or more of the individuals that conduct the business or enterprise concerned; or
- (c) a *business customer* that is a body corporate—means Australian Company Number or Australian Business Number of the body corporate;

***agreed damages term*** means a term or condition of a *customer retail contract* under which a *customer* and a *retailer* have agreed the amount, or a basis for determining the amount, that will be payable by the *customer* to the *retailer* for the *customer's* breach of their *customer retail contract*;

***AMI retail tariff*** means an AMI tariff within the meaning of paragraph (a) of the definition of AMI tariff in section 46B of the *Electricity Industry Act*;

***associate*** of a *retailer* includes –

- (a) an employee or agent of the *retailer*; and
- (b) a person contracted by the *retailer*; and
- (c) a person who receives or is contracted to receive commissions from the *retailer*;

***arrears***, in relation to a *residential customer facing payment difficulties who is receiving assistance under Part 3*, means the sum of any amounts payable by the *customer* under one or more bills that are unpaid as at the *bill issue date* for a subsequent bill;

***bill issue date*** means the date, included in a bill under clause 25 (1) (e), on which the bill is sent by the *retailer* to a *small customer*;

**business customer** means a *small customer* who is not a *residential customer*;

**business day** means a day that is not:

- (a) a Saturday or Sunday; or
- (b) a public holiday appointed under the *Public Holidays Act 1993* (Vic);

**carry-over customer** means a *small customer* who continues consuming *energy* at premises after the *customer's* previously current *customer retail contract* expires or terminates –

- (a) without provision in that contract for the terms and conditions to apply after the expiry or termination for the continued provisions of those services; and
- (b) without applying to a *retailer* for the provision (after that expiry or termination) of those services;

**Commission** means the *Essential Services Commission* under the *Essential Services Commission Act 2001* (Vic);

**connection** means a physical link between a distribution system and a *customer's* premises to allow the flow of *energy*;

**cooling off period**—see rule 47(2);

**customer** means a person:

- (a) to whom *energy* is sold for premises by a *retailer*; or
- (b) who proposes to purchase *energy* for premises from a *retailer*;

**customer connection service** for premises means any or all of the following:

- (a) a service relating to a new *connection* for the premises;
- (b) a service relating to a *connection* alteration for the premises;
- (c) a supply service for the premises, including (but not limited to) the *energisation, de-energisation* or *re-energisation* of the premises;

**customer retail contract** means a contract between a *small customer* and a *retailer* for the provision of *customer retail services* for particular premises;

**customer retail services** means the sale of *energy* by a *retailer* to a *customer* at premises;

**de-energisation or disconnection** of premises means:

- (a) in the case of electricity—the opening of a *connection*; or
- (b) in the case of gas—the closing of a *connection*,

in order to prevent the flow of *energy* to the premises;

**deemed customer retail arrangement** means a deemed contract for the supply and sale of *energy* arising under section 39 of the *Electricity Industry Act* or section 46 of the *Gas Industry Act*;

**designated retailer** means:

- (a) in relation to premises and the supply of electricity, the relevant licensee in relation to the supply of electricity from the supply point for the premises

determined in accordance with an Order in Council made under section 35 of the *Electricity Industry Act*; and

- (b) in relation to premises and the supply of gas, the specified licensee in relation to the supply of gas from the supply point or ancillary supply point for the premises determined in accordance with an Order in Council made under section 42 of the *Gas Industry Act*;

**disconnection**—see the definition of *de-energisation*;

**disconnection warning notice**—see clause 110;

**electric bulk hot water** means water centrally heated by electricity and delivered to a number of *customer* premises where the *customer's* consumption of hot water is measured with a *meter* and where an *energy bill* is issued by a *retailer*;

**electric bulk hot water conversion factor** means the conversion factor used by *retailers* to bill *electric bulk hot water customers*. The *electric bulk hot water conversion factor* will have a maximum value of 89kWh per kilolitre. Where *customers* are currently billed using a lower *electric bulk hot water conversion factor*, or a lower *electric bulk hot water conversion factor* for the site is assessed, *retailers* must bill *customers* using the lower *electric bulk hot water conversion factor*;

**Electricity Industry Act** means the *Electricity Industry Act 2000* (Vic);

**e-marketing activity** has the meaning given by section 109A of the *Telecommunications Act 1997* of the Commonwealth;

**energisation** of premises means:

- (a) in the case of electricity—the closing of a *connection*; or
- (b) in the case of gas—the opening of a *connection*,

in order to allow the flow of *energy* to the premises;

**energy** means electricity or gas or both;

**energy laws** includes:

- (a) the national electricity legislation as defined in the NEL;
- (b) the national gas legislation as defined in the NGL;
- (c) legislation of Victoria (other than the national electricity legislation and the national gas legislation), or any instrument made or issued under or for the purpose of that legislation, that regulates *energy*;
- (d) the NER and the NGR; and
- (e) instruments made under the NER and the NGR (including the *Retail Market Procedures*);

**energy marketing activity** means an activity that is carried on to market, advertise or promote:

- (a) *customer connection services*; or
- (b) *customer retail services*; or
- (c) a supplier or prospective supplier of *customer connection services* or *customer retail services*,

to a *small customer*;

**energy ombudsman** means the Energy and Water Ombudsman (Victoria) Limited;

**explicit informed consent**—see clause 3C;

**financially responsible retailer** for premises means:

- (a) in the case of electricity—the *retailer* who is the financially responsible Market Participant responsible for the premises under the NER; or
- (b) in the case of gas—the *retailer* who is responsible for settling the account for gas withdrawn from the delivery point (however described) associated with the premises under the relevant *Retail Market Procedures*;

**flat AMI retail tariff** means an AMI tariff where the component rates of that tariff do not vary by reference to:

- (a) the time of day;
- (b) the amount of electricity supplied or sold during the day;
- (c) temperature, whether actual or forecast; or
- (d) other characteristics that vary during the day;

**Note:**

1. Paragraph (b) does not exclude block tariffs from being flat AMI tariffs; 2. The definition does not exclude from being *flat AMI retail tariffs*, tariffs that vary seasonally.

**flexible AMI retail tariff** means an *AMI retail tariff* that is not a *flat AMI retail tariff* and that was first made available on or after 24 June 2013;

**Functionality Specification** has the meaning given to it in the Order in Council dated 12 November 2007, made under section 46D of the *Electricity Industry Act*;

**gas bulk hot water** means water centrally heated by gas and delivered to a number of *customer* premises where the *customer's* consumption of hot water is measured with a *meter* and where an *energy bill* is issued by a *retailer*;

**gas bulk hot water rate** means the gas price in cents per litre that is used by a *retailer* to charge *customers* for *energy* in delivering *gas bulk hot water*;

**Gas Industry Act** means the *Gas Industry Act 2001* (Vic);

~~**hardship customer** means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the retailer's customer hardship policy;~~

**index read** in relation to *smart meters* has the meaning given under the Meter Data File Format Specification NEM 12 and NEM 13 published by the Australian Energy Market Operator;

**last resort event** in respect of a *retailer* means when:

- (a) the *retailer's* retail licence is suspended or revoked; or
- (b) the right of the *retailer* to acquire:
  - (i) for electricity, electricity from the wholesale electricity market; and
  - (ii) for gas, gas from a wholesale gas market or a producer,

is suspended or terminated,  
whichever first occurs;

**life support equipment** means any of the following:

- (a) an oxygen concentrator;
- (b) an intermittent peritoneal dialysis machine;
- (c) a kidney dialysis machine;
- (d) a chronic positive airways pressure respirator;
- (e) crigler najjar syndrome phototherapy equipment;
- (f) a ventilator for life support;
- (g) in relation to a particular *customer*—any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for a person residing at the *customer's* premises for life support or otherwise where the customer provides a current medical certificate certifying that a person residing at the customer's premises has a medical condition which requires continued supply of electricity or gas ~~of gas~~;

**market retail contract** means a contract between a *small customer* and a *retailer* which is not a *deemed customer retail arrangement* nor a *standard retail contract*;

**meter**, in relation to a *customer*, means:

- (a) the device that measures the quantity of *energy* passing through it or records the consumption of *energy* at the *customer's* premises; and
- (b) for *electricity bulk hot water* or *gas bulk hot water*, the device which measures and records the consumption of bulk hot water consumed at the *customer's* premises;

**meter type** has the meaning given in an Order in Council made under section 7AA of the *Electricity Industry Act* or made under section 7A of the *Gas Industry Act*, as applicable;

**metering data** has the same meaning as:

- (a) in the case of electricity—in the NER; or
- (b) in the case of gas—in the applicable *Retail Market Procedures*;

**metering rules**:

- (a) for electricity—means the applicable *Retail Market Procedures* and Chapter 7 of the NER;
- (b) for gas—means the applicable *Retail Market Procedures*;

**move-in customer** means a *small customer* who starts consuming *energy* at premises without first applying to a *retailer* for the provision of *customer retail services*;

**NEL** means the National Electricity Law set out in the Schedule to the *National Electricity (South Australia) Act 1996* of South Australia;

**NEM Representative** means a related body corporate (within the meaning of the *Corporations Act 2001* of the Commonwealth) of an electricity *retailer* that is

registered with AEMO as a market *customer* under the NER and that, directly or indirectly, sells electricity to the *retailer* for on-sale to *customers*;

**NER** means the National Electricity Rules as in force from time to time under the NEL;

**NGL** means the National Gas Law set out in the Schedule to the *National Gas (South Australia) Act 2008* of South Australia;

**NGR** means the National Gas Rules as in force from time to time under Chapter 9 of the NGL;

**offer summary** means a statement prepared by a *retailer* pursuant to its obligations under clause 15C;

**pay-by date**—see clause 26;

**payment plan**, in relation to a *small customer* (other than a *residential customer* anticipating or facing payment difficulties who is receiving assistance under Part 3), means a plan for the *customer* to pay a *retailer*, by periodic instalments in accordance with this Code, any amounts payable by the *customer* for the sale and supply of *energy*;

**payment plan** means a plan for:

- ~~— (a) a *hardship customer*; or~~
- ~~— (b) a *residential customer* who is not a *hardship customer* but who is experiencing payment difficulties;~~

~~to pay a *retailer*, by periodic instalments in accordance with this Code, any amounts payable by the *customer* for the sale and supply of *energy*;~~

**Price and Product Information Statement** means a statement prepared by a *specified retailer* pursuant to its obligations under section 36A of the *Electricity Industry Act* or under section 43A of the *Gas Industry Act*;

**re-energisation or reconnection** of premises means the *energisation* of the premises after their *de-energisation*;

**relevant authority** means:

- (a) AEMO; or
- (b) State or federal police; or
- (c) a person or body who has the power under law to direct a distributor to *de-energise* premises;

**relevant customer** means a *relevant customer* within the meaning of section 36 of the *Electricity Industry Act* or section 43 of the *Gas Industry Act*;

**Note:**

The term '*relevant customer*' is used in clause 15. Under the *Electricity Industry Act* and the *Gas Industry Act* the term is defined by Orders in Council. As at the date of this Code, '*relevant customers*' are the same as '*small customers*'.

**reminder notice**—see clause 109;

**residential customer** means a *customer* who purchases *energy* principally for personal, household or domestic use;

**responsible person:**

- (a) in the case of electricity—has the same meaning as in the NER; or
- (b) in the case of gas—means the person who, under the applicable *Retail Market Procedures*, is responsible for *meter* reading;

**retail marketer** means a *retailer* or an *associate* of a *retailer*;

**Retail Market Procedures** means:

- (a) in the case of electricity, the *Retail Market Procedures* within the meaning of the NER; and
- (b) in the case of gas, the *Retail Market Procedures* within the meaning of the NGL and made under the NGR;

**retailer** means a person who holds a retail licence under the *Electricity Industry Act* or the *Gas Industry Act*;

**security deposit** means an amount of money paid or payable, in accordance with this Code, to a *retailer* as a security against non-payment of a bill;

**small customer** has the same meaning given to *domestic or small business customer* under section 3 of the *Electricity Industry Act* or section 3 of the *Gas Industry Act*;

**Note:**

Under the *Electricity Industry Act* and the *Gas Industry Act*, the term '*domestic and small business customer*' is defined by Orders in Council. As at the date of this Code the relevant Orders define a *domestic or small business customer* as (paraphrasing):

- (a) a person who purchases *energy* principally for personal, household or domestic use at the relevant supply point; or
- (b) in the case of electricity, a person whose aggregate consumption of electricity taken from the relevant supply point has not been, or in the case of a new supply point, is not likely to be, more than 40MWh per year; or
- (c) in the case of gas, a person whose aggregate consumption of gas taken from the relevant supply point has not been, or, in the case of a new supply point, is not likely to be, more than 1000 GJ per year.

**small retail customer** has the meaning given by section 3 of the *Electricity Industry Act* and by section 3 of the *Gas Industry Act*;

**Note:**

*Small retail customers* are defined by Orders in Council made under section 7AA of the *Electricity Industry Act* and section 7A of the *Gas Industry Act*. *Small retail customers* are only relevant for the purpose of Division 2A, which replaces Guideline No 19 – Energy Price and Product Disclosure.

**smart meter** means an interval meter that meets the functionality requirements set out in the *Functionality Specification* and:

- (a) is designed to transmit *metering data* to a remote location for data collection; and
- (b) does not, at any time, require the presence of a person at, or near, the *meter* for the purposes of data collection or data verification (whether this occurs manually as a walk-by reading or through the use of a vehicle as a close proximity drive-by reading), including, but not limited to, an interval meter

that transmits *metering data* via direct dial-up, satellite, the internet, general packet radio service, power line carrier, or any other equivalent technology;

**specified retailer** has the meaning given by section 3 of the *Electricity Industry Act* and section 3 of the *Gas Industry Act*;

**Note:**

The term '*specified retailer*' is used in this Code in clause 15B. Under the *Electricity Industry Act* and *Gas Industry Act* it is defined by Orders in Council. As at the date of this Code, the current Orders in Council provide that each retail licensee is a *specified retailer* for the purposes of section 36A of the *Electricity Industry Act* and 43A of the *Gas Industry Act*.

**standard retail contract** means a *customer retail contract* that arises from the acceptance of a *standing offer*;

**standing offer** has, in relation to electricity, the same meaning as 'licensee standing offer' in section 3 of the *Electricity Industry Act* and, in relation to gas, the same meaning as 'licensee standing offer' in section 3 of the *Gas Industry Act*;

**supply capacity control product** means the use, other than the emergency use, of a *smart meter* to temporarily interrupt electricity supply to a *customer*;

**telemarketing call** has the same meaning as in the *Telecommunications Act 1997* of the Commonwealth.

### **3A Savings and Transitional Provisions**

Schedule 3 applies.

### **3B Purpose and Application**

- (1) This Code applies to *small customers* only.
- (2) This Code applies to, and must be complied with by, all *retailers* in accordance with their retail licences.
- (3) The provisions in Division 2A of this Code constitute guidelines for the purpose of sections 35C and 36A of the *Electricity Industry Act* and sections 42C and 43A of the *Gas Industry Act*. The parts of Division 2A of this Code concerned with *offer summaries* are prepared and issued under section 13 of the *Essential Services Commission Act 2001* (Vic).
- (4) The provisions in Part 3 of this Code constitute guidelines for the purpose of section 44 of the *Electricity Industry Act* and section 48H of the *Gas Industry Act*.

### **3C Explicit Informed Consent**

- (1) *Explicit informed consent* to a transaction is consent given by a *small customer* to a *retailer* where:
  - (a) the *retailer*, or a person acting on behalf of the *retailer*, has clearly, fully and adequately disclosed in plain English all matters relevant to the consent of the *customer*, including each specific purpose or use of the consent; and
  - (b) the *customer* gives the consent to the transaction in accordance with subclause (2); and

- (c) the person is competent to do so; and
  - (d) any requirements prescribed by this Code for the purposes of this subclause have been complied with.
- (2) *Explicit informed consent* requires the consent to be given by the *small customer*:
- (a) in writing signed by the *customer*; or
  - (b) verbally, so long as the verbal consent is evidenced in such a way that it can be verified and made the subject of a record under clause 3D; or
  - (c) by electronic communication generated by the *customer*.

### **3D Record of explicit informed consent**

- (1) A *retailer* must:
- (a) create a record of each *explicit informed consent* required by this Code and provided by a *small customer*; and
  - (b) retain the record for at least 2 years.
- (2) The record must be in such a format and include such information as will enable:
- (a) the *Commission* to verify the *retailer's* compliance with the relevant requirements of this Code relating to *explicit informed consent*; and
  - (b) the *retailer* to answer enquiries from a *small customer* relating to the *customer's explicit informed consent*.
- (3) A *retailer* must, on request by a *small customer* and at no charge, provide the *customer* with access to a copy of the record of any *explicit informed consent* given by the *customer* and then retained by the *retailer*.

### **3E No or defective explicit informed consent**

- (1) A transaction specified in this Code as requiring *explicit informed consent* between a *retailer* and *small customer* is void if it is established, in accordance with subsection (2) and any applicable provisions of this Code, that *explicit informed consent* as required by this clause was not obtained.
- (2) It is established that the required *explicit informed consent* was not obtained if:
- (a) the *customer* raises the issue with the *retailer* either by asserting that the consent was not obtained or by requesting production of a record of the consent; and
  - (b) the issue is so raised within 12 months after the date of the transaction; and
  - (c) the *retailer*:
    - (i) admits that the consent was not obtained; or

- (ii) does not produce a satisfactory record of the informed consent as soon as practicable, but within 10 *business days*, after the issue is so raised.
- (3) Subject to subsections (4) and (5), the *retailer* cannot recover any amount for any *energy* supplied as a result of the void transaction.
- (4) If the void transaction did not involve the transfer of the *customer* to the *retailer* from another *retailer*, the *customer* is only liable to pay the *retailer* any charges that would have been payable for the sale and supply of *energy* if the void transaction had not occurred.
- (5) If the void transaction did involve the transfer of the *customer* to the *retailer* (the new *retailer*) from another *retailer* (the original *retailer*):
  - (a) the *customer* is (subject to paragraph (b)) liable to pay the original *retailer* all charges for the sale and supply of *energy* as if the void transaction had not occurred and the sale and supply had occurred with the original *retailer* being the *customer's retailer*; and
  - (b) to the extent that the *customer* has paid the new *retailer* charges for the sale and supply of *energy* as a consequence of the void transaction:
    - (i) the *customer* is entitled to set off the amount of those payments against any amounts payable under paragraph (a); and
    - (ii) the new *retailer* must pay the set off amounts to the original *retailer*; and
    - (iii) the original *retailer* is entitled to recover those set off amounts from the new *retailer* in a court of competent jurisdiction; and
  - (c) nothing in this section prevents the original *retailer* from proceeding by action for loss or damage suffered because of the void transaction; and
  - (d) the *customer* is not liable to the new *retailer* for any loss or damage arising because the transaction is void or arising from payments the new *retailer* has to pay the original *retailer* because the transaction is void.

### **3F Giving of notices and other documents under this Code**

- (1) If this Code requires or permits a notice or other document to be served on a person (whether the expression 'deliver', 'give', 'notify' or 'send' or another expression is used), the notice or other document may be served:
  - (a) on a natural person:
    - (i) by delivering it to the person personally; or
    - (ii) by leaving it at, or by sending it by post, facsimile or similar facility to the last known address of the place of residence or usual place of business of the person; or

(iii) by sending it electronically to that person, but, in the case of a *small customer*, only if the *small customer* has given *explicit informed consent* to receiving the notice or other document electronically; or

(b) on a body corporate:

(i) by leaving it at the registered office or usual place of business of the body corporate with an officer of the body corporate; or

(ii) by sending it by post, facsimile or similar facility to its registered office or its usual place of business; or

(iii) by sending it electronically to that body corporate or an office of the body corporate.

**Division 2 [Not used]**

**4 [Not used]**

**5 [Not used]**

**Division 3 [Not used]**

**6 [Not used]**

**7 [Not used]**

**8 [Not used]**

**9 [Not used]**

**10 [Not used]**

**11 [Not used]**

## Part 2 Customer retail contracts

### Division 1 Standard retail contracts—terms and conditions generally

#### 12 Model terms and conditions for standard retail contracts

- (1) Model terms and conditions for a *standard retail contract* are set out in Schedule 1.
- (2) A statement in Schedule 1 that is underlined and in square brackets indicates that a required alteration must be made by omitting the statement and substituting the matter referred to in the statement.
- (3) The model terms and conditions set out in Schedule 1, as varied to incorporate any permitted alterations or required alterations, are approved by the *Commission* for the purpose of section 35(1)(b) of the *Electricity Industry Act* and section 42(1)(b) of the *Gas Industry Act*.

**Note:**

Where a *retailer* adopts the model terms, varied only to incorporate any permitted alterations or required alterations, the *retailer* is not required to submit the model terms for approval by the Commission under section 35(1)(b) of the *Electricity Industry Act* or section 42(1)(b) of the *Gas Industry Act*.

- (3A) Each provision of the model terms and conditions set out in Schedule 1, as varied to incorporate any permitted alterations or required alterations:
  - (a) is a term or condition decided by the *Commission* for the purpose of section 36(1) of the *Electricity Industry Act* and section 43(1) of the *Gas Industry Act* in relation to *relevant customers* who purchase *energy* under a *standard retail contract*; and
  - (b) the terms and conditions of the contract must not be inconsistent with the provision; and
  - (c) the terms and conditions of the contract may supplement or augment the operation of the provision; and
  - (d) the terms and conditions of the contract must not diminish the operation of the provision; and
  - (e) the provision prevails to the extent of any inconsistency with any other term or condition of the contract.
- (4) Permitted alterations are:
  - (a) alterations specifying details relating to identity and contact details of the *retailer*; and
  - (b) minor alterations that do not change the substantive effect of the model terms and conditions; and
  - (c) alterations of a kind specified or referred to in this Code; and

- (d) alterations that are expressed to apply only to the operation of the model terms and conditions in jurisdictions other than Victoria.
- (5) Required alterations are:
  - (a) alterations that this Code requires to be made to the *retailer's* form of *standard retail contract* in relation to matters relating to specific jurisdictions; and
  - (b) alterations of a kind specified or referred to in this Code.
- (6) In this clause **alterations** includes omissions and additions.

### 13 **Application of provisions of this Code to standard retail contracts**

- (1) Other provisions of this Code apply to *standard retail contracts* to the extent provided by those provisions.

**Note:**

For example, clause 70 makes provision for the termination of a *standard retail contract*.

- (2) If a clause provides that a provision of this Code applies in relation to *standard retail contracts* or that the clause is a minimum requirement in relation to *standard retail contracts*:
  - (a) the provision is a term or condition decided by the *Commission* for the purpose of section 36(1) of the *Electricity Industry Act* and section 43(1) of the *Gas Industry Act* in relation to *relevant customers* who purchase *energy* under a *standard retail contract*; and
  - (b) the terms and conditions of the contract must not be inconsistent with the provision; and
  - (c) the terms and conditions of the contract may supplement or augment the operation of the provision; and
  - (d) the terms and conditions of the contract must not diminish the operation of the provision; and
  - (e) the provision prevails to the extent of any inconsistency with any other term or condition of the contract.

## Division 2 **Market retail contracts—terms and conditions generally**

### 14 **Terms and conditions of market retail contracts**

- (1) The terms and conditions of a *market retail contract* are as agreed between the *retailer* and the *small customer*, except as provided by this Code.
- (2) Nothing in this Code prevents the inclusion in a *market retail contract* of a term or condition that is the same or substantially the same as a term or condition of *standard retail contracts* that is not otherwise applicable to *market retail contracts*.

## **15 Application of provisions of this Code to market retail contracts**

- (1) Other provisions of this Code apply to *market retail contracts*, to the extent provided by those provisions.
- (2) If a clause provides that a provision of this Code applies in relation to *market retail contracts* or that the clause is a minimum requirement in relation to *market retail contracts*:
  - (a) the provision is a term or condition decided by the *Commission* for the purpose of section 36(1) of the *Electricity Industry Act* and section 43(1) of the *Gas Industry Act* in relation to *relevant customers* who purchase *energy* under a *market retail contract*; and
  - (b) the terms and conditions of the contract must not be inconsistent with the provision; and
  - (c) the terms and conditions of the contract may supplement or augment the operation of the provision; and
  - (d) the terms and conditions of the contract must not diminish the operation of the provision; and
  - (e) the provision prevails to the extent of any inconsistency with any other term or condition of the contract.

## **Division 2A Energy Price and Product disclosure**

### **15A Internet publication of standing offer tariffs**

- (1) A *retailer* must:
  - (a) publish on its internet site details of its *standing offers* in the manner set out in Schedule 4 or Schedule 5; and
  - (b) input onto the internet site nominated by the Minister each of its electricity *standing offers* including all details as required by that internet site; and
  - (c) input onto the *Commission's* YourChoice website each of its gas *standing offers* including all details as required by that internet site.
- (2) The home page of the *retailer's* principal internet site must have a link that allows a person to access the *retailer's standing offer* easily and logically.

### **15B Relevant published offers (Price and Product Information Statements)**

- (1) A *specified retailer* must provide a link on the home page of the *specified retailer's* internet site so that a *customer* can easily and logically access the *retailer's Price and Product Information Statements*.
- (2) The *specified retailer* must not:

- (a) require the *customer* to provide technical information, such as the *customer's* consumption, retail tariff, network tariff, distribution area, national metering identifier or meter installation registration number; or
- (b) request personal information about the *customer*, such as driver's licence number, address or date of birth;

before providing the *Price and Product Information Statement*.

**Note:**

This clause is not intended to prevent *retailers* from asking questions about these characteristics. However, it cannot be mandatory that the *customer* provide the information in order to proceed through the online process and obtain a *Price and Product Information Statement*.

- (3) If the *specified retailer* requires the *customer's meter type*, the *customer* must be provided with plain English explanations so that they can identify their *meter type* easily.
- (4) A *specified retailer* must co-operate with the relevant parties in implementing a system to create and sustain reliable links from the internet site [yourchoice.vic.gov.au](http://yourchoice.vic.gov.au) or the internet site nominated by the Minister so that the *customer* can:
  - (a) easily view the same or more offer information in the *retailer's* website; and
  - (b) potentially accept that offer or another offer.
- (5) Where the *specified retailer* is unable to determine, based on the information gathered about the *customer*, which of more than one *Price and Product Information Statement* applies, the *specified retailer* must either:
  - (a) present a *Price and Product Information Statement* for one of the potentially applicable tariffs, which must be a *flat AMI retail tariff*; or
  - (b) present a *Price and Product Information Statement* for each of the potentially applicable tariffs.

In doing so, the *specified retailer* must electronically communicate to the *customer* that it is not clear, based on the information gathered about the *customer*, which of more than one *Price and Product Information Statement* applies.

- (6) Each *Price and Product Information Statement* must at least include:
  - (a) all fees and charges separately disclosed, including the tariff and early termination fees, if applicable;
  - (b) the term of the contract and the termination notification required;
  - (c) without limiting paragraph (d), if the tariff is a *flexible AMI retail tariff*:
    - (i) a clear and simple explanation of:

- a. whether the right to revert exists;
  - b. the rights of a *customer* to opt-out of the tariff and revert to the previously applying *AMI retail tariff*;
  - c. where the *customer* can obtain further information about its rights under the Advanced Metering Infrastructure (AMI Tariffs) Order in Council 2013 (made under section 46D of the *Electricity Industry Act*); and
    - (ii) a website address for the relevant part of the Department of State Development, Business and Innovation website;
  - (d) an explanation of how the tariff and other fees and charges can change, if applicable;
  - (e) a description of the characteristics relevant to determining whether the tariff or term or condition is applicable to a *customer*;
  - (f) the following statement:
 

**“About this document**  
 This Price and Product Information Statement is presented in accordance with the requirements of the Essential Services Commission (ESC) - the independent regulator of the retail energy industry in Victoria. For information about choosing an energy retailer, visit **yourchoice.vic.gov.au**. To compare electricity retailer offers available to you, go to **mpp.switchon.vic.gov.au**; to compare gas retailer offers available to you, go to **yourchoice.vic.gov.au**.”
  - (g) details of, if applicable:
    - (i) rebates, other than government-funded rebates;
    - (ii) non-price incentives;
    - (iii) where a different tariff is applicable at different times, when the different tariffs apply;
    - (iv) where the *specified retailer* intends to make the tariff or any other element of the published details available only for a fixed period, the availability end date; and
    - (v) how to get further information on the terms and conditions.
- (7) Each *Price and Product Information Statement* must adhere to the following format requirements:
- (a) the *specified retailer* must title and refer to the published information as “*Price and Product Information Statement*”;
  - (b) the *specified retailer* must specifically identify each *Price and Product Information Statement* with a unique name or reference code or both;
  - (c) all monetary amounts must be shown on both a GST-exclusive and GST-inclusive basis;

- (d) variable fees and charges that relate to *energy* consumed must be expressed as cents per kilowatt hour or megajoule, as appropriate; and
- (e) any fixed fees or charges relating to the supply of *energy* must be expressed as either dollars per day or in a manner which shows how these fees or charges are billed and calculated.

An example *Price and Product Information Statement* is set out in Schedule 5. The *specified retailer* may present its *Price and Product Information Statement* in an alternative format to that set out in clause 15B(6) and clause 15B(7) with the *Commission's* prior approval.

- (8) A *Price and Product Information Statement* must be updated within five *business days* of any change to the information presented in the statement.

## **15C Offer summary**

- (1) A *retailer* must provide an *offer summary* in writing to a *small retail customer*:
  - (a) on request by the *customer*; and
  - (b) when providing the *customer* the terms or information about the terms of any new retail contract, including when engaging in any marketing activity.
- (2) Each *offer summary* must include at least:
  - (a) the information set out in clauses 15B(6)(a) to (d) and (g);
  - (b) in relation to any fixed fees or charges relating to the supply of *energy*, the number of days in the period to which the charge relates;
  - (c) the following statement:

“For information about choosing an *energy retailer* visit: **[youchoice.vic.gov.au](http://youchoice.vic.gov.au)**.”
- (3) For the purpose of avoiding any confusion:
  - (a) the *offer summary* must be a separate document to the full contractual terms and conditions; and
  - (b) may include other information.
- (4) All monetary amounts presented on the *offer summary* must be shown on both a GST-exclusive and GST-inclusive basis.

## **15D Relevant Published Offers (Energy Price Fact Sheets)**

- (1) In lieu of the requirements in clause 15B(6) and clause 15B(7)(a), an Energy Price Fact Sheet may be prepared in accordance with the content and format requirements set out in sections 2.2, 2.3 and 2.4 of the Australian Energy Regulator's “AER Retail Pricing Information Guideline Version 3.0” except that the *retailer* must omit item 6 in section 2.3.3 and instead include the statement:

“This Energy Price Fact Sheet is presented in accordance with requirements of the Essential Services Commission (ESC) – the independent regulator of the retail energy industry in Victoria. For information about choosing an energy retailer, visit [yourchoice.vic.gov.au](http://yourchoice.vic.gov.au). To compare electricity retailer offers available to you, go to [mpp.switchon.vic.gov.au](http://mpp.switchon.vic.gov.au); to compare gas retailer offers available to you, go to [yourchoice.vic.gov.au](http://yourchoice.vic.gov.au).”

and must nonetheless include the explanations required by clause 15B(6)(c) of this Code.

- (2) An Energy Price Fact Sheet complying with the requirements of clause 15D(1) may be published by a *retailer* on its internet site in satisfaction of the requirement set out in clause 15A(1)(a).

## **15E Relevant Offer Summaries (Disclosure Statements)**

- (1) In lieu of the requirements in clause 15C(2), a disclosure statement may be prepared in writing in accordance with the content requirements set out in clause 64 of this Code, provided the disclosure statement complies with clause 15C(4) and includes:
  - (a) the details required by clause 15C(2)(b) and (c);
  - (b) the termination notification required by clause 15B(6)(b); and
  - (c) the details required by clause 15B(6)(g)(ii),(iii), (iv) and (v).
- (2) A disclosure statement complying with the requirements of clause 15E(1) may be provided to a *small retail customer* in satisfaction of the requirements of clause 15C(1).

## **15F Other requirements**

- (1) All information in a *Price and Product Information Statement* or *offer summary* must be written in plain English and be designed to be readily understandable by *customers*. Additional information included in an *offer summary*, beyond the requirements specified in Division 2A of Part 2 of this Code, should be appropriate and not excessive.
- (2) In presenting a *Price and Product Information Statement* or *offer summary*, a *retailer* must comply with all applicable legislative and regulatory requirements, including, but not limited to, the *Privacy Act 1988* (Cth), the *Competition and Consumer Act 2010* (Cth), the *Australian Consumer Law and Fair Trading Act 2012* (Vic) and Division 10 of Part 2 of this Code.

## Division 3            Customer retail contracts—pre-contractual procedures

### 16            Pre-contractual duty of retailers

- (1) This clause applies where a *retailer* is contacted by a *small customer* who is seeking to purchase *energy* for premises.
- (2) If the *retailer* is the *designated retailer* for the premises, the *retailer*:
  - (a) may elect to offer the *customer* a *market retail contract*; and
  - (b) must advise the *customer* of the availability of the *retailer's standing offer*.
- (3) If the *retailer* is not the *designated retailer* for the premises and the *retailer* does not elect to offer the *customer* (whether at the request of the *customer* or of its own initiative) a *market retail contract*, the *retailer*:
  - (a) must refer the *customer* to the distributor for the premises concerned; and
  - (b) must inform the *small customer* that the distributor will be able to advise the *customer* which *retailer* has an obligation to make a *standing offer* that is applicable to the *customer*.
- (4) A *retailer* must obtain the *explicit informed consent* of a *small customer* for the entry by the *customer* into a *market retail contract* with the *retailer*.

### 17            [Not used]

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

- (1) A *small customer* who wishes to purchase *energy* for premises under a *standard retail contract* may make a request to the *designated retailer* for the premises for the sale of *energy* in accordance with the *retailer's standing offer*.
- (2) The request may be made by telephone or in writing.
- (3) The *small customer* must:
  - (a) provide the *customer's* name and *acceptable identification*; and
  - (b) provide contact details for billing purposes; and
  - (c) ensure that there is safe and unhindered access to the *meter* at the premises.
- (4) [Not used]
- (5) The *designated retailer* may include in the charges under the *standard retail contract* any outstanding amounts owed by the *small customer* to the *retailer* from an unpaid account (excluding unpaid amounts for premises for which the *customer* has an ongoing *customer retail contract*).

(6) The *designated retailer* is not entitled to refuse to sell *energy* to a *small customer* who is a *residential customer* on the ground that the *customer* owes the *retailer* the outstanding amounts referred to in subclause (5).

(7) Where:

- (a) a *retailer* has arranged for the *de-energisation* of a *small customer's* premises (other than where the *retailer* has arranged for *de-energisation* due to failure to pay a bill under clause 111 or 111A); and
- (b) the *customer* has not within 10 *business days* of *de-energisation* rectified the matter that gave rise to the *de-energisation*,

the *retailer* may decline to enter into a *customer retail contract* with the *customer* and to arrange for *energisation* of the premises until the matter that gave rise to the *de-energisation* has been rectified.

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

(1) A *designated retailer* must, as soon as practicable, provide a *small customer* requesting the sale of *energy* under the *retailer's standing offer* with the following information:

- (a) a description of the *retailer's standard retail contract* that is formed as a result of the *customer* accepting the *standing offer* and how copies of the contract may be obtained;
- (b) a description of the *retailer's* and *customer's* respective rights and obligations concerning the sale of *energy* under the *Electricity Industry Act* or *Gas Industry Act*, as applicable, and this Code, including the *retailer's* standard complaints and dispute resolution procedures;
- (c) information about the availability of government funded *energy* charge rebate, concession or relief schemes;
- (d) information in community languages about the availability of interpreter services for the languages concerned and telephone numbers for the services.

(2) The *retailer* must, as soon as practicable (but not later than the end of the next *business day*) after the request for the sale of *energy* is properly made (as referred to in subclause (3)), forward relevant details of the *customer* to the distributor for the premises concerned, for the purpose of:

- (a) updating the distributor's records, if the premises are energised; or
- (b) arranging for the *energisation* of the premises by the distributor, if the premises are not energised.

(3) A request for the sale of *energy* is properly made when:

- (a) the request has been received by the *retailer*; and
- (b) the *small customer* has complied with the requirements under clause 18 (3); and

- (c) the *small customer* is otherwise entitled to receive the sale of *energy* in accordance with the *standard retail contract*.

## **Division 4            Customer retail contracts—billing**

### **20            Basis for bills (SRC and MRC)**

- (1) A *retailer* must base a *small customer's* bill for the *customer's* consumption of:
  - (a) electricity:
    - (i) on *metering data* provided for the relevant *meter* at the *customer's* premises provided by the *responsible person* and determined in accordance with the *metering rules* and clause 21; or
    - (ii) on any other method agreed by the *retailer* and the *small customer*, if the *retailer* has obtained the *explicit informed consent* of the *customer*.
  - (b) gas:
    - (i) on an actual reading of the relevant *meter* at the *customer's* premises provided by the *responsible person* and determined in accordance with the *metering rules*; or
    - (ii) on *metering data* provided for the relevant *meter* at the *customer's* premises provided by the *responsible person* and determined in accordance with the *metering rules*; or
    - (iii) on an estimation of the *customer's* consumption of *energy*, as provided by clause 21; or
    - (iv) on any other method agreed by the *retailer* and the *small customer*, if the *retailer* has obtained the *explicit informed consent* of the *customer*.
- (2) The *retailer* must use its best endeavours to ensure that actual readings of the *meter* are carried out as frequently as is required to prepare its bills consistently with the *metering rules* and in any event at least once every 12 months.
- (3) Despite subclauses (1) and (2), if there is no *meter* in respect of the *customer's* premises, the *retailer* must base the *customer's* bill on *energy* data that is calculated in accordance with applicable *energy laws*.

#### **(4) Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

#### **(5) Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

### **20A           Bulk Hot Water Charging**

- (1) A *retailer* must issue bills to a *customer* for the charging of the *energy* used in the delivery of bulk hot water in accordance with Schedule 6.

- (2) Where a *retailer* charges for *energy* in delivering either *gas bulk hot water* or *electric bulk hot water* to a *relevant customer*, the *retailer* must include at least the following information (as applicable) in the *relevant customer's* bill:
- (a) the relevant *gas bulk hot water rate* applicable to the *relevant customer* in cents per litre;
  - (b) the relevant electricity rate(s) being charged to the *relevant customer* for the electricity consumed in the *electric bulk hot water* unit in cents per kWh;
  - (c) the relevant *electric bulk hot water conversion factor* for *electric bulk hot water* in kWh/kilolitre;
  - (d) the total amount of *gas bulk hot water* or *electric bulk hot water* in kilolitres or litres consumed in each period or class of period in respect of which the relevant *gas bulk hot water rate* or electricity tariffs apply to the *relevant customer* and, if the *customer's* meter measures and records consumption data only on the accumulation basis, the dates and total amounts of the immediately previous and current *meter* readings or estimates;
  - (e) the deemed *energy* used for *electric bulk hot water* (in kWh); and
  - (f) separately identified charges for *gas bulk hot water* or *electric bulk hot water* on the *customer's* bill.

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

- (1) A *retailer* may base a *small customer's* bill on an estimation of the *customer's* consumption of *energy* where:
- (a) the *customer* gives their *explicit informed consent* to the use of estimation by the *retailer*; or
  - (b) the *retailer* is not able to reasonably or reliably base the bill on an actual *meter* reading; or
  - (c) *metering data* is not provided to the *retailer* by the *responsible person*.
- (2) Where estimations are permitted to be used as the basis for a *small customer's* bill, the estimations may be based on:
- (a) the *customer's* reading of the relevant *meter*; or
  - (b) historical *metering data* for the *customer* reasonably available to the *retailer*; or
  - (c) the average usage of *energy* by a comparable *customer* over the corresponding period, if there is no historical *metering data* for the *customer*.
- (2A) Despite clauses 20, 21(1) and 21(2) and 25(1)(i), in the case of a *smart meter*, if a *retailer* is not able to reasonably or reliably base a bill on actual *metering data* collected from the *customer's smart meter* for each trading interval, the *retailer* may provide the *customer* with a bill that is either:
- (a) prepared using estimated and/or substituted *metering data* in accordance with applicable *energy laws*; or

- (b) if estimated and/or substituted *metering data* is not available, prepared based on the *customer's* historical billing or *metering data* or, where the *retailer* does not have the *customer's* historical billing or *metering data*, the average usage of *energy* by a comparable *customer* over the corresponding period covered by the estimated bill.
- (3) Subject to clause 25(1)(i), the *retailer* must inform the *small customer*, on the bill, that the bill is based on an estimation.
- (4) Without affecting clause 20 (2), if the *retailer* has issued the *small customer* with a bill based on an estimation and the *retailer* subsequently issues the *customer* with a bill that is based on an actual *meter* reading or on *metering data*:
  - (a) the *retailer* must include an adjustment on the later bill to take account of any overcharging of the *customer* that has occurred; and
  - (b) unless the actual *meter* reading or *metering data* could not be obtained as a result of an act or omission by the *customer*, the *retailer* must, if requested to do so by the *customer*, offer the *customer* time to pay any undercharged amount by agreed instalments, over a period being no longer than:
    - (i) the period during which an actual *meter* reading or *metering data* was not obtained, where that period is less than 12 months; or
    - (ii) in any other case, 12 months.
- (5) Where an attempt to read the *small customer's meter* is unsuccessful due to an act or omission of the *customer*, and the *customer* subsequently requests a *retailer* to replace an estimated bill with a bill based on an actual *meter* reading, the *retailer* must comply with that request but may pass through to that *small customer* any costs it incurs in doing so.
- (6) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (7) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*, but only to the extent (if any) a contract provides for estimation as the basis for the *small customer's* bill.

## 22 Proportionate billing (SRC and MRC)

- (1) If a *small customer's* bill covers a period other than the *customer's* usual billing cycle or a period during which the *customer's* tariff changes, the *retailer* must charge in proportion to the relevant periods and clearly show relevant details on the bill.
- (2) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (3) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*.

## 23 Bill smoothing (SRC)

- (1) Despite clauses 20 and 21, a *retailer* may, in respect of any 12 month period, provide a *small customer* with bills based on an estimation under a bill smoothing arrangement if and only if:
  - (a) the amount payable under each bill is initially the same and is set on the basis of the *retailer's* initial estimate of the amount of *energy* the *customer* will consume over the 12 month period; and
  - (b) that initial estimate is based on the *customer's* historical billing data or, where the *retailer* does not have that data, average usage of *energy* by a comparable *customer* calculated over the 12 month period; and
  - (c) in the seventh month:
    - (i) the *retailer* re-estimates the amount of *energy* the *customer* will consume over the 12 month period, taking into account any actual *meter* readings or actual *metering data* and relevant seasonal factors; and
    - (ii) if there is a difference between the initial estimate and the re-estimate of greater than 10 per cent, the amount payable under each of the remaining bills in the 12 month period is to be reset to reflect that difference; and
  - (d) at the end of the 12 month period, the *meter* is read or *metering data* is obtained and any undercharging or overcharging is adjusted under clause 30 or 31.
- (2) The *explicit informed consent* of the *small customer* is required for the *retailer's* billing on the basis referred to in subclause (1).

### (3) Application of this clause to standard retail contracts

This clause applies in relation to *standard retail contracts*.

### (4) Application of this clause to market retail contracts

This clause does not apply in relation to *market retail contracts*, but this subclause does not prevent a *retailer* from including bill smoothing arrangements in a *market retail contract*.

## 24 Frequency of bills (SRC)

- (1) A *retailer* must issue bills to a *small customer*:
  - (a) subject to paragraph (b), at least once every 3 months; and
  - (b) in the case of gas, at least once every 2 months in relation to the period up to 31 December 2014.
- (2) A *retailer* and a *small customer* may agree to a billing cycle with a regular recurrent period that differs from the *retailer's* usual recurrent period where the *retailer* obtains the *explicit informed consent* of the *small customer*. Under the agreement the *retailer* may impose an *additional retail charge* on the *customer* for making the different billing cycle available.

(3) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(4) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

## 25 Contents of bills (SRC and MRC)

(1) A *retailer* must prepare a bill so that a *small customer* can easily verify that the bill conforms to their *customer retail contract* and must include the following particulars in a bill for a *small customer*:

- (a) the *customer's* name and account number;
- (b) the address of the *customer's* premises for the sale of *energy* and the *customer's* mailing address (if different);
- (c) the *meter* identifier;
- (d) the billing period;
- (e) the *pay-by date* for the bill and the *bill issue date*;
- (f) the total amount payable by the *customer*, including amounts of any arrears or credits;
- (g) tariffs and charges applicable to the *customer*;
- (h) the basis on which tariffs and charges are calculated;
- (i) whether the bill was issued as a result of a *meter* reading or:
  - (i) in the case of a *meter* other than a *smart meter* or interval meter, an estimation; or
  - (ii) in the case of a *smart meter* or interval meter, an accumulated total of at least 48 hours of trading intervals are not billed on the basis of actual interval *metering data*; and,if issued as a result of a *meter* reading, the date of the *meter* reading;
- (j) subject to subclause (y), the values of *meter* readings (or, if applicable, estimations) at the start and end of the billing period;
- (k) particulars of the average daily consumption during the billing period, including the average daily cost for each *smart meter* tariff component of the billing period;
- (l) if a bill was issued by the same *retailer* for the corresponding billing period during the previous year, particulars of the average daily consumption during that previous billing period;
- (m) the estimated date of the next scheduled *meter* reading (if applicable);
- (n) details of consumption or estimated consumption of *energy*;
- (nn) in the case of customers with a smart meter and to the extent the data is available, consumption for each monthly period over the past 12 months to be presented in graph format;

- (o) for electricity bills, bill benchmarking information to the extent required by section 40R of the *Electricity Industry Act*;
- (p) any amount deducted, credited or received under a government funded *energy* charge rebate, concession or relief scheme or under a *payment plan*;
- (q) if the *customer* has provided a *security deposit*, the amount of that deposit;
- (r) details of the available payment methods;
- (s) reference to the availability of government funded *energy* charge rebate, concession or relief schemes;
- (t) a telephone number for account enquiries, the charge for which is no more than the cost of a local call;
- (u) a telephone number for complaints (which may be the same as that for account enquiries), the charge for which is no more than the cost of a local call;
- (v) a separate 24 hour telephone number for fault enquiries and emergencies, the charge for which is no more than the cost of a local call, being the telephone number for the distributor and giving the name of the distributor;
- (w) contact details of interpreter services in community languages;
- (x) any proportionate billing information in accordance with clause 22;
- (y) if a *customer's* bill is derived from interval data from a *smart meter*:
  - (i) the *index read* at the end of the billing period; and
  - (ii) the *index read* at the start of the billing period; and
  - (iii) the actual tariffs; and
  - (iv) the total amount of electricity (in kWh) consumed in each period or class of period in respect of which a relevant tariff applies to a *customer*.

**Note:**

Additional obligations in relation to the provision of metering information to customers are contained in the Electricity Metering Code and the Gas Distribution System Code.

- (2) The *retailer* must include amounts billed for goods and services (other than the sale and supply of *energy*) in a separate bill or as a separate item in an *energy* bill.
- (3) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (4) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*, except with respect to subclause 25(1)(nn).

## **25A Greenhouse Gas Disclosure on electricity customers' bills**

- (1) In this clause:

**co-efficient** means:

- (a) for 2002 – 1.39 tonnes CO<sub>2</sub>e/MWh; and
- (b) for each subsequent calendar year – a figure to be calculated by the Department and supplied to the relevant *retailer* by the *Commission*. The figure is to be derived from relevant data in the then latest National Greenhouse Gas Inventory published by the Department of Climate Change and Energy Efficiency (a Commonwealth Government department) and other relevant documents so as to reflect average greenhouse gas intensity of electricity sold in Victoria (in the absence of which the previous year’s figure applies).

**Department** means the department with primary responsibility for the supporting Minister administering the *Electricity Industry Act*.

**disclosable emissions** means the number of tonnes for the period calculated by applying the formula:

$$\text{co-efficient} \times (\text{MWh of electricity} - \text{MWh of green power})$$

(and where the period encompasses two calendar years the formula is to be applied using the co-efficient which is current at the end of the period).

**green power** means electricity which is accredited as “Green Power” under the national Green Power Accreditation Program managed by the National GreenPower Steering Group.

- (2) In accordance with section 40R of the *Electricity Industry Act*, a *retailer* must:
  - (i) include in each bill issued to a *customer* for the supply or sale of electricity the information concerning greenhouse gas emissions connected with the generation of the electricity so supplied or electricity generation in general that the *Commission* specifies for this purpose in subclause 25A(3); or
  - (ii) provide bill benchmarking information to a *residential customer*.
- (3) If a *retailer* decides to include greenhouse gas information in a *customer’s* electricity bill the following information must be included:
  - (a) the amount of disclosable emissions associated with the amount of electricity to which the bill relates;
  - (b) to the extent that data is available as to the amount of electricity, the amount of disclosable emissions associated with the amount of electricity to which each previous bill related within the past 12 months;
  - (c) a graphical representation of the data referred to in paragraphs (a) and (b), with adequate explanation of the graph;
  - (d) the website address: [www.switchon.vic.gov.au](http://www.switchon.vic.gov.au).
- (4) A *retailer* must present the information set out in subclause (3) and any associated information on greenhouse gas emissions, including the format of the graph, in a manner approved by the *Commission*. The *Commission* will consult with the Department before giving or refusing its approval.

- (4A) Schedule 7 contains three examples of narrative and graphical formats which will best meet the regulatory objective if the disclosure is shown on the front of the *customer* bill. Adoption of one of these formats (or another format) nonetheless requires formal approval under subclause (4).
- (5) The Department will use best endeavours to calculate the co-efficient for a calendar year by the end of October in the preceding calendar year, and will supply it to the *Commission* promptly after its calculation. The *Commission* will advise the *retailers* of the co-efficient and publish it on the *Commission's* website upon receiving it from the Department.
- (6) The Department will advise the *Commission* about environmental policy issues in relation to the implementation of this clause 25A.
- (7) A *retailer* must handle a complaint by a *customer* relating to the subject-matter of this clause 25A in the same manner as it is obliged to handle complaints or resolve disputes in relation to bills generally under its retail licence and under the terms of its retail contract with the *customer*.
- (8) If a *retailer* has a complaint about a *Commission* or the Department decision taken under or pursuant to this clause 25A, or it has an unresolved *customer* complaint which properly relates to such a *Commission* or the Department decision, it must:
- (1) attempt to resolve the matter with the Department if the matter relates to a the Department decision; or
  - (2) raise the matter with the *Commission* if the *retailer* is unsuccessful in resolving the matter with the Department or if the matter relates to a decision made by the *Commission*.

**Note:**

Neither the *Commission* nor this Code can bind the Department in the discharge of its functions. However, subclauses (5) and (6) have been included following consultation with the Department to properly inform retailers and customers of the role which the Department proposes to undertake in the scheme for increasing customer awareness through electricity bills which is set out in this Code.

## **26 Pay-by date (SRC)**

- (1) The *pay-by date* for a bill must not be earlier than 13 *business days* from the *bill issue date*.
- (2) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (3) **Application of this clause to market retail contracts**  
This clause does not apply in relation to *market retail contracts*.

## **27 Apportionment (SRC)**

- (1) If a bill includes amounts payable for goods and services other than the sale and supply of *energy*, any payment made by a *small customer* in relation to the bill

must be applied firstly in satisfaction of the charges for the sale and supply of *energy*, unless:

- (a) the *customer* otherwise directs; or
- (b) another apportionment arrangement is agreed to by the *customer*.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

**27A In Home Displays (SRC and MRC)**

(1) If a *retailer* provides an In Home Display to a *customer*, the *retailer* must provide information to the *customer* setting out how any consumption and cost information displayed on the In Home Display compares to the consumption and cost information on the *customer's* bills.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**28 Historical billing information (SRC and MRC)**

(1) A *retailer* must use its best endeavours to provide historical billing and *metering data* to a *small customer* for the previous 2 years within 10 *business days* of the *customer's* request, or such other period they agree.

(2) Historical billing data provided to the *small customer* for the previous 2 years must be provided without charge, but data requested for an earlier period or more than once in any 12 month period may be provided subject to a reasonable charge.

(2A) If a *customer* with a *smart meter* makes a request for historical billing data or *metering data*, a *retailer* must provide interval data electronically, or by some other form, in a way which makes the information understandable or accessible to the *customer*.

(3) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(4) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**29 Billing disputes (SRC and MRC)**

(1) A *retailer* must review a bill if requested to do so by the *small customer*.

- (2) The *retailer* must conduct the review in accordance with the *retailer's* standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
  - (3) The *retailer* must inform the *small customer* of the outcome of the review as soon as reasonably possible but, in any event, within any time limits applicable under the *retailer's* standard complaints and dispute resolution procedures.
  - (4) The *retailer* may require the *small customer* to pay:
    - (a) the lesser of:
      - (i) that portion of the bill under review that the *customer* and the *retailer* agree is not the subject of review; or
      - (ii) an amount equal to the average amount of the *customer's* bills in the previous 12 months (excluding the bill in dispute); and
      - (iii) [Not Used]
    - (b) any other bills that are properly due.
  - (5) If the *small customer* requests that, in reviewing the bill, the *meter* reading or *metering data* be checked or the *meter* tested:
    - (a) the *retailer* must, as the case may require:
      - (i) arrange for a check of the *meter* reading or *metering data*; or
      - (ii) request the *responsible person* to test the *meter*; and
    - (b) subject to subclause (c), the *customer* must pay for the cost of the check or test (which the *retailer* may not request be paid in advance); and
    - (c) if the *meter* or *metering data* proves to be faulty or incorrect, the *customer* must not be required to pay the cost of the check or test.
- Note:**  
Additional obligations in relation to meter testing are contained in the Electricity Metering Code and Gas Distribution System Code.
- (6) Where, after conducting a review of the bill, the *retailer* is satisfied that it is:
    - (a) correct, the *retailer* may require the *small customer* to pay the amount of the bill that is still outstanding; or
    - (b) incorrect, the *retailer*:
      - (i) must adjust the bill in accordance with clauses 30 or 31, as the case requires; and
      - (ii) may require the *customer* to pay the amount (if any) of the bill that is still outstanding.
  - (7) The *retailer* must inform the *small customer* that the *customer* may lodge a dispute with the *energy ombudsman* after completion of the *retailer's* review of a bill, where the *customer* is not satisfied with the *retailer's* decision in the review and the *retailer's* action or proposed action under subclause (6).

(8) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(9) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**30 Undercharging (SRC and MRC)**

(1) Subject to subclause (2), where a *retailer* has undercharged a *small customer*, it may recover from the *customer* the amount undercharged.

(2) Where a *retailer* proposes to recover an amount undercharged the *retailer* must:

(a) unless the amount was undercharged as a result of the *small customer's* fault or unlawful act or omission, limit the amount to be recovered to the amount undercharged in the 9 months before the date the *customer* is notified of the undercharging; and

(b) not charge the *customer* interest on that amount; and

(c) state the amount to be recovered as a separate item in a special bill or in the next bill, together with an explanation of that amount; and

(d) offer the *customer* time to pay that amount by agreed instalments, over a period nominated by the *customer* being no longer than:

(i) the period during which the undercharging occurred, if the undercharging occurred over a period of less than 12 months; or

(ii) 12 months, in any other case.

(2A) If during the period that a *retailer* has undercharged a *customer* the *customer's* tariff changes, the *retailer* must charge the *customer* at the original and changed tariffs in proportion to the relevant periods during which the original and changed tariffs were in effect.

(3) To avoid doubt, a reference in this clause to undercharging by a *retailer* includes a reference to a failure by the *retailer* to issue a bill.

(4) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(5) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**31 Overcharging (SRC and MRC)**

(1) Where a *small customer* has been overcharged by an amount equal to or above the overcharge threshold, the *retailer* must inform the *customer* accordingly within 10 *business days* after the *retailer* becomes aware of the overcharging.

(2) If the amount overcharged is equal to or above the overcharge threshold, the *retailer* must:

- (a) repay that amount as reasonably directed by the *small customer*; or
- (b) if there is no such reasonable direction, credit that amount to the next bill; or
- (c) if there is no such reasonable direction and the *small customer* has ceased to obtain *customer retail services* from the *retailer*, use its best endeavours to refund that amount within 10 *business days*.

**Note:**

Money not claimed is to be dealt with by the *retailer* in accordance with the relevant unclaimed money legislation.

- (3) If the amount overcharged is less than the overcharge threshold, the *retailer* must:
  - (a) credit that amount to the next bill; or
  - (b) if the *small customer* has ceased to obtain *customer retail services* from the *retailer*, use its best endeavours to refund that amount within 10 *business days*.
- (4) No interest is payable on an amount overcharged.
- (5) If the *small customer* was overcharged as a result of the *customer's* unlawful act or omission, the *retailer* is only required to repay, credit or refund the *customer* the amount the *customer* was overcharged in the 12 months before the error was discovered.
- (6) The overcharge threshold is \$50 or such other amount as the *Commission* determines under subclause (7).
- (7) The *Commission* may from time to time determine a new overcharge threshold after consultation with *retailers* and other relevant stakeholders.
- (8) The *Commission* must publish the current overcharge threshold on its website.
- (9) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (10) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*.

## 32 Payment methods (SRC and MRC)

- (1) A *retailer* must accept payment for a bill by a *small customer* in any of the following ways:
  - (a) in person;
  - (b) by telephone;
  - (c) by mail;
  - (d) by direct debit;
  - (e) by electronic funds transfer.

- (2) *A small customer:*
- (a) applying for or on a *standard retail contract*; or
  - (b) on a *market retail contract*;
- may request the *retailer* to permit payment by using Centrepay as a payment option and, subject to clause 97~~clause 74~~, the *retailer* may elect to permit this option.
- (3) Where a direct debit arrangement is to be entered into between a *retailer* and a *small customer*:
- (a) the *retailer* and the *small customer* must agree the amount, initial date and frequency of the direct debits; and
  - (b) the *explicit informed consent* of the *small customer* is required for entering into the arrangement.
- (4) Where a direct debit arrangement is entered into between a *retailer* and a *small customer*, the *retailer* must:
- (a) notify the *small customer* in writing that if the *customer* requests the *retailer* to cease to rely on the arrangement, the *retailer* will no longer rely on the direct debit authority; and
  - (b) terminate the arrangement on being requested by the *customer* to do so; and
  - (c) if a *last resort event* occurs in respect of the *retailer*, the *retailer* must immediately cancel the direct debit arrangement and notify both the *customer* and the financial institution of the cancellation.
- (5) A *retailer* must accept payments by a *small customer* for a bill in advance.
- (6) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (7) **Application of this clause to market retail contracts**  
This clause (other than subclause (1)) applies in relation to *market retail contracts*.

**33**      ~~[Not used] Payment difficulties (SRC and MRC)~~

- ~~(1) A retailer must offer and apply payment plans for:~~
- ~~(a) hardship customers; and~~
- ~~(b) other residential customers experiencing payment difficulties if the customer informs the retailer in writing or by telephone that the customer is experiencing payment difficulties or the retailer otherwise believes the customer is experiencing repeated difficulties in paying the customer's bill or requires payment assistance.~~
- ~~(2) However, a retailer is not required to offer a payment plan to a customer referred to in subclause (1) if the customer:~~
- ~~(a) has had 2 payment plans cancelled due to non-payment in the previous 12 months; or~~
- ~~(b) has been convicted of an offence involving illegal use of energy in the previous 2 years.~~
- ~~(3) A retailer must provide information to a customer referred to in subclause (1) about the availability of government funded energy charge rebate, concession or relief schemes, including the Utility Relief Grant Scheme.~~
- ~~(3A) A retailer must not require the payment of any amount as a condition of providing the customer with an application form for a Utility Relief Grant.~~
- ~~(4) Clause 72 applies to a residential customer referred to in subclause (1) (b) in the same way as it applies to a hardship customer.~~
- ~~(5) Application of this clause to standard retail contracts~~  
~~This clause applies in relation to standard retail contracts.~~
- ~~(6) Application of this clause to market retail contracts~~  
~~This clause applies in relation to market retail contracts.~~

**34**      **Shortened collection cycles (SRC and MRC)**

- (1) A retailer may place a *small customer* on a shortened collection cycle with the agreement of the *customer*.
- (1A) A retailer may place a residential customer facing payment difficulties on a shortened collection cycle in accordance with Part 3.
- (2) Otherwise, a retailer may place a *small customer* on a shortened collection cycle only if:

- (a) in the case of a *residential customer*—the *customer* is not facing experiencing payment difficulties; and
- (b) the *retailer* has given the *customer* a reminder or warning notice for 2 consecutive bills; and
- (c) before the second reminder or warning notice, the *retailer* has given the *customer* a notice informing the *customer* that:
  - (i) receipt of the second reminder or warning notice may result in the *customer* being placed on a shortened collection cycle; and
  - (ii) being on a shortened collection cycle means the *customer* will not receive a *reminder notice* until the *customer* has paid 3 consecutive bills in the *customer*'s billing cycle by the *pay-by date*; and
  - (iii) failure to make a payment may result in arrangements being made for *disconnection* of the supply of *energy* without a further *reminder notice*; and
  - (iv) alternative payment arrangements may be available; and
  - (v) the *customer* may obtain further information from the *retailer* (on a specified telephone number).
- (3) The *retailer* must, within 10 *business days* of placing the *small customer* on a shortened collection cycle, give the *customer* notice that:
  - (a) the *customer* has been placed on a shortened collection cycle; and
  - (b) the *customer* must pay 3 consecutive bills in the *customer*'s billing cycle by the *pay-by date* in order to be removed from the shortened collection cycle; and
  - (c) failure to make a payment may result in arrangements being made for *disconnection* of the supply of *energy* without a further *reminder notice*.
- (4) The *retailer* must remove the *small customer* from the shortened collection cycle as soon as practicable after the *customer* pays 3 consecutive bills in the *customer*'s billing cycle by the *pay-by date*, unless the *customer* requests that this not be done.

(4A) Subclauses (3) and (4) do not apply to a *residential customer* facing payment difficulties placed on a shortened collection cycle in accordance with Part 3.

- (5) In this clause:  
*reminder or warning notice* means a *reminder notice* or a *disconnection warning notice*.

(6) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(7) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

### 35 Request for final bill (SRC)

- (1) If a *customer* requests the *retailer* to arrange for the preparation and issue of a final bill for the *customer's* premises, the *retailer* must use its best endeavours to arrange for:
  - (a) a *meter* reading; and
  - (b) the preparation and issue of a final bill for the premises in accordance with the *customer's* request.

**Note:**

Clause 118 makes provision for the issue of a final bill where the *customer* requests *de-energisation* of the premises.

- (2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

- (3) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

### 35A Additional Retail Charges (SRC and MRC)

- (1) A *retailer* may impose an additional retail charge on a *customer*:
  - (a) if their *energy* contract is a *market retail contract*, whether or not the imposition of an additional retail charge is expressly provided for in a term or condition set out in this Code; and
  - (b) otherwise, only where the imposition of an additional retail charge is expressly provided for in a term or condition set out in this Code.
- (2) The amount of any additional retail charge must be fair and reasonable having regard to related costs incurred by the *retailer*.
- (3) In this clause:

**additional retail charge** means a charge relating to the sale of *energy* by a *retailer* to a *customer* other than a charge based on the tariff applicable to the *customer* and which must be calculated in accordance with clause 35A of this Code. To avoid doubt:

- (a) any network charge relating to the supply, but not sale, of *energy* to a *customer's* supply address is not an additional retail charge (whether or not the network charge is bundled in the *retailer's* tariff);
- (b) without limiting paragraph (a), any charge the *retailer* may impose as a direct pass through of a distribution tariff, standard control or alternative control service charge for electricity, ancillary reference tariff for gas or other charge imposed on the *retailer* by a distributor for *connection* to, or use of, the distributor's distribution system is not an additional retail charge; and

- (c) any amount payable by a *customer* to a *retailer* for the *customer's* breach of their *customer retail contract*, whether under an *agreed damages term* or otherwise, is not an additional retail charge.

(4) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(5) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**35B Merchant Service Fees (MRC)**

- (1) Where a *residential customer* pays the *retailer's* bill using a method that results in the *retailer* incurring a merchant service fee, the *retailer* may recover the amount of that fee from the *residential customer*.

(2) **Application of this clause to standard retail contracts**

This clause does not apply in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**35C Dishonoured Payments (SRC and MRC)**

- (1) If a *residential customer* pays the *retailer's* bill and that payment is dishonoured or reversed through fault of the *residential customer*, resulting in the *retailer* incurring a fee, the *retailer* may recover that fee from the *residential customer*.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**Division 5 Tariff changes**

**36 Obligations on retailers (SRC)**

- (1) Where during a billing cycle a *small customer* changes from one type of tariff to another type of tariff for *customer retail services*, the *retailer* must (if it is necessary to do so due to the change in the type of tariff applying to that *small customer*):
  - (a) obtain a *meter* reading (or *metering data*) at the time the type of tariff changes; and
  - (b) calculate the *customer's* bill using the type of tariff applying:
    - (i) the old type of tariff up to but not including the date of the *meter* reading; and

(ii) the new type of tariff from and including the date of the *meter* reading.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

**37 Customer request for change of tariff (SRC)**

(1) Where a *retailer* offers alternative tariffs or tariff options and a *small customer*:

(a) requests a *retailer* to transfer from that *customer's* current tariff to another tariff; and

(b) demonstrates to the *retailer* that it satisfies all of the conditions relating to that other tariff and any conditions imposed by the *customer's* distributor,

the *retailer* must transfer the *small customer* to that other tariff within 10 *business days* of satisfying those conditions.

(2) Where a *small customer* transfers from one tariff type to another, the effective date of the transfer is:

(a) subject to paragraph (b), the date on which the *meter* reading was obtained; or

(b) where the transfer requires a change to the *meter* at the *small customer's* premises, the date the *meter* change is completed.

(3) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(4) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

**38 Change in use (SRC)**

(1) A *small customer* must notify its *retailer* of a change in use of the *customer's* premises.

(2) Where a *small customer* notifies a *retailer* of a change in use of the *customer's* premises, the *retailer* may require the *customer* to transfer to a tariff applicable to the *customer's* use of that premises with effect from the date on which the *retailer* notifies the *customer* of the new tariff.

(3) [Not used].

(4) If a *small customer* fails to give notice of a change in use of the *customer's* premises, the *retailer* may, upon giving notice to the *customer*, transfer the *customer* to the applicable tariff with effect from the date on which the change of use occurred.

- (5) [Not used].
- (6) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (7) **Application of this clause to market retail contracts**  
This clause does not apply in relation to *market retail contracts*.

## **Division 6            Customer retail contracts—security deposits**

### **39            Consideration of credit history**

- (1) For the purpose of deciding whether to require a *small customer* to provide a *security deposit* under clause 40 a *retailer* must:
  - (a) request the *customer* to provide the *retailer* with:
    - (i) permission to obtain a credit check of the credit history of the *customer*; and
    - (ii) other information relating to the credit history of the *customer*; and
  - (b) take into consideration:
    - (i) any credit history obtained as a result of the credit check; and
    - (ii) any credit history provided by the *customer*; and
    - (iii) any other available information that relates to the credit history of the *customer*;  
that is reasonably required for the *retailer* to assess the ability of the *customer* to meet the *customer*'s financial obligations under a *customer* retail contract.
- (2) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (3) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*, but only to the extent (if any) a contract provides for payment of a *security deposit*.

### **40            Requirement for security deposit (SRC and MRC)**

- (1) Subject to subclauses (2)–(4), a *retailer* may require a *small customer* to provide a *security deposit*:
  - (a) in the case of a *residential customer*—only at the time the *customer* requests the sale and supply of *energy* under a *customer retail contract* and not during the currency of the *customer retail contract*; and
  - (b) in the case of a *business customer*—at the time the *customer* requests the sale and supply of *energy* under a *customer retail contract* or during the currency of the *customer retail contract*.

- (2) A *retailer* cannot require a *small customer* to provide a *security deposit* unless:
- (a) the *customer* owes money to that *retailer* in relation to the sale and supply of *energy* to any premises, unless the bill relating to the amount owed is:
    - (i) under review by the *retailer* under clause 29; or
    - (ii) under consideration by the *energy ombudsman* as referred to in that clause; or
  - (b) the *customer* has fraudulently acquired or intentionally consumed *energy* otherwise than in accordance with the *energy laws* within the past 2 years; or
  - (c) the *customer* has refused or failed to provide *acceptable identification* to the *retailer*; or
  - (d) the *retailer* reasonably considers that the *customer* has an unsatisfactory credit history; or
  - (e) in the case of a *business customer*, the *retailer* reasonably considers that the *customer* has (in respect of the business):
    - (i) no history of paying *energy* accounts; or
    - (ii) an unsatisfactory record in relation to the payment of *energy* accounts; or
  - (f) the *customer* has refused or failed to provide the *retailer* with the permission or other information requested under clause 39 (1) (a).
- (3) A *retailer* cannot require a *residential customer* to provide a *security deposit* if the *customer*:
- (a) is a *residential customer* receiving assistance under Division 3 or 4 of Part 3; or
  - ~~(a) is identified as a *hardship customer* by the *retailer* in relation to any premises; or~~
  - ~~(b) advises the *retailer* that the *customer* was identified as a *hardship customer* by another *retailer* in relation to any premises; or~~
  - (c) [Not Used].
  - (d) if the *residential customer* has formally applied for a Utility Relief Grant and a decision on the application has not been made.
- (4) A *retailer* cannot require a *residential customer* to provide a *security deposit* unless the *retailer* has offered the *customer* the option of a *payment plan* and the *customer* has either declined the offer or failed to pay an instalment having accepted the offer and the *retailer* has otherwise complied with clause 33.
- (5) If the *retailer* requires a *security deposit* on the basis that the *small customer* has an unsatisfactory credit history, the *retailer* must inform the *customer*:
- (a) that the *retailer* has decided the *customer* has an unsatisfactory credit history; and
  - (b) the reasons for the *retailer*'s decision; and

- (c) of the *customer's* rights to dispute the decision of the *retailer*.
- (6) A *retailer* must not refuse to sell *energy* on the grounds of non-payment or partial payment of a *security deposit* but may:
  - (a) arrange to de-energise (or disconnect) premises under clause 112; or
  - (b) refuse to arrange *re-energisation* of premises.
- (7) Subject to subclause (6), payment or partial payment of a *security deposit* is not a pre-condition to the formation of a *standard retail contract*.
- (8) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (9) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*, but only to the extent (if any) a contract provides for payment of a *security deposit*.

#### **41 Payment of security deposit (SRC)**

- (1) **Security deposit must be paid**  
A *small customer* who is required under clause 40 to pay a *security deposit* to a *retailer* is obliged to pay the *security deposit* when requested by the *retailer* to do so.
- (2) **Re-energisation may be refused for non-payment of security deposit**  
A *retailer* may refuse to arrange the *re-energisation* of a *customer's* premises if a required *security deposit* remains unpaid and the *customer* has been de-energised for that reason under clause 112.
- (3) **Security deposit account**  
A *retailer* must keep *security deposits* in a separate account and separately identify in its company accounts the value of *security deposits* that it holds for *small customers*.
- (4) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (5) **Application of this clause to market retail contracts**  
This clause (other than subclause (3)) does not apply in relation to *market retail contracts*.

#### **42 Amount of security deposit (SRC)**

- (1) A *retailer* must ensure that the amount of a *security deposit* for a *small customer* is not greater than 37.5% of the *customer's* estimated bills over a 12 month period, based on:
  - (a) the *customer's* billing history; or

- (b) the average usage of *energy* by a comparable *customer* over a comparable 12 month period.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

#### **43 Interest on security deposit (SRC and MRC)**

- (1) If a *retailer* has received a *security deposit* from a *small customer*, the *retailer* must pay interest to the *customer* on the deposit at the bank bill rate.

- (2) Interest is to accrue daily and is to be capitalised (if not paid) every 90 days.

- (3) For the purposes of this clause, bank bill rate means a daily published rate no less than the pre-tax rate of return the *retailer* would earn over the period the *retailer* retains the *security deposit* if it were invested in bank bills that have a term of 90 days.

(4) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(5) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*, but only to the extent (if any) a contract provides for payment of a *security deposit*.

#### **44 Use of security deposit (SRC)**

- (1) A *retailer* may apply a *security deposit* to offset amounts owed to it by a *small customer* if and only if:

- (a) the *customer* fails to pay a bill and the failure results in *de-energisation* of the *customer's* premises by the *retailer* and there is no contractual right to *re-energisation*; or

- (b) in relation to the issue of a final bill:

- (i) the *customer* vacates the premises; or
- (ii) the *customer* requests *de-energisation* of the premises; or
- (iii) the *customer* transfers to another *retailer*.

- (2) If a final bill includes amounts payable for goods and services provided by the *retailer* other than for the sale of *energy*, the *retailer* must apply the *security deposit* firstly in satisfaction of the charges for the sale of *energy*, unless:

- (a) the *customer* otherwise directs; or
- (b) another apportionment arrangement is agreed to by the *customer*.

- (3) The *retailer* must account to the *customer* in relation to the application of a *security deposit* amount within 10 *business days* after the application of the *security deposit*.
- (4) A reference in this clause to a *security deposit* includes a reference to any accrued interest on the *security deposit*.
- (5) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (6) **Application of this clause to market retail contracts**  
This clause does not apply in relation to *market retail contracts*.

## 45 **Obligation to return security deposit (SRC)**

- (1) If a *small customer* has been required by a *retailer* to pay a *security deposit*, the *retailer* must repay to the *small customer* in accordance with the *small customer's* reasonable instructions the amount of the *security deposit*, together with accrued interest, within 10 *business days* after the *small customer*:
  - (a) completes 1 year's payment (in the case of a *residential customer*) or 2 years' payment (in the case of a *business customer*) by the *pay-by dates* for the *retailer's* bills; or
  - (b) vacates the relevant premises, requests *de-energisation* of the premises or transfers to another *retailer*, where the *security deposit* or any part of it is not required in settlement of the final bill referred to in clause 44 (1) (b).
- (2) If no reasonable instructions are given by the *small customer*, a *retailer* must credit the amount of the *security deposit*, together with accrued interest, on:
  - (a) in a case to which subclause (1) (a) applies—the *customer's* next bill; or
  - (b) in a case to which subclause (1) (b) applies—the *customer's* final bill.
- (3) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (4) **Application of this clause to market retail contracts**  
This clause does not apply in relation to *market retail contracts*.

## Division 7 **Market retail contracts—particular requirements**

### 45A **Definitions**

In this Division:

*fixed term retail contract* means a *market retail contract* that contains a term or condition that specifies:

- (a) the date on which the contract will end; or
- (b) a method for calculating the date on which the contract will end and which is ascertainable at the time the contract is entered into.

*fixed benefit period* means a period of a *market retail contract* (where the end date of that period is specified or ascertainable at the beginning of that period) during which a benefit to the *customer* (such as a price discount) is available.

## 46 Tariffs and charges

- (1) This clause sets out some minimum requirements that are to apply in relation to the terms and conditions of *market retail contracts*.
- (2) A *retailer* must set out in a *market retail contract* with a *small customer* all tariffs and charges payable by the *customer*.
- (3) The *retailer* must give notice to the *customer* of any variation to the tariffs and charges that affects the *customer*.
- (4) The notice must be given as soon as practicable, and otherwise no later than the *customer's* next bill.
- (5) The *retailer* must set out in the *market retail contract* the obligations with regard to notice that the *retailer* must comply with where the tariffs and charges are to be varied.
- (6) Any variation of the terms and conditions of a *market retail contract* must not be inconsistent with the requirements of this Code in relation to the variation of *market retail contracts*.

## 46A Variations to market retail contracts

- (1) The structure and nature of the tariff of a *market retail contract* between a *customer* and a *retailer* may only be varied by agreement in writing between the *customer* and the *retailer*. The *retailer* may be required to obtain the *customer's explicit informed consent* in order to vary a *market retail contract* if provided for by a provision of this Code.
- (2) If the structure or nature of the tariff changes in accordance with a term or condition of a *customer retail contract* previously agreed between the *customer* and the *retailer* or in accordance with the Advanced Metering Infrastructure (AMI Tariffs) Order 2013, no further agreement is required between the *retailer* and the *customer* to effect such tariff change, provided that, where the contract is a *market retail contract*, the *customer* had given its *explicit informed consent* to the inclusion of the relevant term or condition in the *customer retail contract*.
- (3) For the avoidance of doubt, if the tariff and terms and conditions of a dual fuel contract vary on *disconnection* by a *retailer* of a *residential customer's* gas in accordance with and as contemplated by a *disconnection warning notice*, no further agreement is required.
- (4) In this clause:

**dual fuel contract** has the meaning given to it in clause 117(1) of this Code.

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

### **(1) Right of withdrawal**

A *small customer* who enters into a *market retail contract* with a *retailer* has the right to withdraw from the contract in accordance with this clause.

### **(2) When right of withdrawal may be exercised**

The right of withdrawal may be exercised within the period of 10 *business days* (the *cooling off period*) commencing with the date the *small customer* receives the required information under clause 64 about the contract.

### **(3) Customer's agreement or acceptance is not a bar to withdrawal**

The right of withdrawal may be exercised even though the *small customer* agreed to or accepted the contract.

### **(4) How right of withdrawal may be exercised**

The *small customer* withdraws from the contract by informing the *retailer* orally or in writing of the *customer's* intention to withdraw from the contract.

### **(5) Rights and obligation to be set out in contract**

A *retailer* must include in each *market retail contract* it enters into with a *small customer* express provisions setting out the rights and obligations provided for by this clause.

### **(6) Record of withdrawal**

A *retailer* must create a record of each withdrawal, and the provisions of clause 3D of the Code apply in relation to a record of withdrawal as if it were a record of *explicit informed consent*.

### **(7) Effect of withdrawal**

Withdrawal from a *market retail contract* operates as a rescission of the contract.

## **48 Retailer notice of end of fixed term retail contract**

(1) This clause applies to a fixed term retail contract.

(2) A *retailer* must, in accordance with this clause, notify a *small customer* with a fixed term retail contract that the contract is due to end.

(3) The notice must be given no earlier than 40 *business days* and no later than 20 *business days* before the end date of the contract.

(4) The notice must state:

(a) the date on which the contract will end; and

(b) details of the prices, terms and conditions applicable to the sale of *energy* to the premises concerned under a *deemed customer retail arrangement*; and

- (c) the *customer's* options for establishing a *customer retail contract* (including the availability of a *standing offer*); and
  - (d) the consequences for the *customer* if the *customer* does not enter into a *customer retail contract* (whether with that or another *retailer*), including the entitlement of the *retailer* to arrange for the *de-energisation* of the premises and details of the process for *de-energisation*.
- (5) The *retailer* is not required to give the notice where the *customer* has already entered into a new contract with the *retailer*, or has given instructions to the *retailer* as to what actions the *retailer* must take at the end of the contract.
- (6) A *retailer* must, for a fixed term retail contract, include a term or condition to the effect that the *retailer* will:
- (a) notify the *customer* that the contract is due to end; and
  - (b) give such notice no earlier than 40 *business days* and no later than 20 *business days* before the end of the contract.

## 49 Termination of market retail contract

- (1) A *market retail contract* terminates:
- (a) on a date agreed between the *retailer* and the *customer*; or
  - (b) [Not used]; or
  - (c) when the provision of *customer retail services* to the premises commences under a *customer retail contract* with a different *customer*; or
  - (d) when the provision of *customer retail services* to the premises commences under a different *customer retail contract* between the *customer* and the *retailer* or another *retailer*; or
  - (e) at the end of the period of 10 *business days* commencing on the day the *customer's* premises are de-energised, if there is no contractual right to *re-energisation*; or
  - (f) subject to subclause (2), on another date or event specified in the *market retail contract*,
- whichever first occurs.
- (2) A term or condition of a *market retail contract* has no effect to the extent that it requires a *customer* to give more than 20 *business days* notice to terminate the contract, and to the extent that it requires the *customer* to give notice of a termination that is necessary for, or a direct consequence of, the *customer* exercising the *customer's* right to opt-out of a *flexible AMI retail tariff* in accordance with clause 8 of the Advanced Metering Infrastructure (AMI Tariffs) Order in Council 2013.
- (3) Termination of a *market retail contract* does not affect any rights or obligations that have already accrued under the contract.
- (4) [Not used]

- (5) This clause is a minimum requirement that is to apply in relation to *small customers* who purchase *energy* under a *market retail contract*.

#### **49A Early termination charges and agreed damages terms**

- (1) A term or condition of a fixed term retail contract has no effect to the extent that it provides for payment of an early termination charge or *agreed damages term* (however described), unless:
- (a) the contract includes details of the amount or manner of calculation of the early termination charge or *agreed damages term*; and
  - (b) subject to subclause 49A(6A), the early termination charge or *agreed damages term* is a reasonable estimate of the costs to the *retailer* resulting from the early termination or other event the subject of the *agreed damages term*.
- (2) For the purposes of subclause (1)(b), the costs to the *retailer* are the reasonable costs incurred or to be incurred by the *retailer*, and do not include costs based on lost supply or lost profits.
- (3) Subject to subclause (4), a term or condition of a *market retail contract* that is not a fixed term retail contract has no effect to the extent that it provides for the payment of an early termination charge (however described).
- (4) Subclauses (1) and (3) do not prevent the imposition of an early termination charge due to the early termination of a fixed benefit period, even if this coincides with the termination of the *market retail contract*.
- (5) An early termination charge (however described), payable where a *customer* terminates a fixed benefit period early, only has effect if:
- (a) the contract includes details of the amount or manner of calculation of the early termination charge; and
  - (b) subject to subclause 49A(6A) the early termination charge is a reasonable estimate of the costs to the *retailer* resulting from the early termination.
- (6) For the purposes of subclause (5)(b), the costs to the *retailer* are the reasonable costs incurred or to be incurred by the *retailer*, and do not include costs based on lost supply or lost profits.
- (6A) Any amount of an early termination charge must be determined by reference to, and must not exceed, the total of the following direct costs incurred by the *retailer* in relation to that particular *customer* which remain unamortised at the time of termination:
- (i) pro-rata costs of procuring the *customer* to enter into the contract; and
  - (ii) unless the early termination was a direct consequence of the *customer* exercising the *customer's* right to opt-out of a *flexible AMI retail tariff* in accordance with clause 8 of the Advanced Metering Infrastructure (AMI Tariffs) Order in Council 2013, \$20:
- which comprises:

- (i) the additional costs of giving effect to the early termination of the contract, final billing and ceasing to be responsible for the *customer's* premises; and
  - (ii) the value of any imbalance in the *retailer's* electricity or gas hedging program to the extent that it is directly attributable to that breach of contract.
- (7) This clause is a minimum requirement that is to apply in relation to *small customers* who purchase *energy* under a *market retail contract*.

## **50 Small customer complaints and dispute resolution information**

- (1) A *retailer* must include, as a minimum requirement in relation to the terms and conditions of a *market retail contract*, provisions to the effect of the following:
- (a) the *small customer* may, if they have a query, complaint or dispute, contact the *retailer*;
  - (b) the *retailer* is obliged to handle a complaint made by a *small customer* in accordance with the *retailer's* standard complaints and dispute resolution procedures, which can be found on the *retailer's* website or provided to the *customer* on request;
  - (c) the *retailer* must inform the *small customer* of the outcome of the *customer's* complaint;
  - (d) if the *small customer* is not satisfied with the *retailer's* response to the *customer's* complaint, the *customer* has a right to refer the complaint or dispute to the *energy ombudsman*.
- (2) The provisions required to be included in the *market retail contract* must provide the *retailer's* contact details for the *small customer* to contact the *retailer* in connection with a query, complaint or dispute.

## **51 Liabilities and immunities**

A *retailer* must not include any term or condition in a *market retail contract* with a *small customer* that limits the liability of the *retailer* for breach of the contract or negligence by the *retailer*.

## **52 Indemnities**

A *retailer* must not include any term or condition in a *market retail contract* with a *small customer* under which the *customer* indemnifies the *retailer*, so that the *retailer* may recover from the *customer* an amount greater than the *retailer* would otherwise have been able to recover at general law for breach of contract or negligence by the *customer* in respect of the contract.

# **Division 8 Deemed customer retail arrangements**

## **53 Obligations of retailers**

- (1) As soon as practicable after becoming aware that a *small customer* is consuming *energy* under a *deemed customer retail arrangement*, the *financially responsible*

*retailer* for the premises concerned must give the *customer* information about the following:

- (a) the *retailer's* contact information;
  - (b) details of the prices, terms and conditions applicable to the sale of *energy* to the premises concerned under the *deemed customer retail arrangement*;
  - (c) the *customer's* options for establishing a *customer retail contract* (including the availability of a *standing offer*);
  - (d) the consequences for the *customer* if the *customer* does not enter into a *customer retail contract* (whether with that or another *retailer*), including the entitlement of the *retailer* to arrange for the *de-energisation* of the premises and details of the process for *de-energisation*.
- (2) If the *small customer* is a *carry-over customer* of the *retailer*, the *retailer* does not have to give the *customer* the information required under subclause (1) if the *retailer* has already given the *customer* a notice under clause 48 relating to a *market retail contract* and containing that information.

#### **54 Formation of standard retail contract on incomplete request**

The *financially responsible retailer* for a *move-in customer* or *carry-over customer* may treat the *customer* as requesting the sale of *energy* under the *retailer's standing offer* and may take all appropriate steps for the formation of a *standard retail contract* with the *customer*, if:

- (a) the *customer* has provided the *retailer* with the *customer's* name and (if required by the *retailer*) *acceptable identification* and contact details for billing purposes; but
- (b) the *customer* has not advised the *retailer* as to the type of *customer retail contract* under which the *customer* wishes to be supplied.

### **Division 9 Other retailer obligations**

#### **55 Referral to interpreter services**

A *retailer* must refer a *residential customer* to a relevant interpreter service if a referral is necessary or appropriate to meet the reasonable needs of the *customer*.

#### **56 Provision of information to customers**

- (1) A *retailer* must publish on its website a summary of the rights, entitlements and obligations of *small customers*, including:

(aa) the entitlements of customers anticipating or facing payment difficulties to assistance from the retailer; and

- (a) the *retailer's* standard complaints and dispute resolution procedure; and
  - (b) the contact details for the relevant *energy ombudsman*.
- (2) If a *small customer* requests information of the kind referred to in subclause (1), the *retailer* must either:

- (a) refer the *customer* to the *retailer's* website; or
  - (b) provide the information to the *customer*.
- (3) The *retailer* must provide a copy of any information of that kind to the *customer* if the *customer* requests a copy.
- (4) The information or a copy of the information requested under this clause must be provided without charge, but information requested more than once in any 12 month period may be provided subject to a reasonable charge.

## **57 Retailer obligations in relation to customer transfer**

- (1) A *retailer* must not submit a request for the transfer of a *small customer* under the relevant *Retail Market Procedures* unless:
- (a) the *retailer* has obtained *explicit informed consent* from the *customer* to enter into the relevant *customer retail contract*; and
  - (b) the *retailer* has a *customer retail contract* in place to enable the sale of *energy* to the *customer* at their premises.
- (2) A *customer* transfer under the relevant *Retail Market Procedures* is permitted prior to the completion of the *cooling off period*, provided that the transfer can be reversed if the *customer* elects to withdraw from the contract under clause 47.

## **58 Notice to small customers on transfer**

A *retailer* must, within 5 *business days* of receiving notification that it has become the *financially responsible retailer* for a *small customer* as a result of a *customer* transfer, give notice to the *customer*:

- (a) that the *retailer* has commenced selling *energy* to the *customer*; and
- (b) of the date on which the *retailer* commenced selling *energy* to the *customer*.

## **59 Notice to small customers where transfer delayed**

Where a *retailer* has notified a *small customer* of the expected date of a transfer and that transfer does not occur, the *retailer* must, within 5 days of becoming aware that a transfer has not occurred on the expected date, notify the *customer*:

- (a) that the transfer did not occur; and
- (b) of the reason for the delay; and
- (c) of the new expected date of the completion of the transfer, if it is still proceeding.

### **Note:**

Additional requirements in relation to customer transfers are contained in the Electricity Customer Transfer Code.

## **59A Standard complaints and dispute resolution procedures**

A *retailer* or *responsible person* must develop, make and publish on its website a set of procedures detailing the *retailer's* or *responsible person's* procedures for handling *small customer* complaints and dispute resolution procedures. The

procedures must be regularly reviewed and kept up to date. The procedures must be substantially consistent with the Australian Standard AS ISO 10002-2006 (Customer satisfaction – Guidelines for complaints handling in organizations) as amended and updated from time to time.

## **Division 10 Energy marketing**

### **Note:**

The *Telecommunications Act 1997*, the *Do Not Call Register Act 2006* and the Australian Consumer Law set out in Schedule 2 to the *Competition and Consumer Act 2010* of the Commonwealth may also apply to *retail marketers* carrying out *energy marketing activities*.

### **Subdivision 1 Preliminary**

#### **60 Application of Division**

This Division applies to *retail marketers* carrying out *energy marketing activities*.

### **Subdivision 2 Providing information to small customers**

#### **61 Overview of this Subdivision**

- (1) This Subdivision requires a *retail marketer* to provide specific information to *small customers* in connection with *market retail contracts*.
- (2) The information is referred to in this Subdivision as required information.

#### **62 Requirement for and timing of disclosure to small customers**

A *retail marketer* must provide the required information to a *small customer* in relation to the *market retail contract* concerned:

- (a) before the formation of the contract; or
- (b) as soon as practicable after the formation of the contract.

### **Note:**

If the small customer is a 'small retail customer', clause 15C of this Code requires that a *retail marketer* must provide an *offer summary* to the *small retail customer* in writing before the formation of the contract.

#### **63 Form of disclosure to *small customers***

- (1) Required information provided to a *small customer* before the formation of the *market retail contract* may be provided electronically, verbally or in writing.
- (2) Required information provided to a *small customer* after the formation of the *market retail contract* must be provided in a single written disclosure statement.
- (3) If required information was provided to a *small customer* electronically or verbally before the formation of the *market retail contract*, required information in a single written disclosure statement must also be provided to the *customer* after the formation of the contract.

## 64 Required information

- (1) The required information that a *retail marketer* is to provide to a *small customer* is information in relation to the following:
  - (a) all applicable prices, charges, early termination payments and penalties, *security deposits*, service levels, concessions or rebates, billing and payment arrangements and how any of these matters may be changed;
  - (b) the commencement date and duration of the contract, the availability of extensions, and the termination of the contract if the *customer* moves out during the term of the contract;
  - (c) if any requirement is to be or may be complied with by an electronic transaction—how the transaction is to operate and, as appropriate, an indication that the *customer* will be bound by the electronic transaction or will be recognised as having received the information contained in the electronic transaction;
  - (d) the rights that a *customer* has to withdraw from the contract during the *cooling off period*, including how to exercise those rights;
  - (e) the *customer's* right to complain to the *retailer* in respect of any *energy marketing activity* of the *retail marketer* conducted on behalf of the *retailer* and, if the complaint is not satisfactorily resolved by the *retailer*, of the *customer's* right to complain to the *energy ombudsman*.
- (2) The required information, when given in a written disclosure statement, must include or be accompanied by a copy of the *market retail contract*.

### Subdivision 3 Energy marketing activities

## 65 No contact lists

- (1) This clause applies to *energy marketing* in person at a person's premises or marketing by mail, but does not apply to *telemarketing calls* or *e-marketing activities*.
- (2) A *retailer* must ensure that a "no contact list" is created and maintained for its *retail marketers*, whether by the *retailer* itself or by a person or organisation on behalf of the *retailer*.
- (3) A "no contact list" is a list of *small customers* who indicate they wish to be placed on the list.
- (4) A *small customer* may give such an indication by applying (in person, electronically, by telephone or in writing) to the *retailer* or by communicating directly with a *retail marketer*.
- (5) A *retail marketer* must not make contact with a *small customer* whose name is on the relevant no contact list.

- (6) An entry for a particular *small customer* in a no contact list continues for a period of 2 years, but the period is refreshed each time the *customer* requests inclusion or maintenance of inclusion.
- (7) A *retailer* must publish a statement on its website about the existence of its no contact list and the procedures for being placed on the list.

## **66 No canvassing or advertising signs**

In carrying out *energy marketing activities* a *retail marketer* must comply with any signs at a person's premises indicating:

- (a) canvassing is not permitted at the premises; or
- (b) no advertising or similar material is to be left at the premises or in a letterbox or other receptacle at or associated with the premises.

## **67 Duty of retailer to ensure compliance**

A *retailer* must ensure that a *retail marketer* who is an *associate* of the *retailer* complies with this Subdivision.

## **68 Record keeping**

- (1) A *retailer* must ensure that records are kept of all *energy marketing activities* carried out by it or on its behalf by *retail marketers*, including details of *energy marketing visits* that have been conducted, and telephone *energy marketing calls* that have been placed.
- (2) The *retailer* must ensure that each such record is retained:
  - (a) for the period of 12 months; or
  - (b) where a *small customer* has within that period made a complaint or referred a dispute to the *energy ombudsman* in relation to *energy marketing activities*—for the period the complaint or dispute remains unresolved, whichever is the longer period.
- (3) A *retailer* must ensure that it and appropriate officers or employees of the *retailer*, have immediate access, or a right of immediate access, to each such record.

## **Division 11 Miscellaneous**

### **69 Compliance by small customer who is not owner of premises**

If a *small customer* is unable to fulfil an obligation in respect of:

- (a) premises (including, but not limited to, access to premises) under a *customer retail contract*; or
- (b) access to premises under this Code,

because the *customer* is not the owner of the premises, the *customer* is not in breach of the contract or this Code if the *customer* takes all reasonable steps to ensure that the owner or other person responsible for the premises fulfils the obligation.

## 70 Termination of standard retail contract (SRC)

- (1) A *standard retail contract* terminates:
  - (a) subject to subclause (3), in a case where the *small customer*:
    - (i) gives the *retailer* a notice (a **termination notice**) stating that the *customer* wishes to terminate the contract (even if the *customer* has vacated the premises earlier); or
    - (ii) is reclassified so that the *customer* is no longer a *small customer*; on a date advised by the *retailer* (which must be at least 5 but not more than 20 *business days* from the giving of a termination notice or a reclassification); or
  - (b) on a date agreed between the *retailer* and the *small customer*; or
  - (c) when the *small customer* starts receiving *customer retail services* for the premises under a different *customer retail contract* with the *retailer* or a different *retailer*; or
  - (d) when a different *customer* starts receiving *customer retail services* for the premises under a *customer retail contract* with the *retailer* or a different *retailer*; or
  - (e) at the end of the period of 10 *business days* commencing on the day the *small customer's* premises are de-energised, if there is no contractual right to *re-energisation*,whichever first occurs.
- (2) Where a *small customer* gives a termination notice and notifies the *retailer* of a date on which the *small customer* intends to vacate the premises, the *retailer* must:
  - (a) use its best endeavours to ensure that the relevant *meters* are read at, or the relevant *metering data* is obtained for, the premises on the date and at the time agreed with the *small customer* (or as soon as possible after that date if the *small customer* has not provided access to the relevant *meters* on that date or at that time); and
  - (b) prepare and send to the *small customer* at the forwarding address provided by the *small customer* a final bill based on the relevant *meter* reading or *metering data*.
- (3) If the *small customer* gives a termination notice, or is reclassified so that the *customer* is no longer a *small customer*, but does not give safe access to the premises to conduct a final *meter* reading (where relevant), the *standard retail contract* does not terminate under subclause (1) (a) until the date the *retailer* issues a final bill and the *customer* has paid any outstanding balance.
- (4) A *retailer* must not impose a termination charge (however described) under a *standard retail contract* in respect of the termination of the contract.
- (5) Termination of a *standard retail contract* does not affect any rights or obligations that have already accrued under the contract.

(6) Where there is an existing *standard retail contract* between a *retailer* and a *small customer* who is reclassified under the Code so that the *customer* is no longer a *small customer*, the *retailer* is no longer obliged to make a *standing offer* to the *customer*.

(7) [Not used]

(8) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(9) **Application of this clause to market retail contracts**

This clause does not apply in relation to *market retail contracts*.

**70A Termination of a deemed contract**

For the purposes of:

(a) section 39(5)(b) of the *Electricity Industry Act*; or

(b) section 46(5)(b) of the *Gas Industry Act*,

a deemed contract under that section comes to an end at the end of the period covered by the second bill issued by the *retailer* to the *customer* or if any of the events listed in section 39(7) of the *Electricity Industry Act* or section 46(7) of the *Gas Industry Act* occur, whichever occurs first.

**70B Termination in the event of a last resort event**

1. Where a *retailer* and a *customer* have entered into a *customer retail contract*, other than a dual fuel contract, and a *last resort event* occurs in relation to the *retailer*, that *customer retail contract* will automatically terminate and the *customer* will not be liable for any termination fee or other penalty.
2. Where a *retailer* and a *customer* have a dual fuel contract under which both gas and electricity are sold under the one contract and:
  - (a) *last resort events* simultaneously occur in relation to the *retailer* in relation to both fuels, that *customer retail contract* will automatically terminate and the *customer* will not be liable for any early termination fee or other penalty; or
  - (b) a *last resort event* occurs in relation to the *retailer* in relation to one of the fuels:
    - (i) the *customer retail contract* will automatically terminate to the extent it applies to the fuel in relation to which the *last resort event* occurred and, subject to subclause (ii) below, will continue in relation to the other fuel on the same terms and conditions in so far as they apply to the sale of that other fuel; and
    - (ii) the *customer* may, within 14 days of the *last resort event* occurring, terminate the *customer retail contract* in relation to that other fuel by giving the *retailer* 7 days notice; and
    - (iii) in either case, the *customer* will not be liable for any early termination fee.

3.(1) Where a *retailer* and a *customer* have a dual fuel contract which comprises two separate *customer retail contracts*, one each for gas and electricity, with synchronised billing cycles, and:

- (a) *last resort events* simultaneously occur in relation to the *retailer* in relation to both fuels, those *customer retail contracts* will automatically terminate and the *customer* will not be liable for any early termination fee or other penalty; or
- (b) a *last resort event* occurs in relation to the *retailer* in relation to one of the fuels:
  - (i) the *customer retail contract* for the fuel in relation to which the *last resort event* occurred will automatically terminate and the *customer* will not be liable for any early termination fee or other penalty; and
  - (ii) the *customer retail contract* for the other fuel will continue on the same terms and conditions.

4.(2) In this clause:

**dual fuel contract** has the meaning given to it in clause 117(1) of this Code.

## **Part 3 Assistance for residential customers anticipating or facing payment difficulties**

### **Division 1 Operation of this Part**

#### **71 Purpose**

The purpose of this Part is to set out the minimum standards of assistance to which residential customers anticipating or facing payment difficulties are entitled, so that disconnection of a residential customer is a measure of last resort.

#### **72 Application of this Part**

This Part applies to customers who are residential customers.

#### **73 Interpretation of this Part**

The approach that the Commission will take to the interpretation of this Part is as follows.

- (a) clear words will be given their natural and ordinary meaning; and
- (b) if words appear to be capable of having more than one meaning, the Commission will have regard to the following, in the following order, in seeking to discover the intended meaning of those words:
  - (i) firstly (for Divisions 2 to 4), the objective of the Division; and
  - (ii) secondly, the purpose of this Part; and
  - (iii) thirdly, any guidelines published by the Commission under section 13 of the Essential Services Commission Act 2001 (Vic); and
  - (iv) fourthly, any relevant guidance notes published by the Commission under its Energy Compliance and Enforcement Policy; and
  - (v) fifthly, any written information issued by the Commission regarding the assistance that residential customers anticipating or facing payment difficulties might reasonably expect to be offered by their retailer under this Part.

### **Division 2 Standard assistance**

#### **74 Objective**

The objective of this Division is to give residential customers an entitlement to minimum standard forms of assistance, to help them avoid getting into arrears with their retailer.

#### **75 Application of this Division**

This Division applies to all residential customers.

#### **76 Standard assistance**

- (1) A retailer must take steps to offer its residential customers the forms of standard

assistance, from those listed in subclause (2), it elects to make available to help them avoid getting into arrears.

- (2) Standard assistance made available must include at least 3 of the following:
- (a) making payments of an equal amount over a specified period;
  - (b) options for making payments at different intervals;
  - (c) extending by a specified period the *pay-by date* for a bill for at least one billing cycle in any 12 month period;
  - (d) paying for *energy* use in advance;
  - (e) paying any anticipated *arrears* over a period that is 3 times the length of the *customer's* billing period.

### **Division 3 Tailored assistance**

#### **77 Objective**

The objective of this Division is to give *residential customers* an entitlement to minimum standards of flexible and practicable assistance that makes it easier for them to repay their *arrears* and lower their *energy* costs.

#### **78 Application of this Division**

- (1) This Division applies to all *residential customers* who are in *arrears*.
- (2) It also applies to any *residential customer* whose circumstances the *retailer* knows, or should reasonably have known, would be likely to lead to the *customer* being in *arrears*.

#### **79 Minimum assistance**

- (1) Tailored assistance consists of the following measures:
- (a) repayment of *arrears* over a period of up to 2 years by payments at regular intervals of up to one month;
  - (b) advice from the *retailer* about payment options that would enable a *customer* to repay their *arrears* within 2 years;
  - (c) specific advice about the likely cost of a *customer's* future *energy* use and how this cost may be lowered;
  - (d) specific and timely advice about any government and non-government assistance (including a Utility Relief Grant) available to help a *customer* meet their *energy* costs;
  - (e) practical assistance to help a *customer* lower their *energy* costs including, but not limited to:
    - (i) the tariff that is most likely to minimise the *customer's* *energy* costs, based on the *retailer's* knowledge of their pattern of *energy* use and payment history;
    - (ii) practical assistance to help the *customer* reduce their use of *energy*, based on the *retailer's* knowledge of their pattern of use and of the

circumstances of where they live, unless the *retailer* knows, or reasonably believes, that there is no scope for action to be taken for that purpose;

(iii) information about how the *customer* is progressing towards lowering their *energy* costs given at sufficient intervals for the *customer* to be able adequately to assess that progress;

(f) an initial period of at least 6 months during which:

(iii) repayment of the *customer*'s arrears is put on hold; and

(iv) the *customer* pays less than the full cost of their on-going *energy* use while working to lower that cost;

(g) any other assistance consistent with the objective of this Division.

(2) A *customer* is entitled, at the very least, to the assistance mentioned in subclause (1)(a) to (d), while continuing to pay the full cost of their on-going *energy* use.

(3) A *customer* is entitled, at the very least, to the assistance mentioned in subclause (1)(c) to (f) if:

(a) they inform their *retailer*, or their *retailer* is informed by another person on their behalf, that they cannot pay the full cost of their on-going *energy* use; or

(b) their *retailer* knows, or reasonably believes, that they cannot pay that full cost.

(4) The assistance mentioned in subclause (1)(f) is extendable for a further period or periods if the *retailer* has reason to believe that the extension would assist the *customer* to continue to lower the cost of their *energy* use.

(5) A *customer* who has exercised an entitlement to the assistance mentioned in subclause (1)(f) may, at the end of the period during which that assistance is provided (including that period as extended under subclause (4)), exercise an entitlement mentioned in subclause (2).

## **80 Payment arrangements**

(1) The *retailer* must accept a payment proposal or revised proposal put forward by a *residential customer* if it would result in their *arrears* being fully paid within 2 years after the first payment or any longer period that the *retailer* should reasonably consider necessary on taking into account the circumstances of the *customer* as required by clause 82.

(2) On accepting a payment proposal or a revised proposal, the *retailer* must give the *customer* a written schedule of payments showing the date by which each payment must be made.

(3) If a *residential customer* receiving assistance under this Division fails to make a payment towards their *arrears* by the date on which it was payable, the *retailer* must use its best endeavours to contact the *customer* to discuss their putting forward a revised payment proposal under this clause.

## **81 Non-payment of amounts towards on-going energy use**

(1) This clause applies to a *residential customer* whose repayment of *arrears* is on hold under clause 79(1)(f)(i).

- (2) If the residential customer fails to make a payment towards the cost of their on-going energy use by the date on which it was payable, the retailer must use its best endeavours to contact the customer to discuss varying the amount payable, or the frequency of those payments, or both, to give the customer more time to lower their energy costs.
- (3) If at any time a retailer has reason to believe that a customer is not meeting their responsibility to implement practical assistance referred to in clause 79(1)(e)(ii) provided by the retailer, the retailer must use its best endeavours to contact the customer and work with them to identify an implementation timeframe, consistent with the objective of this Division.
- (4) The retailer may add any amount unpaid for energy use to the customer's arrears.

## **82 Customer circumstances**

In providing assistance to a residential customer in accordance with clause 79, and considering a payment proposal or revised proposal put forward by that customer under clause 80 or 81, a retailer must take into account all of the circumstances of the customer that are known, or should reasonably have been known, by the retailer.

## **Division 4 Default assistance**

### **83 Objective**

The objective of this Division is to give residential customers an entitlement to default assistance to repay their arrears over a fixed period.

### **84 Application of this Division**

This Division applies to residential customers who are in arrears and have not put forward a payment proposal, or a revised proposal under clause 80 or 81, or have ceased to receive assistance under Division 3.

### **85 Default assistance**

- (1) A retailer must make an offer in writing to a residential customer for payment of their arrears by equal monthly payments over a period that is 3 times the length of their current billing period.

**Example:**

The number of monthly payments would be:

- (a) 3 if the customer is on monthly billing; or
- (b) 6 if the customer is on bi-monthly billing; or
- (c) 9 if the customer is on quarterly billing.
- (2) On making an offer under subclause (1), the retailer must give the customer a written schedule of monthly payments showing the date by which each payment must be made.
- (3) The first payment must be made by the date specified in the offer, which must not be earlier than one month after the payment date of the relevant bill, and no earlier than 2 weeks after the offer is made.

- (4) A customer who makes the first payment as mentioned in subclause (3) is to be taken to have accepted the offer if they have not previously expressly done so.

## **Division 5 Financial Hardship Policies**

### **86 Approval of financial hardship policies**

A retailer must prepare a financial hardship policy, and submit it to the Commission for approval, as mentioned in section 43(1) of the *Electricity Industry Act* or section 48G(1) of the *Gas Industry Act*.

### **87 Content of financial hardship policies**

A financial hardship policy must include:

- (a) the matters set out in section 43C of the *Electricity Industry Act* or section 48GC of the *Gas Industry Act*; and
- (b) the entitlements to minimum assistance set out in Division 3, and to default assistance set out in Division 4, of this Part; and
- (c) any matters covered by guidelines or guidance notes published by the Commission in relation to those entitlements.

## **Division 6 Communications**

### **88 Provision of general information to customers**

- (1) A retailer must ensure that general information is readily available to residential customers about:
- (a) the assistance available under Division 2, 3 or 4 and how to access that assistance; and
  - (b) the financial hardship policy of the retailer; and
  - (c) approaches to lowering energy costs; and
  - (d) government and non-government assistance (including a Utility Relief Grant) that may be available to help with meeting energy costs.
- (2) A retailer must ensure that information under subclause (1) is made available in such a way that a residential customer accessing information relating to the assistance available under a particular Division can readily access information relating to the assistance available:
- (a) under each other Division under which assistance is available; and
  - (b) under the retailer's financial hardship policy.
- (3) Without limiting the means by which information may be made readily available, information is readily available for the purposes of subclause (1) if:
- (a) it is easily accessible on the retailer's website in a readily printable form; or
  - (b) it is sent by email or other electronic means to any residential customer who, in the course of telephone contact with the retailer (irrespective of who initiated the contact) requests or consents to receiving information from the retailer electronically.

## **89      Written communications**

- (1) Any written communication by a *retailer* to a *residential customer* under, or in connection with, this Part must be:

  - (a) expressed in plain language; and
  - (b) legible; and
  - (c) presented clearly and appropriately having regard to its nature.
- (2) Despite clause 3F, a *retailer* must give or send by post to a *residential customer* any written communication required or permitted to be given or sent under, or in connection with, this Part unless the *customer* has given *explicit informed consent* to receiving it in another way.
- (3) If delivery in the ordinary course of post would not ensure that the written communication is received in a timely manner having regard to its nature, the *retailer* must make other appropriate arrangements to ensure its timely delivery.
- (4) Without limiting subclause (3), if the written communication is a *disconnection warning notice* or otherwise relates to *de-energisation or disconnection* of the *customer's* premises, the *retailer* must take steps to ensure that the communication is delivered within 24 hours after it is sent.
- (5) A *retailer* must not impose a charge on a *residential customer* for any written communication given or sent to the *customer* (whether by post or otherwise) under, or in connection with, this Part.

## **90      Effect of this Division**

Nothing in this Division limits clause 56 or any other provision of this Code about providing information to *residential customers*.

## **Division 7      Miscellaneous**

### **91      Retailer obligations**

At all times while a *residential customer* is receiving assistance under this Part, the *retailer*:

- (a) must work cooperatively with any government or non-government service, including the Energy and Water Ombudsman (Victoria), that the *retailer* knows is providing support to the *customer* to ensure that the assistance being provided by the *retailer* complements, and is provided in a coordinated way with, that support; and
- (b) must, in relation to any *customer*, comply with any guideline published by the *Commission* relating to *customers* in particular payment difficulty, including *customers* who may be subject to family violence, if the *retailer* knows or ought reasonably have known that the guideline was relevant to the *customer*; and
- (c) is not required to continue to provide assistance under this Part if the *retailer* becomes aware that the *customer* is not anticipating or facing payment difficulties.

## **92 Assistance beyond the minimum standards**

Nothing in this Part prevents a *retailer* from providing to *residential customers*, who are anticipating or facing payment difficulties, assistance in addition to the minimum standards set out in this Part.

## **93 Restriction on conditions**

A *retailer* must not impose any condition on the provision of assistance under this Part (whether in accordance with the minimum standards set out in this Part or in addition to them) that requires the *customer* to provide personal or financial information or to waive any entitlement under this Part.

## **94 Debt**

### **(1) Restriction on debt recovery**

A *retailer* must not commence or continue with proceedings for the recovery of *arrears* from a *residential customer* who is receiving assistance under this Part.

### **(2) Restriction on sale of debt**

A *retailer* must not sell or otherwise dispose of the debt of a *residential customer* who is in *arrears*:

- (a) at any time while the *customer* is receiving assistance under this Part; or
- (b) within 10 business days after the *customer* has been disconnected from their *energy supply* under clause 111A.

### **(3) Guideline to be complied with on sale of debt to third party**

A *retailer* must not sell or otherwise dispose of the debt of a *residential customer* to a third party unless compliance with the guideline “*Debt collection guideline: for collectors and creditors*” jointly published by the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission is a condition of the sale or disposal.

### **(4) Waiver of debt**

Nothing in this Part prevents a *retailer* from waiving any fee, charge or amount of *arrears* for a *residential customer*.

## **95 Supply capacity control product**

A *retailer* must not offer a *supply capacity control product* to a *residential customer* for any credit management purpose.

## **96 Restriction on transfer to another retailer**

Without limiting clause 57, a *retailer* who receives a request for the transfer under the relevant *Retail Market Procedures* of a *residential customer* of the *retailer* whose repayment of *arrears* is on hold under clause 79(1)(f)(i) must in accordance with the *Retail Market Procedures*:

- (a) object to the transfer; or
- (b) if the *retailer* only becomes aware of the request after the time for objecting has passed, immediately seek to have the transfer reversed.

## **97 Payment by Centrepay (SRC and MRC)**

- (1) This clause applies where a *residential customer* requests a *retailer* to permit payment by using Centrepay as a payment option (see clause 32).
- (2) If the *residential customer* is applying for or on a *standard retail contract*, the *retailer* must allow the *customer* to use Centrepay as a payment option.
- (3) If the *residential customer* is on a *market retail contract* and Centrepay is available as a payment option under that contract, the *retailer* must allow the *customer* to use Centrepay as a payment option.
- (4) If the *residential customer* is on a *market retail contract* and Centrepay is not available as a payment option under that contract, the *retailer* must undertake a review of the *market retail contract*.
- (5) If, as a result of a review, an alternative *customer retail contract* is considered to be more appropriate, the *retailer* must transfer the *customer* to that alternative contract, where the *retailer* has obtained the *customer's* explicit informed consent.
- (6) Any alternative *customer retail contract* offered to a *residential customer* must make Centrepay available as a payment option.
- (7) If, as a result of the review, there is no alternative *customer retail contract* considered to be more appropriate, the *retailer* must make Centrepay available as a payment option under the *residential customer's* existing *market retail contract*.
- (8) The *retailer* must not charge the *residential customer* for the review, for any transfer to an alternative *customer retail contract* or any early termination charge or other penalty for the early termination of the *customer's* previous *customer retail contract*.

~~Part 3 — Customer hardship~~

~~71 — Obligation of retailer to communicate customer hardship policy~~

~~(1) — A retailer must inform a hardship customer of the retailer of the existence of the retailer's customer hardship policy as soon as practicable after the customer is identified as a hardship customer.~~

~~(2) — The retailer must provide a customer or a financial counsellor with a copy of the customer hardship policy on request and at no expense.~~

~~(3) — A retailer must publish details of its customer hardship policy on its website:~~

~~(a) — as soon as practicable after it has been approved by the Commission; and~~

~~(b) — in a way that is easy for a customer to access.~~

~~71A — Approval by the Commission of a customer hardship policy~~

~~(1) — A customer hardship policy must include the matters set out in section 43C of the Electricity Industry Act or section 48GC of the Gas Industry Act.~~

~~(2) — In determining whether to approve a retailer's customer hardship policy, the Commission will consider whether it is appropriate and will have regard to:~~

~~(a) — the factors set out in section 45(2) of the Electricity Industry Act or section 48I of the Gas Industry Act; and~~

~~(b) — the objects set out in section 42 of the Electricity Industry Act or section 48F of the Gas Industry Act, including the promotion of best practice in energy delivery.~~

~~71B — Contents of a customer hardship policy~~

~~(1) — Nothing in this clause requires a retailer to offer all the options covered by its customer hardship policy to all of its residential customers in financial hardship. The retailer must, however, provide its residential customers in financial hardship with equitable access to the options appropriate to their individual circumstances.~~

~~(2) — In meeting the obligations set out in clause 71A, the Commission expects a retailer's customer hardship policy to:~~

- (a) ~~reflect that a *customer* in financial hardship is a *residential customer* who has the intention but not the capacity to make a payment within the timeframe required by the *retailer's* payment terms;~~
- (b) ~~enable *customers* in financial hardship:~~
  - (i) ~~to identify themselves to the *retailer*;~~
  - (ii) ~~to be identified by financial counsellors to the *retailer*; or~~
  - (iii) ~~to be identified by the *retailer*;~~
- (c) ~~provide details of the processes and criteria the *retailer* will use to identify *hardship customers*;~~
- (d) ~~provide details of the options that will be provided to *hardship customers* and how *hardship customers* will be assisted to maintain their participation in *payment plans* or any other option offered to them;~~
- (e) ~~provide details of the processes the *retailer* will use to work with the *hardship customer* and where appropriate a financial counsellor to assess the appropriate options to be provided by the *retailer*;~~
- (f) ~~offer fair and reasonable payment options with fair and reasonable instalment intervals that accommodate the particular circumstances of *hardship customers* and to monitor the *hardship customer's* payments, including the accumulation of debt;~~
- (g) ~~provide details of:~~
  - (i) ~~how and in what circumstances the *retailer* will make field audits of electricity or gas usage available to *hardship customers*;~~
  - (ii) ~~in what circumstances the field audits will be available at partial or no cost to the *hardship customer*; and~~
  - (iii) ~~how the *hardship customer's* agreement to partially fund a field audit will be obtained and how the benefits of the *hardship customer's* expenditure will be demonstrated;~~
- (h) ~~provide details of how and in what circumstances the *retailer* will provide assistance to *hardship customers* to replace electrical and gas appliances, including whether the *retailer* will sell or supply the appliances itself or nominate a third party to do so;~~

- ~~(i) provide for the referral of *hardship customers* to other support agencies and schemes where appropriate;~~
  - ~~(j) set out the process *retailers* will follow to advise *hardship customers* of their rights and obligations in respect of their agreement under the *retailer's* hardship program;~~
  - ~~(k) set out the circumstances in which a hardship arrangement between a *hardship customer* and the *retailer* will cease;~~
  - ~~(l) require the *retailer's* staff to be made aware of the policy and require all staff involved in the administration of the customer hardship program to have the necessary skills to sensitively engage with *hardship customers* about their payment difficulties and in offering assistance;~~
  - ~~(m) be transparent, accessible and communicate to *hardship customers*, financial counsellors and community assistance agencies;~~
  - ~~(n) recommend the most appropriate tariff at the time of entry to the customer hardship program, bearing in mind;
 
    - ~~(i) cost effectiveness; and~~
    - ~~(ii) whether the *hardship customer* has dedicated off peak appliances; and~~
    - ~~(iii) the *hardship customer's* previous tariff (including network charge); and~~
    - ~~(iv) the *hardship customer's* overall power usage; and~~
    - ~~(v) the *hardship customer's* previous bills, if available; and~~
    - ~~(vi) any other relevant information provided by the *hardship customer*; and~~~~
  - ~~(o) require the *retailer* to monitor their behaviour and consumption during their participation in the customer hardship program to ensure that they continue on the most appropriate tariff and facilitate a change if necessary.~~
  - ~~(3) This clause 71B does not limit the requirements of section 43C of the *Electricity Industry Act* or section 48GC of the *Gas Industry Act* or the requirements of this Code.~~
- 71C Changes to customer hardship policies**
- ~~(1) The *Commission* expects *retailers* to periodically review their customer hardship policies in accordance with normal business practice.~~

~~(2) Any request by the *retailer* for the *Commission* to approve a new or amended customer hardship policy under section 43B of the *Electricity Industry Act* or section 48GB of the *Gas Industry Act* must include a statement as to the nature, impact and reason for the change.~~

~~72 Payment plans~~

~~(1) A *payment plan* for a *hardship customer* must:~~

~~(a) be established having regard to:~~

~~(i) the *customer's* capacity to pay; and~~

~~(ii) any arrears owing by the *customer*; and~~

~~(iii) the *customer's* expected *energy* consumption needs over the following 12 month period; and~~

~~(b) include an offer for the *customer* to pay for their *energy* consumption in advance or in arrears by instalment payments.~~

~~(2) A *retailer* who offers a *payment plan* under this clause for a *customer* must inform the *customer* of:~~

~~(a) the duration of the plan; and~~

~~(b) the amount of each instalment payable under the plan, the frequency of instalments and the date by which each instalment must be paid; and~~

~~(c) if the *customer* is in arrears—the number of instalments to pay the arrears; and~~

~~(d) if the *customer* is to pay in advance—the basis on which instalments are calculated.~~

~~(3) A *retailer* must consider any reasonable request from a *business customer* for, and may impose an *additional retail charge* on the *business customer* if they enter into, a *payment plan*.~~

**Note:**

~~Subclause (1) of clause 72 must be read in light of subclause 33(4) of this Code which provides that clause 72 applies to a residential customer experiencing payment difficulties in the same way as it applies to a hardship customer.~~

~~72A Debt recovery~~

~~A retailer must not commence proceedings for the recovery of a debt relating to the sale and supply of energy from a residential customer if:~~

- ~~(a) the customer continues to adhere to the terms of a payment plan or other agreed payment arrangement; or~~
- ~~(b) the retailer has failed to comply with the requirements of:
  - ~~(i) its customer hardship policy in relation to that customer; or~~
  - ~~(ii) the Electricity Industry Act or Gas Industry Act and this Code relating to non-payment of bills, payment plans and assistance to hardship customers or residential customers experiencing payment difficulties.~~~~
- ~~(c) the retailer has failed to comply with guidelines on debt collection issued by the Australian Competition and Consumer Commission concerning section 50 of the Australian Consumer Law as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).~~

~~73 [Not used]~~

~~74 Payment by Centrepay (SRC and MRC)~~

- ~~(1) This clause applies where a hardship customer requests a retailer to permit payment by using Centrepay as a payment option (see clause 32).~~
- ~~(2) If the hardship customer is applying for or on a standard retail contract, the retailer must allow the customer to use Centrepay as a payment option.~~
- ~~(3) If the hardship customer is on a market retail contract and Centrepay is available as a payment option under that contract, the retailer must allow the customer to use Centrepay as a payment option.~~
- ~~(4) If the hardship customer is on a market retail contract and Centrepay is not available as a payment option under that contract, the retailer must undertake a review of the market retail contract.~~
- ~~(5) If, as a result of a review, an alternative customer retail contract is considered to be more appropriate, the retailer must transfer the customer to that alternative contract, where the retailer has obtained the customer's explicit informed consent.~~

~~(6) Any alternative *customer retail contract* offered to a *hardship customer* must make Centrepay available as a payment option.~~

~~(7) If, as a result of the review, there is no alternative *customer retail contract* considered to be more appropriate, the *retailer* must make Centrepay available as a payment option under the *hardship customer's* existing *market retail contract*.~~

~~(8) The *retailer* must not charge the *customer* for the review, for any transfer to an alternative retail contract or any early termination charge or other penalty for the early termination of the *customer's* previous *customer retail contract*.~~

#### ~~75 Hardship program indicators~~

~~(1) The *Commission* may, in consultation with *retailers* and other interested stakeholders, determine hardship program indicators.~~

~~(2) The hardship program indicators may cover the following:~~

~~(a) entry into hardship programs;~~

~~(b) participation in hardship programs;~~

~~(c) assistance available to and assistance provided to *customers* under *customer* hardship policies.~~

~~(3) The *Commission* may from time to time amend the hardship program indicators in consultation with *retailers* and other interested stakeholders.~~

~~(4) In this clause:~~

~~hardship program means a program outlined in a *customer* hardship policy.~~

#### ~~76 Waiver of debt for hardship customer~~

~~Nothing in this Part prevents a *retailer* from waiving any fee, charge or amount of arrears for the provision of *customer retail services* to a *hardship customer* in accordance with the *retailer's* *customer* hardship policy.~~

#### ~~76A Supply capacity control product~~

~~(1) A *retailer* must not offer a supply capacity control product to a *customer* for any credit management purpose.~~

~~(2) In this clause:~~

~~supply capacity control means the use, other than the emergency use, of the *smart meter* to temporarily interrupt electricity supply to a *customer*.~~

DRAFT

**Part 4 [Not used]**

**Division 1 [Not used]**

**77 [Not used]**

**78 [Not used]**

**Division 2 [Not used]**

**79 [Not used]**

**80 [Not used]**

**Division 3 [Not used]**

**81 [Not used]**

**Division 4 [Not used]**

**82 [Not used]**

**83 [Not used]**

**Division 5 [Not used]**

**84 [Not used]**

**85 [Not used]**

**86 [Not used]**

**87 [Not used]**

**Division 6 [Not used]**

**88 [Not used]**

**89 [Not used]**

**90 [Not used]**

**91 [Not used]**

**Division 7 [Not used]**

**92 [Not used]**

**Part 5 [Not used]**

**Division 1 [Not used]**

**93 [Not used]**

**Division 2 [Not used]**

**94 [Not used]**

**Division 3 [Not used]**

**95 [Not used]**

**96 [Not used]**

**97 [Not used]**

**98 [Not used]**

**99 [Not used]**

**100 [Not used]**

**Division 4 [Not used]**

**101 [Not used]**

**102 [Not used]**

**Division 5 [Not used]**

**103 [Not used]**

**104 [Not used]**

**105 [Not used]**

**106 [Not used]**

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

### Division 1 Preliminary

#### 107 Application of this Part

- (1) [Not used]
- (2) A *retailer* must not arrange *de-energisation* of a *customer's* premises except in accordance with Division 2.
- (3) [Not used]
- (4) [Not used]

#### 108 Definitions

In this Part:

**disconnection warning period** means the period that starts on the date of issue of a *disconnection warning notice* under clause 110, which must be no earlier than the next *business day* after the end of the *reminder notice period*, and ends no earlier than 6 *business days* from the date of issue of the *disconnection warning notice*;

**protected period** means:

- (a) a *business day* before 8am or after 2pm for a *residential customer* or 3pm for a *business customer*; or
- (b) a Friday or the day before a public holiday; or
- (c) a weekend or a public holiday; or
- (d) the days between 20 December and 31 December (both inclusive) in any year;

**public holiday**, in relation to a *customer*, means a day that is observed as a local public holiday in the area in which the *customer's* premises are located (including the whole of Victoria);

**reminder notice period:**

- (a) in relation to a *residential customer*, means the period that starts on the date of issue to the *customer* of a *reminder notice* under clause 109 and ends 6 *business days* after the date of issue of the *reminder notice*; and
- (b) in relation to any other small customer, means the period that starts on the date of issue to the customer of a reminder notice under clause 109, which must be no earlier than the next business day after the pay-by date, and ends no earlier than 6 business days after the date of issue of the reminder notice.

~~**reminder notice period** means the period that starts on the date of issue of a *reminder notice* under clause 109, which must be no earlier than the next *business*~~

~~day after the pay-by date, and ends no earlier than 6 business days from the date of issue of the reminder notice.~~

## 109 **Reminder notices—retailers**

- (1) A reminder notice is:
  - (a) for a residential customer, a written notice with the heading ‘Reminder Notice’ prominently displayed on it issued by a retailer to the customer to remind the customer that payment of a bill is required; and
  - (b) for any other small customer, a notice issued by a retailer to the customer after the pay-by-date for a bill to remind the customer that payment is required.
- (2) The purpose of a reminder notice to a residential customer is to remind the customer of their obligation to pay the bill and to give them clear and unambiguous information about the assistance to which they are entitled if they are facing payment difficulties.
- (3) A retailer must not issue a reminder notice to a residential customer who has put forward a payment proposal or revised proposal in accordance with clause 80 or 81 that the retailer is required to accept under clause 80(1) unless the residential customer has failed to make a payment by the date on which it was payable under the proposal or revised proposal.
- (4) A reminder notice must:
  - (a) state the date of its issue; and
  - (b) state the date on which the reminder notice period ends; and
  - (c) state that payment of the bill is required to be made before the end of the reminder notice period; and
  - (d) in the case of a residential customer, give information expressed in plain language about the assistance available under Part 3 to help customers facing payment difficulties and how to access that assistance; and
  - (e) give details of how to contact the retailer in connection with a complaint or dispute.

~~(1) **Nature of reminder notices**~~

~~A *reminder notice* is a notice issued by a *retailer* after the *pay-by date* for a bill to remind the *customer* that payment is required.~~

~~(2) **Particulars to be included in reminder notices**~~

~~A *reminder notice* must:~~

- ~~(a) state the date of its issue; and~~
- ~~(b) state the date on which the *reminder notice period* ends; and~~
- ~~(c) state that payment of the bill must be made during the *reminder notice period*; and~~
- ~~(d) include details of the *retailer's* telephone number for complaints and disputes.~~

**110 Disconnection warning notices**

**(1) Nature of disconnection warning notices**

A *disconnection warning notice* is a notice issued by a *retailer* to warn a *customer* that the *customer's* premises will or may be de-energised.

**(1A) Purpose of disconnection warning notices**

The purpose of a *disconnection warning notice* is to give the *customer* clear and unambiguous advice about what the *customer* needs to do to avoid being disconnected from their *energy supply*.<sup>22</sup>

**(2) Particulars to be included in disconnection warning notices**

A *disconnection warning notice* must:

- (a) state the date of its issue; and
- (b) state the matter giving rise to the potential *de-energisation* of the *customer's* premises; and
  - (ba) if the *customer* is a *residential customer* facing payment difficulties who is receiving assistance under Part 3:
    - (i) state the form of assistance that the *customer* is receiving; and
    - (ii) give an explanation in plain language of the notice and of why it is being issued; and
    - (iii) give the *customer* clear and unambiguous advice about what the *customer* needs to do to avoid being disconnected from their *energy supply*, including any entitlement that they may have to further assistance under Part 3; and
- (c) where the notice has been issued for not paying a bill:
  - (i) state the date on which the *disconnection warning period* ends; and

- (ii) state that payment of the bill must be made during the *disconnection warning period*; and
- (d) for matters other than not paying a bill—allow a period of not fewer than 5 *business days* after the date of issue for the *customer* to rectify the matter before *de-energisation* will or may occur; and
- (e) inform the *customer* of applicable *re-energisation* procedures and (if applicable) that a charge will be imposed for *re-energisation*; and
- (f) include details of the existence and operation of the *energy ombudsman*, including contact details; and
- (g) include details of the telephone number of the *retailer* for payment assistance enquiries; and
- (h) for a *customer* with a *smart meter*, state that *de-energisation* could occur remotely.

## Division 2 Retailer-initiated de-energisation of premises

### 111 De-energisation for not paying bill (small customer who is not a residential customer facing payment difficulties)

- (1) A *retailer* may arrange *de-energisation* of the premises of a small customer (other than a residential customer facing payment difficulties who is receiving assistance under Part 3)~~a customer's premises~~, including by *de-energising* the *customer's* supply remotely, if:
  - (a) the *customer*:
    - (i) has not paid a bill by the *pay-by date*; or
    - (ii) is on a *payment plan* with the *retailer* and has not adhered to the terms of the plan; and
  - (b) [Not used] if the customer is a residential customer, the customer:
    - ~~(i) has not paid a bill by the pay-by date; and~~
    - ~~(ii) has not agreed to an offer to pay the bill by instalments or, having agreed to the offer, has failed to adhere to an instalment arrangement; and~~
  - (c) the *retailer* has given the *customer* a *reminder notice*; and
  - (d) the *retailer* has given the *customer* a *disconnection warning notice* after the expiry of the period referred to in the *reminder notice*; and
  - (e) the *retailer* has, after giving the *disconnection warning notice*, used its best endeavours to contact the *customer*, in connection with the failure to pay, or to adhere to the payment plan referred to in paragraph (a)(ii)~~or to agree to the offer or to adhere to the payment plan or instalment arrangement as referred to in paragraphs (a)(ii) and (b)(ii)~~, in one of the following ways:
    - (i) in person;
    - (ii) by telephone;
    - (iii) by facsimile or other electronic means; and

- (f) the *customer* has refused or failed to take any reasonable action towards settling the debt.
- (2) ~~[Not used] Where a *customer* is a *hardship customer*, is a *residential customer* who has informed the *retailer* in writing or by telephone that the *customer* is experiencing payment difficulties or the *retailer* otherwise believes the *customer* is experiencing repeated difficulties in paying the *customer's* bill or requires payment assistance, a *retailer* must not arrange for *de-energisation* of the *customer's* premises under subclause (1), unless the *retailer* has offered the *customer 2 payment plans* in the previous 12 months and:~~
- ~~(a) the *customer* has agreed to neither of them; or~~
- ~~(b) the *customer* has agreed to one but not the other of them but the plan to which the *customer* agreed has been cancelled due to non-payment by the *customer*; or~~
- ~~(c) the *customer* has agreed to both of them but the plans have been cancelled due to non-payment by the *customer*.~~
- (3) A *retailer* may arrange *de-energisation* of the premises of a *small customer* (other than a *residential customer* facing payment difficulties who is receiving assistance under Part 3)~~a *customer's* premises~~, including by de-energising the *customer's* supply remotely, if:
- (a) the *customer* has, while on a shortened collection cycle, not paid a bill by the *pay-by date*; and
- (b) the *retailer* has given the *customer* a *disconnection warning notice* after the *pay-by date*; and
- (c) the *retailer* has, after giving the *disconnection warning notice*, used its best endeavours to contact the *customer*, in connection with the failure to pay; or to adhere to the *payment plan* referred to in subclause (1)(a)(ii)~~or to agree to the offer or to adhere to the *payment plan* or instalment arrangement as referred to in subclause (1) (a) (ii) and (b) (ii)~~, in one of the following ways:
- (i) in person;
- (ii) by telephone;
- (iii) by facsimile or other electronic means; and
- (d) the *customer* has refused or failed to take any reasonable action towards settling the debt.

**Note:**

~~Further guidance in relation to the *Commission's* expectations with respect to *de-energisation* of a *customer's* premises is set out in the *Commission's* publication *Operating Procedure Compensation for Wrongful Disconnection*.~~

The *Commission* notes that “other electronic means” includes email.

**(4) Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(5) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**111A Residential customer facing payment difficulties only to be disconnected as a last resort**

A retailer may only arrange *de-energisation* of the premises of a residential customer facing payment difficulties if:

(a) the retailer:

- (i) has provided, or used their best endeavours to provide, the customer with the assistance that they are entitled to receive under Part 3; and
- (ii) has issued a *reminder notice* to the customer; and
- (iii) has issued a *disconnection warning notice* to the customer; and
- (iv) has, after the issue of the *disconnection warning notice*, used its best endeavours to contact the customer in relation to the matter; and

(b) the customer:

- (i) while receiving tailored assistance under clause 79, has failed to make a payment by the date on which it was payable, has not put forward a revised payment proposal and does not have an entitlement mentioned in clause 79(3); or
- (ii) has exercised an entitlement to the assistance mentioned in clause 79(1)(f) and has failed to make a payment by the date on which it was payable and has not put forward a revised payment proposal; or
- (iii) while receiving default assistance under Division 4, has neither complied with the terms of that assistance nor contacted the retailer to exercise an option for tailored assistance under Division 3; and

(c) the customer has refused or failed to take any reasonable action towards remedying the matter; and

(d) the retailer has records that are sufficient to evidence the matters mentioned in paragraphs (a), (b) and (c).

**112 De-energisation for not paying security deposit or refusal to provide acceptable identification**

(1) A retailer may arrange for the *de-energisation* of a customer's premises if the customer has failed to pay a *security deposit* or the customer refuses when required to provide *acceptable identification* (if the customer is a new customer of the retailer) and if:

- (a) the retailer has given the customer a notice of its intention to do so; and
- (b) the retailer has given the customer a *disconnection warning notice* after the expiry of the period referred to in the notice of its intention (being not less than 5 *business days* after the notice of its intention was given); and

(c) the *customer* has continued not to provide a *security deposit* or *acceptable identification*.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*, but only to the extent (if any) a contract provides for payment of a *security deposit*.

## 113 De-energisation for denying access to meter

(1) A *retailer* may arrange for *de-energisation* of a *customer's* premises if the *customer* has failed to allow, for 3 consecutive scheduled *meter* readings, access to the *customer's* premises to read a *meter* and if:

(a) the *retailer* has given the *customer* an opportunity to offer reasonable alternative arrangements for access that are acceptable to the *responsible person*; and

(b) the *retailer* has, on each of the occasions access was denied, arranged for the *customer* to be given a notice requesting access to the *meter* at the premises and advising of the *retailer's* ability to arrange for *de-energisation*; and

(c) the *retailer* has used its best endeavours to contact the *customer*:

(i) in person; or

(ii) by telephone; or

(iii) by facsimile or other electronic means; and

(d) the *retailer* has given the *customer* a notice of its intention to arrange for *de-energisation*; and

(e) the *retailer* has given the *customer* a *disconnection warning notice* after the expiry of the period referred to in the notice of its intention; and

(f) the *customer* has not rectified the matter that gave rise to the right to arrange for *de-energisation*.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

### Note:

Further guidance in relation to the *Commission's* expectations with respect to *de-energisation* of a *customer's* premises is set out in the *Commission's* publication *Operating Procedure Compensation for Wrongful Disconnection*.

## 114 De-energisation for illegally using energy

- (1) A *retailer* may make immediate arrangements for *de-energisation* of a *customer's* premises if there has been:
  - (a) fraudulent acquisition of *energy* at those premises; or
  - (b) intentional consumption of *energy* at those premises otherwise than in accordance with the *energy laws*.
- (2) No *disconnection warning notice* or other notice is required for *de-energisation* under this clause.
- (3) **Application of this clause to standard retail contracts**  
This clause applies in relation to *standard retail contracts*.
- (4) **Application of this clause to market retail contracts**  
This clause applies in relation to *market retail contracts*.

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

- (1) The *financially responsible retailer* for a *move-in customer's* or *carry-over customer's* premises may arrange for the *de-energisation* of the premises if the *customer* refuses or fails to take appropriate steps to enter into a *customer retail contract* as soon as practicable.
- (2) A *financially responsible retailer* must not arrange for *de-energisation* under this clause unless:
  - (a) the *retailer* has given the *customer* a notice of its intention to do so; and
  - (b) the *retailer* has given the *customer* a *disconnection warning notice* after the expiry of the period referred to in the notice of its intention, not being less than 5 *business days* after the notice of its intention was given.
- (3) The *financially responsible retailer* may commence *de-energisation* procedures even if the *retailer* is unable to ascertain the name or other particulars of the person consuming *energy* at the premises.
- (4) If a *customer's* premises are de-energised in accordance with this clause, the deemed contract that is in effect under section 39 of the *Electricity Industry Act* or section 46 of the *Gas Industry Act* will come to an end.

### Note:

Section 39 of the *Electricity Industry Act* and section 46 of the *Gas Industry Act* provide for deemed contracts for supply and sale of *energy* to apply between retailers and *customers* who take a supply of *energy* without having a retail contract in place. Section 39(5) of the *Electricity Industry Act* and section 46(5) of the *Gas Industry Act* authorises the *Commission* to decide, and provide for the licence of a licensee, conditions setting out events on the happening of which a deemed contract under section 39 and 46 may come to an end.

## 116 When retailer must not arrange de-energisation

### (1) Restrictions on de-energisation

Despite any other provisions of this Division but subject to subclauses (2), (3) and (4), a *retailer* must not arrange for the *de-energisation* of a *customer's* premises to occur:

- (a) where the premises are registered under Part 7 as having *life support equipment*; or
- (b) where the *customer* has made a complaint, directly related to the reason for the proposed *de-energisation*, to the *retailer* under the *retailer's* standard complaints and dispute resolution procedures, and the complaint remains unresolved; or
- (c) where the *customer* has made a complaint, directly related to the reason for the proposed *de-energisation*, to the *energy ombudsman*, and the complaint remains unresolved; or
- (d) where the customer is a residential customer facing payment difficulties who is receiving assistance under Part 3 and is complying with the terms of that assistance; or
- ~~(d) where the customer is a hardship customer or residential customer and is adhering to a payment plan under clause 33 or 72; or~~
- (e) where the *customer* informs the *retailer*, or the *retailer* is otherwise aware, that the *customer* has formally applied for assistance to an organisation responsible for a rebate, concession or relief available under any government funded *energy* charge rebate, concession or relief scheme and a decision on the application has not been made; or
- (f) on the ground that the *customer* has failed to pay an amount on a bill that relates to goods and services other than for the sale of *energy*; or
- (g) for non-payment of a bill where the amount outstanding is less than \$120 (exclusive of GST); or
- (h) [Not used]
- (i) during a protected period.

### (2) Restrictions not applying for non-access to meter

The restrictions in subclauses (1) (d), (e) and (f) do not apply if the reason for *de-energisation* was failure to provide access to a *meter*.

### (3) Non-application of restrictions where de-energisation requested by customer

The restrictions in subclause (1) do not apply if the *customer* has requested *de-energisation*.

### (4) Non-application of restrictions where illegal use of energy

Apart from the restriction in subclause (1) (a) relating to *life support equipment*, the restrictions in subclause (1) do not apply in relation to *de-energisation* of a *customer's* premises for:

- (a) the fraudulent acquisition of *energy* at those premises; or
- (b) the intentional consumption of *energy* at those premises otherwise than in accordance with the *energy laws*.

(5) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(6) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

## 117 **Timing of de-energisation where dual fuel contract**

(1) **Definition**

In this clause:

**dual fuel contract** means:

- (a) one *market retail contract* between a *small customer* and a *retailer* for the sale of both electricity and gas by the *retailer* to the *small customer*; or
- (b) two *market retail contracts* between the same *small customer* and the same *retailer*, one for the sale of electricity and the other for the sale of gas, by the *retailer* to the *customer*, under which a single bill is issued.

(2) **Application of this clause**

This clause applies where a *retailer* and a *customer* have entered into a dual fuel contract for the *customer's* premises and the *retailer* has the right to arrange for *de-energisation* of the premises under this Division.

(3) **De-energisation of gas supply**

Despite any other provision of this Division, the *retailer* may exercise the right to arrange for *de-energisation* of the *customer's* gas supply no sooner than seven *business days* after the date of receipt of the *disconnection warning notice*.

(4) **De-energisation of electricity supply**

The *retailer* may exercise the right to arrange for *de-energisation* of the *customer's* electricity supply in accordance with timing determined under the dual fuel contract but no earlier than 15 *business days* after the date of the *de-energisation* of the *customer's* gas supply under subclause (3).

(5) **Restrictions on de-energisation not affected**

Nothing in this clause affects the operation of clause 116.

## 118 **Request for de-energisation**

- (1) If a *customer* requests the *retailer* to arrange for *de-energisation* of the *customer's* premises, the *retailer* must use its best endeavours to arrange for:
  - (a) *de-energisation* in accordance with the *customer's* request; and
  - (b) a *meter* reading; and

- (c) if applicable, the preparation and issue of a final bill for the premises; and
- (d) where a *customer* can be disconnected by de-energising the *customer's* premises remotely and the *retailer* believes it can do so safely, the *retailer* must arrange for *de-energisation* of the *customer's* premises within two hours of the *customer's* request, unless the *customer* has requested *de-energisation* at a scheduled time.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

### **Division 3            Distributor de-energisation of premises**

**119            [Not used]**

- (1) [Not used]
- (2) [Not used]
- (3) [Not used]

**120            [Not used]**

- (1) [Not used]
- (2) [Not used]
- (3) [Not used]
- (4) [Not used]

### **Division 4            Re-energisation of premises**

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

- (1) Where a *retailer* has arranged for the *de-energisation* of a *small customer's* premises and the *customer* has within 10 *business days* of the *de-energisation*:
  - (a) if relevant, rectified the matter that led to the *de-energisation* or made arrangements to the satisfaction of the *retailer*; and
  - (b) made a request for *re-energisation*; and
  - (c) paid any charge for *re-energisation*;

the *retailer* must, in accordance with any requirements under the *energy laws*, initiate a request to the distributor for *re-energisation* of the premises.

- (2A) If a *small customer* whose premises have been *de-energised* is eligible for a Utility Relief Grant and, within 10 *business days* of the *de-energisation*, applies for such a grant, then the *small customer* is to be taken by the *retailer* to have rectified the matter that led to the *de-energisation*.

(2) **Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

(3) **Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**122 [Not used]**

**122A Time for re-energisation**

- (1) If a *customer* makes a request for *re-energisation*:
- (a) before 3 pm on a *business day*, the *retailer* must arrange for *re-energisation* of the *customer's* premises on the day of the request; or
  - (b) after 3 pm on a *business day*, the *retailer* must arrange for *re-energisation* of the *customer's* premises on the next *business day* or, if the request also is made before 9 pm and the *customer* pays any applicable additional after hours *reconnection* charge, on the day requested by the *customer*; or
  - (c) where the *retailer* is able to reconnect the *customer* by re-energising the *customer's* premises remotely and reasonably believes that it can do so safely:
    - (i) subject to clauses (1)(a) and (b) above, the *retailer* must use its best endeavours to arrange for *re-energisation* of the *customer's* premises within two hours;
    - (ii) in any event, the *retailer* must pass on the request to the relevant distributor within one hour after the conclusion of the interaction during which the *customer* made the request.
- (2) A *retailer* and a *customer* may agree that later times are to apply to the *retailer*.

## **Part 7**                      **Life support equipment**

### **123**            **Application of this Part**

This Part applies in relation to a *customer* who is a party to a contract with a *retailer* for the sale of *energy*, and prevails to the extent of any inconsistency with Part 6.

### **124**            **Retailer obligations**

#### **(1) Life support equipment**

Where a *customer* provides a *retailer* with confirmation from a registered medical practitioner that a person residing at the *customer's* premises requires *life support equipment*, the *retailer* must:

- (a) register the premises as having *life support equipment*; and
- (b) advise the distributor that a person residing at the premises requires *life support equipment*; and
- (c) give the distributor relevant information about the premises for the purposes of updating the distributor's distribution records and registers; and
- (d) not arrange for the *de-energisation* of the premises while the person continues to reside at the premises and requires *life support equipment*; and
- (e) give the *customer* an emergency telephone contact number for the distributor (the charge for which is no more than the cost of a local call).

#### **(2) Cessation of requirement for life support equipment**

Where a *customer* whose premises have been registered under this clause advises the *retailer* that the person for whom the *life support equipment* is required has vacated the premises or no longer requires the *life support equipment*, the *retailer* must inform the distributor as soon as possible of the advice received from the *customer*.

#### **(3) Application of this clause to standard retail contracts**

This clause applies in relation to *standard retail contracts*.

#### **(4) Application of this clause to market retail contracts**

This clause applies in relation to *market retail contracts*.

**125**            **[Not used]**

**126**            **[Not used]**

**Part 8**                    **[Not used]**

**127**        **[Not used]**

**128**        **[Not used]**

**129**        **[Not used]**

**130**        **[Not used]**

**131**        **[Not used]**

**132**        **[Not used]**

**133**        **[Not used]**

**134**        **[Not used]**

**135**        **[Not used]**

**136**        **[Not used]**

**137**        **[Not used]**

**138**        **[Not used]**

**139**        **[Not used]**

**140**        **[Not used]**

**141**        **[Not used]**

**142**        **[Not used]**

**143**        **[Not used]**

**144**        **[Not used]**

**145**        **[Not used]**

**146**        **[Not used]**

**147**        **[Not used]**

**Part 9 [Not used]**

**Division 1 [Not used]**

**148 [Not used]**

**Division 2 [Not used]**

**149 [Not used]**

**150 [Not used]**

**151 [Not used]**

**152 [Not used]**

**153 [Not used]**

**Division 3 [Not used]**

**154 [Not used]**

**Division 4 [Not used]**

**155 [Not used]**

**156 [Not used]**

**157 [Not used]**

**158 [Not used]**

**159 [Not used]**

**160 [Not used]**

**161 [Not used]**

**162 [Not used]**

**163 [Not used]**

**Division 5 [Not used]**

**164 [Not used]**

**Part 10 [Not used]**

165 [Not used]

166 [Not used]

167 [Not used]

**Part 11 [Not used]**

168 [Not used]

169 [Not used]

170 [Not used]

171 [Not used]

**Part 12 [Not used]**

172 [Not used]

173 [Not used]

DRAFT

# Schedule 1 Model terms and conditions for standard retail contracts

(Rule 12)

## PREAMBLE

This contract is about the sale of energy to you as a small customer at your premises. It is a standard retail contract that starts without you having to sign a document agreeing to these terms and conditions.

In addition to this contract, the energy laws and other consumer laws also contain rules about the sale of energy and we will comply with these rules in our dealings with you. For example, the National Energy Retail Law and the National Energy Retail Rules ('the Rules') set out specific rights and obligations about energy marketing, payment methods and arrangements for customers experiencing payment difficulties.

### **Note for Victorian customers:**

For Victorian customers, until the National Energy Retail Law and the National Energy Retail Rules are adopted in Victoria (referred to as 'NECF implementation in Victoria'), the energy laws applicable in Victoria are the Electricity Industry Act 2000, the Gas Industry Act 2001 and the Energy Retail Code made by the Essential Services Commission. For customers in Victoria, prior to NECF implementation in Victoria all references to the National Energy Retail Law and Rules in this contract should be read as references to the Energy Retail Code unless stated otherwise.

You also have a separate contract with your distributor, called a customer connection contract. The customer connection contract deals with the supply of energy to your premises and can be found on your distributor's website.

### **Note for Victorian customers:**

There are no gas customer connection contracts in Victoria.

More information about this contract and other matters is on our website [permitted alteration: insert retailer's website address].

## 1 THE PARTIES

This contract is between:

[Permitted alteration: name of designated retailer] who sells energy to you at your premises (in this contract referred to as "we", "our" or "us"); and

You, the customer to whom this contract applies (in this contract referred to as "you" or "your").

## 2 DEFINITIONS AND INTERPRETATION

- (a) Terms used in this contract have the same meanings as they have in the National Energy Retail Law and the Rules. However for ease of reference, a simplified explanation of some terms is given at the end of this contract.

- (b) Where the simplified explanations given at the end of this contract differ from the definitions in the National Energy Retail Law and the Rules, the definitions in the National Energy Retail Law and the Rules prevail.

### **3 DO THESE TERMS AND CONDITIONS APPLY TO YOU?**

#### **3.1 These are our terms and conditions**

This contract sets out the terms and conditions for a standard retail contract for a small customer under the National Energy Retail Law and the Rules.

#### **3.2 Application of these terms and conditions**

These terms and conditions apply to you if:

- (a) you are a residential customer; or
- (b) you are a business customer who is a small customer; and
- (c) you request us to sell energy to you at your premises; and
- (d) you are not being sold energy for the premises under a market retail contract.

#### **3.3 Electricity or gas**

Standard retail contracts apply to electricity and gas, but some terms may be expressed to apply only to one or the other. If we are your retailer for both electricity and gas, you have a separate contract with us for each of them.

### **4 WHAT IS THE TERM OF THIS CONTRACT?**

#### **4.1 When does this contract start?**

This contract starts on the date you satisfy any pre-conditions set out in the National Energy Retail Law and the Rules, including giving us *acceptable identification* and your contact details for billing purposes.

#### **4.2 When does this contract end?**

- (a) This contract ends:
  - (i) if you give us a notice stating you wish to end the contract—subject to paragraph (b), on a date advised by us of which we will give you at least 5 but no more than 20 *business days* notice; or
  - (ii) if you are no longer a small customer:
    - (A) subject to paragraph (b), on a date specified by us, of which we will give you at least 5 but no more than 20 *business days* notice; or
    - (B) if you have not told us of a change in the use of your energy—from the time of the change in use; or
  - (iii) if we both agree to a date to end the contract—on the date that is agreed; or

- (iv) if you start to buy energy for the premises from us or a different retailer under a customer retail contract—on the date the market retail contract starts; or
  - (v) if a different customer starts to buy energy for the premises—on the date that customer’s contract starts; or
  - (vi) if the premises are disconnected and you have not met the requirements in the Rules for reconnection—10 *business days* from the date of disconnection.
- (b) If you do not give us safe and unhindered access to the premises to conduct a final *meter* reading (where relevant), this contract will not end under paragraph (a) (i) or (ii) until we have issued you a final bill and you have paid any outstanding amount for the sale of energy.
  - (c) Rights and obligations accrued before the end of this contract continue despite the end of the contract, including any obligations to pay amounts to us.

### **4.3 Vacating your premises**

- (a) If you are vacating your premises, you must provide your forwarding address to us for your final bill in addition to a notice under clause 4.2(a)(i) of this contract.
- (b) When we receive the notice, we must use our best endeavours to arrange for the reading of the *meter* on the date specified in your notice (or as soon as possible after that date if you do not provide access to your *meter* on that date) and send a final bill to you at the forwarding address stated in your notice.
- (c) You will continue to be responsible for charges for the premises until your contract ends in accordance with clause 4.2 of this contract.

## **5 SCOPE OF THIS CONTRACT**

### **5.1 What is covered by this contract?**

- (a) Under this contract we agree to sell you energy at your premises. We also agree to meet other obligations set out in this contract and to comply with the energy laws.
- (b) In return, you agree:
  - (i) to be responsible for charges for energy supplied to the premises until this contract ends under clause 4.2 even if you vacate the premises earlier; and
  - (ii) to pay the amounts billed by us under this contract; and
  - (iii) to meet your obligations under this contract and the energy laws.

### **5.2 What is not covered by this contract?**

This contract does not cover the physical connection of your premises to the distribution system, including *metering* equipment and the maintenance of that

connection and the supply of energy to your premises. This is the role of your distributor under a separate contract called a customer connection contract.

**Note for Victorian customers:**

There are no gas customer connection contracts in Victoria.

## **6 YOUR GENERAL OBLIGATIONS**

### **6.1 Full information**

You must give us any information we reasonably require for the purposes of this contract. The information must be correct, and you must not mislead or deceive us in relation to any information provided to us.

### **6.2 Updating information**

You must tell us promptly if information you have provided to us changes, including if your billing address changes or if your use of energy changes (for example, if you start running a business at the premises).

### **6.3 Life support equipment**

- (a) If a person living at your premises requires *life support equipment*, you must register the premises with us or your distributor. To register, you will need to give written confirmation from a registered medical practitioner of the requirement for *life support equipment* at the premises.
- (b) You must tell us or your distributor if the *life support equipment* is no longer required at the premises.

### **6.4 Obligations if you are not an owner**

If you cannot meet an obligation relating to your premises under this contract because you are not the owner you will not be in breach of the obligation if you take all reasonable steps to ensure that the owner or other person responsible for the premises fulfils the obligation.

## **7 OUR LIABILITY**

- (a) The quality and reliability of your electricity supply and the quality, pressure and continuity of your gas supply is subject to a variety of factors that are beyond our control as your retailer, including accidents, emergencies, weather conditions, vandalism, system demand, the technical limitations of the distribution system and the acts of other persons (such as your distributor), including at the direction of a *relevant authority*.
- (b) To the extent permitted by law, we give no condition, warranty or undertaking, and we make no representation to you, about the condition or suitability of energy, its quality, fitness for purpose or safety, other than those set out in this contract.
- (c) Unless we have acted in bad faith or negligently, the National Energy Retail Law excludes our liability for any loss or damage you suffer as a result of the total or partial failure to supply energy to your premises, which includes any loss or damage you suffer as a result of the defective supply of energy.

**Note for Victorian customers:**

Prior to NECF implementation in Victoria, the reference to the NEERL in clause 7(c) is a reference to, in the case of electricity, s.120 of the National Electricity Law as set out in the Schedule to the *National Electricity (South Australia) Act 1996* or, in the case of gas, to s.232 of the *Gas Industry Act* or s.33 of the *Gas Safety Act 1997*.

## **8 PRICE FOR ENERGY AND OTHER SERVICES**

### **8.1 What are our tariffs and charges?**

- (a) Our tariffs and charges for the sale of energy to you under this contract are our standing offer prices. These are published on our website and include your distributor's charges.
- (b) Different tariffs and charges may apply to you depending on your circumstances. The conditions for each tariff and charge are set out in our standing offer prices.

**Note:**

We do not impose any charges for the termination of this contract.

### **8.2 Changes to tariffs and charges**

- (a) If we vary our standing offer prices, we will publish the variation in a newspaper and on our website at least 10 *business days* before it starts. We will also include details with your next bill if the variation affects you.
- (b) Our standing offer prices will not be varied more often than once every 6 months.

### **8.3 Variation of tariff due to change of use**

If a change in your use of energy means you are no longer eligible for the particular tariff you are on, we may transfer you to a new tariff under our standing offer prices:

- (a) if you notify us there has been a change of use—from the date of notification; or
- (b) if you have not notified us of the change of use—retrospectively from the date the change of use occurred.

### **8.4 Variation of tariff or type of tariff on request**

- (a) If you think you satisfy the conditions applying to another tariff or type of tariff under our standing offer prices, you can ask us to review your current circumstances to see whether that tariff or type of tariff can apply to you.
- (b) If you meet the requirements for another tariff or type of tariff and request us to do so, we must:
  - (i) transfer you to that other tariff within 10 *business days*; or
  - (ii) transfer you to that other type of tariff from the date the *meter* is read or the type of *meter* is changed (if needed).

## 8.5 Changes to tariffs or type of tariff during a billing cycle

If a tariff applying to you changes during a billing cycle, we will calculate your next bill on a proportionate basis.

## 8.6 GST

- (a) Amounts specified in the standing offer prices from time to time and other amounts payable under this contract may be stated to be exclusive or inclusive of GST. Paragraph (b) applies unless an amount is stated to include GST.
- (b) Where an amount paid by you under this contract is payment for a “taxable supply” as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

# 9 BILLING

## 9.1 General

We will send a bill to you as soon as possible after the end of each billing cycle. We will send the bill:

- (a) to you at the address nominated by you; or
- (b) to a person authorised in writing by you to act on your behalf at the address specified by you.

## 9.2 Calculating the bill

Bills we send to you (‘your bills’) will be calculated on:

- (a) the amount of energy consumed at your premises during the billing cycle (using information obtained from reading your meter or otherwise in accordance with the Rules); and
- (b) the amount of fees and charges for any other services provided under this contract during the billing cycle; and
- (c) the charges payable for services provided by your distributor, including connection charges if you have asked for a new connection or connection alteration and have not made alternative arrangements with your distributor.

## 9.3 Estimating the energy usage

- (a) We may estimate the amount of energy consumed at your premises if your *meter* cannot be read, if your metering data is not obtained (for example, if access to the *meter* is not given or the *meter* breaks down or is faulty), or if you otherwise consent.

### **Note for Victorian customers:**

In Victoria, a retailer must obtain a customer’s ‘explicit informed consent’ to base the customer’s bill on an estimation, unless the meter cannot be read or the metering data is not obtained.

- (b) If we estimate the amount of energy consumed at your premises to calculate a bill, we must:

- (i) clearly state on the bill that it is based on an estimation; and
  - (ii) when your *meter* is later read, adjust your bill for the difference between the estimate and the energy actually used.
- (c) If the later *meter* read shows that you have been undercharged, we will allow you to pay the undercharged amount in instalments, over the same period of time during which the *meter* was not read (if less than 12 months), or otherwise over 12 months.
- (d) If the *meter* has not been read due to your actions, and you request us to replace the estimated bill with a bill based on an actual reading of the *meter*, we will comply with your request but may charge you any cost we incur in doing so.

#### **9.4 Your historical billing information**

Upon request, we must give you information about your billing history for the previous 2 years free of charge. However, we may charge you if we have already given you this information in the previous 12 months, or if you require information going back more than 2 years.

#### **9.5 Bill smoothing**

We may, where you agree, arrange for you to pay your bills under a bill smoothing arrangement, which is based on a 12 monthly estimate of your energy consumption.

## **10 PAYING YOUR BILL**

### **10.1 What you have to pay**

You must pay to us the amount shown on each bill by the date for payment (the *pay-by date*) on the bill. The *pay-by date* will be no earlier than 13 *business days* from the date on which we issue your bill.

### **10.2 Issue of reminder notices**

If you have not paid your bill by the *pay-by date*, we will send you a *reminder notice* that payment is required. The *reminder notice* will give you a further due date for payment which will be not less than 6 *business days* after we issue the notice.

### **10.3 Difficulties in paying**

If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about your entitlements as a Victorian energy customer.

### **~~10.3 Difficulties in paying~~**

- ~~(a) If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about payment options.~~
- ~~(b) If you are a residential customer and have told us that you have difficulty paying your bill, we must offer you the option of paying your bill under a payment plan. However, we are not obliged to do so if you have had 2~~

~~payment plans cancelled due to non payment in the previous 12 months or have been convicted of an offence involving the illegal use of energy in the previous 2 years.~~

~~(c) Additional protections may be available to you under our Customer Hardship Policy and under the National Energy Retail Law and the Rules if you are a customer experiencing payment difficulties due to hardship. A copy of our Customer Hardship Policy is available on our website.~~

#### 10.4 Late payment fees

If you have not paid a bill by the *pay-by date*, we may require you to pay a late payment fee, which is part of our standing offer prices published on our website.

[Required alteration: deletion of this clause is a required alteration where late payment fees for small customers under a standard retail contract are not permitted by a State or Territory law].

### 11 METERS

- (a) You must allow safe and unhindered access to your premises for the purposes of reading and maintaining the *meters* (where relevant).
- (b) We will use our best endeavours to ensure that a *meter* reading is carried out as frequently as is needed to prepare your bills, consistently with the *metering rules* and in any event at least once every 12 months.

### 12 UNDERCHARGING AND OVERCHARGING

#### 12.1 Undercharging

- (a) If we have undercharged you, we may recover the undercharged amount from you. If we recover an undercharged amount from you:
  - (i) we will not charge interest on the undercharged amount; and
  - (ii) we will offer you time to pay the undercharged amount in instalments over the same period of time during which you were undercharged (if less than 12 months), or otherwise over 12 months.
- (b) The maximum amount we can recover from you is limited to the amount that has been undercharged in the 9 months immediately before we notify you, unless the undercharge is your fault, or results from your unlawful act or omission.

#### 12.2 Overcharging

- (a) Where you have been overcharged by less than [required alteration: insert current overcharge threshold], and you have already paid the overcharged amount, we must credit that amount to your next bill.
- (b) Where you have been overcharged by [required alteration: insert current overcharge threshold] or more, we must inform you within 10 *business days* of our becoming aware of the overcharge and, if you have already paid that amount, we must credit that amount to your next bill. However, if you request otherwise, we will comply with that request.

- (c) If you have stopped buying energy from us, we will use our best endeavours to pay the overcharged amount to you within 10 *business days*.
- (d) If you have been overcharged as a result of your own fault or unlawful act or omission, we may limit the amount we credit or pay you to the amount you were overcharged in the last 12 months.

### 12.3 Reviewing your bill

- (a) If you disagree with the amount you have been charged, you can ask us to review your bill in accordance with our standard complaints and dispute resolution procedures.
- (b) If you ask us to, we must arrange for a check of the meter reading or *metering data* or for a test of the *meter* in reviewing the bill. You will be liable for the cost of the check or test and we may request payment in advance. However, if the *meter* or *metering data* proves to be faulty or incorrect, we must reimburse you for the amount paid.

#### **Note for Victorian customers:**

Customers in Victoria are not required to pay for a meter check or test in advance.

- (c) If your bill is being reviewed, you are still required to pay any other bills from us that are due for payment and the lesser of:
  - (i) the portion of the bill that you do not dispute; or
  - (ii) an amount equal to the average of your bills in the last 12 months.

## 13 SECURITY DEPOSITS

### 13.1 Security deposit

We may require that you provide a *security deposit*. The circumstances in which we can require a *security deposit* and the maximum amount of the *security deposit* are governed by the Rules.

### 13.2 Interest on security deposits

Where you have paid a *security deposit*, we must pay you interest on the *security deposit* at a rate and on terms required by the Rules.

### 13.3 Use of a security deposit

- (a) We may use your *security deposit*, and any interest earned on the *security deposit*, to offset any amount you owe under this contract:
  - (i) if you fail to pay a bill and as a result we arrange for the disconnection of your premises; or
  - (ii) in relation to a final bill (i.e. a bill we issue when you vacate the premises or when you stop purchasing energy from us at your premises or when you request that your premises be disconnected).
- (b) If we use your security deposit or any accrued interest to offset amounts owed to us, we will advise you within 10 *business days*.

### 13.4 Return of security deposit

- (a) We must return your *security deposit* and any accrued interest in the following circumstances:
  - (i) you complete 1 years' payment (in the case of residential customers) or 2 years' payment (in the case of business customers) by the *pay-by dates* on our initial bills; or
  - (ii) subject to clause 14.3 of this contract, you stop purchasing energy at the relevant premises under this contract.
- (b) If you do not give us any reasonable instructions, we will credit the amount of the *security deposit*, together with any accrued interest, to your next bill.

## 14 DISCONNECTION OF SUPPLY

### 14.1 When can we arrange for disconnection?

Subject to us satisfying the requirements in the Rules, we may arrange for the disconnection of your premises if:

~~(a) — (a) you do not pay your bill by the *pay-by-date* or, if you are a *residential customer* receiving assistance under Part 3 of the Energy Retail Code, you fail to make a payment or otherwise do not comply with the terms of that assistance; or~~

~~you do not pay your bill by the *pay-by date* and, if you are a residential customer, you:~~

~~(i) — fail to comply with the terms of an agreed payment plan; or~~

~~(ii) — do not agree to an offer to pay the bill by instalments, or having agreed, you fail to comply with the instalment arrangement;~~

- (b) you do not provide a *security deposit* we are entitled to require from you; or
- (c) you do not give access to your premises to read a *meter* (where relevant) for 3 consecutive *meter* reads; or
- (d) there has been illegal or fraudulent use of energy at your premises in breach of clause 16 of this contract; or
- (e) we are otherwise entitled or required to do so under the Rules or by law.

### 14.2 Notice and warning of disconnection

Before disconnecting your premises, we must comply with relevant warning notice requirements and other provisions in the Rules. However, we are not required to provide a warning notice prior to disconnection in certain circumstances (for example, where there has been illegal or fraudulent use of energy at your premises or where there is an emergency or health and safety issue).

### 14.3 When we must not arrange disconnection

- (a) Subject to paragraph (b), your premises may not be disconnected during the following times ('the protected period'):
  - (i) on a *business day* before 8.00am or after 3.00pm; or

**Note for Victorian customers:**

The protected period for a residential customer in Victoria is before 8:00am or after 2:00pm. The protected period for a business customer in Victoria is before 8:00am or after 3:00pm.

- (ii) on a Friday or the day before a public holiday; or
- (iii) on a weekend or a public holiday; or
- (iv) on the days between 20 December and 31 December (both inclusive) in any year; or
- (v) if you are being disconnected under clause 14.1(a), during an extreme weather event.

**Note for Victorian customers:**

Paragraph (v) does not apply in Victoria.

- (b) Your premises may be disconnected within the protected period:
  - (i) for reasons of health and safety; or
  - (ii) in an emergency; or
  - (iii) as directed by a *relevant authority*; or
  - (iv) if you are in breach of clause 6.5 of your customer connection contract which deals with interference with energy equipment; or

**Note for Victorian customers:**

Victorian customers may be disconnected if it is permitted under their connection contract or under the applicable *energy laws*.

- (v) if you request us to arrange disconnection within the protected period; or
- (vi) if your premises contain a commercial business that only operates within the protected period and where access to the premises is necessary to effect disconnection; or
- (vii) where the premises are not occupied.

## **15 RECONNECTION AFTER DISCONNECTION**

- (a) We must request your distributor to reconnect your premises if, within 10 *business days* of your premises being disconnected:
  - (i) you ask us to arrange for reconnection of your premises; and
  - (ii) you rectify the matter that led to the disconnection; and
  - (iii) you pay any reconnection charge (if requested).
- (b) We may terminate this contract 10 *business days* following disconnection if you do not meet the requirements in paragraph (a).

## **16 WRONGFUL AND ILLEGAL USE OF ENERGY**

### **16.1 Use of energy**

You must not, and must take reasonable steps to ensure others do not:

- (a) illegally use energy supplied to your premises; or
- (b) interfere or allow interference with any energy equipment that is at your premises except as may be permitted by law; or
- (c) use the energy supplied to your premises or any energy equipment in a manner that:
  - (i) unreasonably interferes with the connection or supply of energy to another customer; or
  - (ii) causes damage or interference to any third party; or
- (d) allow energy purchased from us to be used otherwise than in accordance with this contract and the Rules; or
- (e) tamper with, or permit tampering with, any *meters* or associated equipment.

## 17 NOTICES AND BILLS

- (a) Notices and bills under this contract must be sent in writing, unless this contract or the National Energy Retail Law and the Rules say otherwise.
- (b) A notice or bill sent under this contract is taken to have been received by you or by us (as relevant):
  - (i) on the date it is handed to the party, left at the party's premises (in your case) or one of our offices (in our case) or successfully faxed to the party (which occurs when the sender receives a transmission report to that effect); or
  - (ii) on the date 2 *business days* after it is posted; or
  - (iii) on the date of transmission (unless the sender receives notice that delivery did not occur or has been delayed) if sent electronically and the use of electronic communication has been agreed between us.
- (c) Our contact details for you to contact us or send us a notice are as set out in our bill to you, or as notified to you from time to time.

## 18 PRIVACY ACT NOTICE

We will comply with all relevant privacy legislation in relation to your personal information. You can find a summary of our privacy policy on our website. If you have any questions, you can contact our privacy officer.

## 19 COMPLAINTS AND DISPUTE RESOLUTION

### 19.1 Complaints

If you have a complaint relating to the sale of energy by us to you, or this contract generally, you may lodge a complaint with us in accordance with our standard complaints and dispute resolution procedures.

**Note:**

Our standard complaints and dispute resolution procedures are published on our website.

## **19.2 Our obligations in handling complaints**

If you make a complaint, we must respond to your complaint within the required timeframes set out in our standard complaints and dispute resolution procedures and inform you:

- (a) of the outcome of your complaint and the reasons for our decision; and
- (b) that if you are not satisfied with our response, you have a right to refer the complaint to [required alteration: insert name of relevant energy ombudsman].

## **20 FORCE MAJEURE**

### **20.1 Effect of force majeure event**

If either party to this contract cannot meet an obligation under this contract because of an event outside the control of that party ('a force majeure event'):

- (a) the obligation, other than an obligation to pay money, is suspended to the extent it is affected by the force majeure event for as long as the force majeure event continues; and
- (b) the affected party must use its best endeavours to give the other party prompt notice of that fact including full particulars of the event, an estimate of its likely duration, the extent to which the affected party's obligations are affected and the steps being taken to remove, overcome or minimise those effects.

### **20.2 Deemed prompt notice**

If the effects of a force majeure event are widespread, we will be deemed to have given you prompt notice if we make the necessary information available by way of a 24 hour telephone service within 30 minutes of being advised of the event or otherwise as soon as practicable.

### **20.3 Obligation to overcome or minimise effect of force majeure event**

A party that claims a force majeure event must use its best endeavours to remove, overcome or minimise the effects of that event as soon as practicable.

### **20.4 Settlement of industrial disputes**

Nothing in this clause requires a party to settle an industrial dispute that constitutes a force majeure event in any manner other than the manner preferred by that party.

## **21 APPLICABLE LAW**

*The laws* of [required alteration: insert the name of the relevant participating jurisdiction where the customer's premises are located] govern this contract.

## **22 RETAILER OF LAST RESORT EVENT**

If we are no longer entitled by law to sell energy to you due to a Retailer of Last Resort (RoLR) event occurring in relation to us, we are required under the National Energy Retail Law and the Rules to provide relevant information

(including your name, billing address and *metering* identifier) to the entity appointed as the relevant designated retailer for the RoLR event and this contract will come to an end.

## 23 GENERAL

### 23.1 Our obligations

Some obligations placed on us under this contract may be carried out by another person. If an obligation is placed on us to do something under this contract, then:

- (a) we are taken to have complied with the obligation if another person does it on our behalf; and
- (b) if the obligation is not complied with, we are still liable to you for the failure to comply with this contract.

### 23.2 Amending this contract

- (a) This contract may only be amended in accordance with the procedures set out in the National Energy Retail Law.

#### **Note for Victorian customers:**

For Victorian customers the procedures are set out in section 40A of the Electricity Industry Act and section 48 Gas Industry Act.

- (b) We must publish any amendments to this contract on our website.

### Simplified explanation of terms

**billing cycle** means the regular recurrent period for which you receive a bill from us;

**business day** means a day other than a Saturday, a Sunday or a public holiday;

**customer** means a person who buys or wants to buy energy from a retailer;

**customer connection contract** means a contract between you and your distributor for the provision of customer connection services;

#### **Note for Victorian customers:**

There are no gas customer connection contracts in Victoria.

**designated retailer** means the financially responsible retailer for the premises (where you have an existing connection) or the local area retailer (where you do not have an existing connection) for your premises;

**disconnection** means an action to prevent the flow of energy to the premises, but does not include an *interruption*;

**distributor** means the person who operates the system that connects your premises to the distribution network;

#### **Note for Victorian customers:**

In Victoria, **Electricity Industry Act** means the Electricity Industry Act 2000.

**emergency** means an emergency due to the actual or imminent occurrence of an event that in any way endangers or threatens to endanger the safety or health of

any person, or normal operation of the distribution system or transmission system, or that destroys or damages, or threatens to destroy or damage, any property;

**energy** means electricity or gas;

**energy laws** means national and State and Territory laws and rules relating to energy and the legal instruments made under those laws and rules;

**Note for Victorian customers:**

In Victoria **Energy Retail Code** means the Energy Retail Code Version 11 dated 13 October 2014 produced by the Essential Services Commission Victoria and as amended from time to time.

**force majeure event** means an event outside the control of a party;

**Note for Victorian customers:**

In Victoria, **Gas Industry Act** means the Gas Industry Act 2001.

**GST** has the meaning given in the GST Act (*A New Tax System (Goods and Services Tax) Act 1999* (Cth));

**National Energy Retail Law** means *the Law* of that name that is applied by each participating State and Territory;

**relevant authority** means any person or body who has the power under law to direct us, including the Australian Energy Market Operator and State or Federal Police;

**residential customer** means a person who purchases energy principally for personal, household or domestic use at their premises;

**retailer** means a person that is authorised to sell energy to customers;

**RoLR event** means an event that triggers the operation of the Retailer of Last Resort scheme under the National Energy Retail Law;

**Note for Victorian customers:**

In Victoria, the Retailer of Last Resort scheme is under the Electricity Industry Act or the Gas Industry Act.

**Rules** means the National Energy Retail Rules made under the National Energy Retail Law;

**security deposit** means an amount of money paid to us as security against non-payment of a bill in accordance with the Rules;

**small customer** means:

- (a) a residential customer; or
- (b) a business customer who consumes energy at or below a level determined under the National Energy Retail Law;

**Note for Victorian customers:**

In Victoria, a small customer is a 'domestic or small business customer' as defined in the Electricity Industry Act or the Gas Industry Act.

**standing offer prices** means tariffs and charges that we charge you for or in connection with the sale and supply of energy. These are published on our website.

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## Schedule 3 Transitional Provisions

### (1) Standing offers

Each *retailer* that is required to publish a standing offer under section 35(1)(b) of the *Electricity Industry Act* or section 42(1)(b) of the *Gas Industry Act* must, within 60 days after the date on which this Code comes into operation (the commencement date):

- (a) adopt the model terms set out in Schedule 1, varied to incorporate any permitted alterations or required alterations, and publish the model terms as so adopted in the Government Gazette as a variation to its existing standing offer in accordance with section 35(4) of the *Electricity Industry Act* and section 42(4) of the *Gas Industry Act*; or
- (b) otherwise vary its existing standing offer so that it complies with the requirements of this Code and:
  - (i) submit the varied standing offer for approval by the *Commission*; and
  - (ii) after obtaining the *Commission's* approval, publish the varied standing offer in the Government Gazette,

in accordance with section 35(4) of the *Electricity Industry Act* and section 42(4) of the *Gas Industry Act*.

- (c) If any provision of a *retailer's* standing offer in existence on the commencement date does not comply with any provision of this Code relating to the form or content of the *retailer's* standing offer, the relevant provision of this Code will be deemed not to apply to the *retailer* until the date which is 60 days after the commencement date.
- (d) Paragraph (c) does not relieve the *retailer* from the obligation to comply with the provisions of this Code that apply to standard retail contracts and that impose obligations on the *retailer* independently of the form or content of the *retailer's* standing offer.

### (2) Market contracts

- (a) A contract which is a 'market contract' for the purpose of this Code as in effect immediately before the commencement date is taken to be a 'market retail contract' for the purpose of this Code as in effect on and from the commencement date.
- (b) The terms and conditions set out in a *market retail contract* entered into on or after the commencement date must be consistent with the requirements of this Code that apply to *market retail contracts*.
- (c) The terms and conditions set out in a *market retail contract* that is in existence on the commencement date must be varied, or must be replaced by a new market retail contract, so that they are consistent with the requirements of this Code that apply to *market retail contracts* on or before the date which is two years after the commencement date.
- (d) Paragraph (c) does not relieve the *retailer* from the obligation to comply with the provisions of this Code despite those provisions being inconsistent with a term or condition included in the *retailer's market retail contract*.

**Note**

The effect of section 36 of the *Electricity Industry Act* and section 43 of the *Gas Industry Act*, read with clause 15 of this Code, is that where a term or condition set out in a *market retail contract* is inconsistent with a requirement of this Code that applies to market retail contracts, the requirement of the Code applies in place of the inconsistent term or condition.

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## Schedule 4 Residential Electricity Standing Offer

[RETAILER NAME]  
 STANDING/RELEVANT PUBLISHED OFFER – ELECTRICITY RESIDENTIAL  
 DISTRIBUTION ZONE –  
 DATE OF PUBLICATION -

<i>Residential, single rate</i>	Tariff	Unit	Ex GST	Inc GST
Domestic – General	First [ ] kWh/qtr	c/kWh		
	Next [ ] kWh/qtr	c/kWh		
	Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		
<i>Residential, two-rate</i>	Tariff	Unit	Ex GST	Inc GST
Residential Domestic – General plus hot water and heating	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak - First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		
<i>Residential, two-rate Jemena and United Energy DB only</i>	Tariff	Unit	Ex GST	Inc GST
Residential Domestic – General plus hot water and heating (all except J6/JT)	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak – First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		

Residential Domestic – General plus hot water and heating (J6/JT)	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak – First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		
	Supply charge	\$/day		
	Supply charge	\$/day		

<i>Residential, time-of-use</i>	Tariff	Unit	Ex GST	Inc GST
Domestic – Time of Use	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak – First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		

<i>Residential, flexible</i>	Tariff	Unit	Ex GST	Inc GST
Domestic flexible	Peak time^ 3pm to 9pm weekdays	c/kWh		
	Shoulder time 7am to 3pm weekdays	c/kWh		
	Shoulder time 9pm to 10pm weekdays	c/kWh		
	Shoulder time 7am to 10pm weekends	c/kWh		
	Off-peak time 10pm to 7am all days	c/kWh		
	Supply charge	\$/day		

^ All times are standard time except when summer time is in force in which case all times are summer time.

**[RETAILER NAME]  
STANDING/RELEVANT PUBLISHED OFFER – ELECTRICITY SMALL BUSINESS  
DISTRIBUTION ZONE –  
DATE OF PUBLICATION -**

<i>Small business, single-rate</i>	Tariff	Unit	Ex GST	Inc GST
Business – General	First [ ] kWh/qtr	c/kWh		
	Next [ ] kWh/qtr	c/kWh		
	Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		

<i>Small business, two-rate</i>	Tariff	Unit	Ex GST	Inc GST
Business – General plus Heating	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak - First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
Supply charge	\$/day			

<i>Small business, time-of-use</i>	Tariff	Unit	Ex GST	Inc GST
Business – Time of Use 5 Days	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak - First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		
Business – Time of Use 7 Days	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak - First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		

<i>Small business, time-of-use Powercor and SPAusNet DB only</i>	Tariff	Unit	Ex GST	Inc GST
Farm 7 Days Time of Use	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak - First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		
Farm (B1/B2)	Peak - First [ ] kWh/qtr	c/kWh		
	Peak - Next [ ] kWh/qtr	c/kWh		
	Peak – Balance kWh/qtr	c/kWh		
	Off-peak – First [ ] kWh/qtr	c/kWh		
	Off-peak - Next [ ] kWh/qtr	c/kWh		
	Off-peak – Balance kWh/qtr	c/kWh		
	All consumption	c/kWh		
	Supply charge	\$/day		

[RETAILER NAME]

**STANDING/RELEVANT PUBLISHED OFFER – GAS  
DISTRIBUTION ZONE –  
DATE OF PUBLICATION -**

<i>Residential</i>	Tariff	Unit	Ex GST	Inc GST
Domestic – General	Peak - First [ ] MJ / 2 months	c/MJ		
	Peak - Next [ ] MJ / 2 months	c/MJ		
	Peak – Balance MJ / 2 months	c/MJ		
	Off-peak - First [ ] MJ / 2 months	c/MJ		
	Off-peak - Next [ ] MJ / 2 months	c/MJ		
	Off-peak – Balance MJ / 2 months	c/MJ		
	All consumption	c/MJ		
	Supply charge	\$/day		
Domestic – Bulk Hot Water to Flats	All gas - MJ / 2 months	c/MJ		
	Hot water charge	c/Litre		
	Hot water conversion factor	MJ/Litre		

<i>Small Business</i>	Tariff	Unit	Ex GST	Inc GST
Business – General	Peak - First [ ] MJ / 2 months	c/MJ		
	Peak - Next [ ] MJ / 2 months	c/MJ		
	Peak – Balance MJ / 2 months	c/MJ		
	Off-peak - First [ ] MJ / 2 months	c/MJ		
	Off-peak - Next [ ] MJ / 2 months	c/MJ		
	Off-peak – Balance MJ / 2 months	c/MJ		
	All consumption	c/MJ		
	Supply charge	\$/day		

**Gas Distribution Zones**

<b>Investra Victoria</b>	<b>Multinet</b>	<b>SPI AusNet</b>
Central 1	Main 1	Central 1
Central 2	Main 2	Central 2
North	Yarra Valley	West
Murray Valley	South Gippsland	Adjoining Central
Bairnsdale		Adjoining West
Investra Albury		
Cardinia		
Mildura		

## Schedule 5 Price and Product Information Statement

### Retailer Name

(Branding Banner)

### Price and Product Information Statement

This information statement presents a summary of the tariff and terms and conditions applicable to this offer. If you would like further information or are interested in taking up this offer, follow the links to the quoting page on our website or call xxxx.

### Product Name and / or Code

#### DATE OF PUBLICATION

#### PRODUCT DETAILS

[insert applicable details, such as, closing date, term and termination notification required, details of how tariffs can change, rebates, non-price incentives]

#### ELECTRICITY

##### Electricity Tariffs

As set out in Schedule A

Supply Charge (\$/Day) (or how billed and calculated)

##### Excluding GST

XX.xxx

XX.xxx

##### Including GST

XX.xxx

XX.xxx

#### GAS

##### Gas Tariffs

As set out in Schedule A

Supply Charge (\$/Day) (or how billed and calculated)

##### Excluding GST

XX.xxx

XX.xxx

##### Including GST

XX.xxx

XX.xxx

#### ELIGIBILITY

The details presented in this Price and Product Information Statement are for a [residential/small business] customer located in the [insert] distribution area with a [insert meter type] and [insert any other eligibility criteria].

#### About this document

This product information statement is presented in accordance with the requirements of the Essential Services Commission (ESC) - the independent regulator of the energy industry in Victoria. For information about choosing an energy retailer, visit [yourchoice.vic.gov.au](http://yourchoice.vic.gov.au). To compare electricity retailer offers available to you, go to [mpp.switchon.vic.gov.au](http://mpp.switchon.vic.gov.au); to compare gas retailer offers available to you, go to [yourchoice.vic.gov.au](http://yourchoice.vic.gov.au).

## Schedule 6 Bulk Hot Water Formulas

### Bulk Hot Water Charging

#### Gas bulk hot water Pricing Formulae

A.  $Gas\ bulk\ hot\ water\ rate\ (cents\ per\ litre) = CF\ (MJ\ per\ litre) * gas\ bulk\ hot\ water\ tariff\ (cents\ per\ MJ)$

Where *customers* are charged by their *retailer* for *energy* in delivering *gas bulk hot water*:

CF = the *gas bulk hot water conversion factor*  
= 0.49724 MJ per litre  
*gas bulk hot water tariff* = the *standing offer* tariff applicable to the *gas bulk hot water unit* (gas tariff 10/11)

Where *customers* are charged for *energy* in delivering *gas bulk hot water* pursuant to a *market retail contract*:

CF = the *gas bulk hot water conversion factor*  
= 0.49724 MJ per litre  
*gas bulk hot water tariff* = the market tariff applicable to the *bulk hot water unit*

B.  $Retailer\ provided\ gas\ bulk\ hot\ water\ per\ customer\ supply\ charge\ (cents) = \frac{\text{the supply charge under the tariff applicable to the relevant } gas\ bulk\ hot\ water\ unit}{\text{the number of } customers\ \text{supplied by the relevant } gas\ bulk\ hot\ water\ unit.}$

*Retailers* may decide not to charge the supply charge or may decide to roll-in the supply charge into the commodity charge of the applicable tariff.

C.  $Customer\ gas\ bulk\ hot\ water\ charge\ (cents) = \text{the } customer's\ \text{metered consumption of hot water (litres)} * gas\ bulk\ hot\ water\ price\ (cents\ per\ litre) + customer's\ supply\ charge\ (cents)$

**Electric Bulk Hot Water Billing Formulae**

A. Where *customers* are charged for *energy* in delivering *electric bulk hot water* either by their *retailer* under a *standard retail contract* or pursuant to a *market retail contract* the:

*Customer electricity bulk hot water charge* (cents) = the *customer's* metered consumption of hot water (kilolitres)  
\* electricity tariff rate(s) applicable to the *customer* for the applicable *electric bulk hot water* unit (cents per kWh)  
\* CF (kWh per kilolitre)

Where:

CF = *electric bulk hot water conversion factor* used by *retailers* to bill *electric bulk hot water* customers. The *electric bulk hot water conversion factor* will have a maximum value of 89 kWh per kilolitre. Where *customers* are currently billed using a lower *electric bulk hot water conversion factor*, or a lower *electric bulk hot water conversion factor* for the site is assessed, *retailers* must bill *customers* using the lower *electric bulk hot water conversion factor*.

The *customer's* electricity tariff must be an off-peak tariff if supplied from an off-peak *electric bulk hot water* unit.

# Schedule 7 Acceptable formats of greenhouse gas disclosure on customers' bills.

## EXAMPLE 1: GREENHOUSE GAS DISCLOSURE

ACCOUNT SUMMARY 17 Jan 2001–19 Apr 2001	
Peak Use	747 kWh
Other Charges	\$87.17
	\$33.39
Total of Current Charges (See over for details)	\$120.56
GST (refer rear of Bill for calculation)	\$12.05
<b>TOTAL AMOUNT DUE</b>	<b>\$132.61</b>

**Total greenhouse emissions for this bill: 0.75 tonnes**

[www.switchon.vic.gov.au](http://www.switchon.vic.gov.au)

## EXAMPLE 2: GREENHOUSE GAS DISCLOSURE

ACCOUNT SUMMARY 17 Sep 2001–19 Oct 2001	
<b>Electricity Charges</b>	
Service	\$12.79
Usage	Peak 7072.4 kWh \$1191.69
	Off Peak 3031.0 kWh \$100.93
Account Adjustments	0.36 kWh
GST	\$14.53
<b>TOTAL AMOUNT DUE</b>	<b>\$1471.98</b>

**Total greenhouse emissions for this bill: 13 872.0 tonnes**

[www.switchon.vic.gov.au](http://www.switchon.vic.gov.au)

## EXAMPLE 3: GREENHOUSE GAS DISCLOSURE

ACCOUNT SUMMARY 17 Feb 2001–19 Mar 2001	
<b>Electricity Charges</b>	
Opening Balance	\$0.00
Energy Charges	Peak 82 113.8 kWh \$41 083.22
	Off Peak 68 354.2 kWh
Network Charges	\$5 906.50
Other Charges	\$11 325.90
GST	\$11 831.56
<b>TOTAL AMOUNT DUE</b>	<b>\$130 147.18</b>

**Total greenhouse emissions for this bill: 206 592.6 tonnes**

[www.switchon.vic.gov.au](http://www.switchon.vic.gov.au)