

National Energy Retail Rules Version 7

Historical Information

This version of the National Energy Retail Rules was current from 2 February 2017 to 2 August 2017.

National Energy Retail Rules

Version 7

Status Information

This is the latest electronically available version of the National Energy Retail Rules as at 2 February 2017.

This consolidated version of the National Energy Retail Rules was last updated on 2 February 2017 as a result of the commencement of the following amendments:

National Energy Retail Amendment (Improving the accuracy of customer transfers)
Rule 2017 No. 1

Application of the National Energy Customer Framework related Rule

On 27 June 2012, the South Australian Minister introduced the National Energy Retail Rules under section 238 of the National Energy Retail Law (NERL) set out in the Schedule to the National Energy Retail Law (South Australia) Act 2011. These Rules commenced operation as a law of Tasmania, the Australian Capital Territory and the Commonwealth on 1 July 2012; South Australia on 1 February 2013, New South Wales on 1 July 2013 and Queensland on 1 July 2015.

These Rules do not apply in Victoria, Western Australia or the Northern Territory until the NERL is implemented as a law in that jurisdiction.

These Rules can also be found on the Australian Energy Market Commission's website under the 'National Energy Retail Rules', 'Rules made by the SA Ministers' tabs.

Provisions in force

All provisions displayed in this consolidated version of the Rules have commenced. As at the date of this consolidation the Australian Energy Market Commission has made the following Rules under the National Energy Retail Law that have not yet commenced:

Schedule 1 of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017 No. 1 commences operation on 3 August 2017.

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

TABLE OF CONTENTS

Part 1 Preliminary 1

Division 1 Introduction and definitions 1

1 Citation..... 1

2 Commencement 1

3 Definitions..... 1

3A Savings and Transitional Rules..... 3

Division 2 Consumption threshold matters 3

4 Business premises—separate application of upper and lower consumption thresholds 3

5 Business premises—aggregated application of upper consumption thresholds by agreement 4

Division 3 Classification of customers..... 5

6 Classification..... 5

7 Retailer initial classification of customers..... 5

8 Retailer reclassification of customers 5

9 Distributor initial classification of business customers 6

10 Distributor reclassification of business customers..... 6

11 Distributor classification and reclassification—requirements 7

Part 2 Customer retail contracts..... 8

Division 1 Standard retail contracts—terms and conditions generally 8

12 Model terms and conditions for standard retail contracts 8

13 Application of provisions of these Rules to standard retail contracts..... 8

Division 2 Market retail contracts—terms and conditions generally 8

14 Terms and conditions of market retail contracts..... 8

15 Application of provisions of these Rules to market retail contracts 8

Division 3 Customer retail contracts—pre-contractual procedures 9

16 Pre-contractual duty of retailers..... 9

17 Pre-contractual duty of distributors 9

18 Pre-contractual request to designated retailer for sale of energy (SRC)..... 10

19 Responsibilities of designated retailer in response to request for sale of energy (SRC) 11

Division 4 Customer retail contracts—billing..... 12

20 Basis for bills (SRC and MRC) 12

21 Estimation as basis for bills (SRC and MRC) 13

22 Proportionate billing (SRC and MRC) 14

23 Bill smoothing (SRC) 14

24 Frequency of bills (SRC) 15

25 Contents of bills (SRC and MRC) 15

26 Pay-by date (SRC) 17

27 Apportionment (SRC) 17

28 Historical billing information (SRC and MRC)..... 18

29 Billing disputes (SRC and MRC) 18

30 Undercharging (SRC and MRC)..... 20

31 Overcharging (SRC and MRC)..... 21

32 Payment methods (SRC and MRC) 22

33 Payment difficulties (SRC and MRC) 23

34 Shortened collection cycles (SRC and MRC)..... 24

35 Request for final bill (SRC) 26

Division 5 Tariff changes..... 26

36 Obligations on retailers (SRC)..... 26

37 Customer request for change of tariff (SRC)..... 27

38 Change in use (SRC)..... 27

Division 6 Customer retail contracts—security deposits 28

39 Consideration of credit history..... 28

40 Requirement for security deposit (SRC and MRC) 29

41 Payment of security deposit (SRC)..... 31

42 Amount of security deposit (SRC)..... 31

43 Interest on security deposit (SRC and MRC) 32

44 Use of security deposit (SRC)..... 32

45 Obligation to return security deposit (SRC) 33

Division 7 Market retail contracts—particular requirements..... 34

45A Definitions..... 34

46 Tariffs and charges..... 34

46A Explicit Informed Consent – Variation of tariffs, charges or benefits to the customer..... 35

47 Cooling off period and right of withdrawal—market retail contracts 35

48 Retailer notice of end of fixed term retail contract 36

49 Termination of market retail contract 37

49A Early termination charges 37

50 Small customer complaints and dispute resolution information..... 38

51 Liabilities and immunities..... 39

52 Indemnities..... 39

Division 8 Deemed customer retail arrangements 39

53 Obligations of retailers..... 39

54 Formation of standard retail contract on incomplete request..... 40

Division 9 Other retailer obligations 40

55 Referral to interpreter services 40

56 Provision of information to customers..... 40

56A Energy consumption information - supply of electricity only 41

56B Historical billing and energy consumption information - supply of electricity only 41

57 Retailer obligations in relation to customer transfer 42

58 Notice to small customers on transfer..... 42

59 Notice to small customers where transfer delayed 42

Division 10 Energy marketing 43

Subdivision 1 Preliminary 43

60 Application of Division..... 43

Subdivision 2 Providing information to small customers 43

61 Overview of this Subdivision..... 43

62 Requirement for and timing of disclosure to small customers 43

63 Form of disclosure to small customers 43

64 Required information 44

Subdivision 3 Energy marketing activities 44

65 No contact lists..... 44

66 No canvassing or advertising signs..... 45

67 Duty of retailer to ensure compliance..... 45

68 Record keeping 45

Division 11 Miscellaneous..... 46

69 Compliance by small customer who is not owner of premises..... 46

70 Termination of standard retail contract (SRC)..... 46

Part 3 Customer hardship 48

71 Obligation of retailer to communicate customer hardship policy..... 48

72 Payment plans 48

73 Waiver of late payment fee for hardship customer 49

74 Payment by Centrepay (SRC and MRC) 49

75 Hardship program indicators..... 49

76 Waiver of debt for hardship customer 50

Part 4 Relationship between distributors and customers..... 51

Division 1 Preliminary 51

77 Application of this Part 51

78 Variation or exclusion of provisions of this Part by deemed AER approved standard connection contracts 51

Division 2 Customer connection services..... 51

79 Application for customer connection services 51

80 Provision of information to customers..... 52

Division 3 Deemed standard connection contracts 53

81 Model terms and conditions for deemed standard connection contracts 53

Division 4 Negotiated connection contracts..... 53

82 Small customer complaints and dispute resolution information..... 53

83 Liabilities and immunities..... 54

Division 5 Distributor obligations to customers..... 54

84 Distributor service standards and GSL schemes..... 54

85 Fault reporting and correction..... 54

86A Provision of information - supply of electricity..... 54

86B Provision of information - supply of gas 55

87 Referral to interpreter services 55

Division 6 Distributor interruption to supply 55

88 Definitions..... 55

89 Distributor’s right to interrupt supply 56

90 Planned interruptions 56

91 Unplanned interruptions..... 57

Division 7 Miscellaneous..... 57

92 Compliance by small customer who is not owner of premises..... 57

**Part 5 Relationship between distributors and
retailers—retail support obligations 59**

Division 1 Preliminary 59

93 Application of this Part 59

Division 2 Assistance and cooperation 59

94 Assistance and cooperation..... 59

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

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

148 Definitions..... 96

Division 2 AER power to exempt..... 96

149 Individual exemptions..... 96

150 Deemed exemptions..... 96

151 Registrable exemptions and registered exemptions..... 96

152 Conditions generally 97

153 Conditions for deemed exemptions and registered exemptions 97

Division 3 AER Exempt Selling Guidelines 98

154 AER Exempt Selling Guidelines 98

Division 4 Provisions relating to individual exemptions 99

155 Application for individual exemption or variation of individual exemption99

156 Public notice and submissions 99

157 Deciding application 100

158 Conditions for individual exemptions..... 100

159 Form of energy to be specified 100

160 Notice of decision to grant application 101

161 Deemed refusal 101

162 Issue and public notice of individual exemption 101

163 Notice of refusal..... 102

Division 5 Public Register of Authorised Retailers and Exempt Sellers..... 102

164 Public Register of Authorised Retailers and Exempt Sellers..... 102

Part 10 Retail market performance reports 103

165 Purpose of this Part 103

166 Contents of retail market performance report—retail market overview... 103

167 Contents of retail market performance report—retail market activities report103

Part 11 Customer retail contracts—electricity consumption benchmarks 105

168 Purpose of this Part 105

169 AER administration of electricity consumption benchmarks 105

170 Retailer obligations—electricity consumption benchmarks 106

171 Distributor obligations—electricity consumption information..... 106

Part 12 National energy retail consultation 107

172 Customer Consultative Group..... 107

173 Retail consultation procedure 107

Schedule 1 Model terms and conditions for standard retail contracts..... 109

Schedule 2 Model terms and conditions for deemed standard connection contracts 125

Schedule 3 Savings and Transitional Rules 141

Part 1 Transitional Rules—NSW gas distributors 141

Division 1 Application and definitions 141

1 Application..... 141

2 Definitions..... 141

Division 2 Interim deemed standard connection contract 142

3 Required Alterations 142

4 Inconsistency with access arrangements and reference services agreements 142

5 Retailer interface 143

Division 3 Deemed and existing contractual arrangements with customers and NSW gas distributors 143

6 Formation of interim deemed standard connection connect contracts on start date..... 143

7 Existing contracts with large customers 143

Division 4 Transitional arrangements after the expiry date 144

8 Deemed standard connection contract to replace interim contract 144

Part 2 Transitional Rules —ACT gas distributor 144

Division 1 Application and definitions 144

1 Application..... 144

2 Definitions..... 144

Division 2 Interim deemed standard connection contract 145

3 Required Alterations 145

4 Retailer interface 145

Division 3 Deemed and existing contractual arrangements with customers and ACT gas distributors..... 146

5 Formation of interim deemed standard connection connect contracts on start date..... 146

6 Existing contracts with large customers 146

Division 4 Transitional arrangements after the expiry date 146

7 Deemed standard connection contract to replace interim contract 146

Part 3 Billing-related transitional rules..... 146

1 Definitions..... 146

2 Bill smoothing arrangement (Rule 23 NERR)..... 147

3 Bill frequency (Rule 24) 147

4 Undercharging (Rule 30) 147

5 Overcharging (Rule 31 NERR)..... 148

6 Payment methods (Rule 32 NERR) 148

7 Shortened collection cycles (Rule 34 NERR)..... 148

8 Enforcement of payment..... 149

Part 4 Miscellaneous transitional rules—initial NERR..... 149

1 Definitions..... 149

2 Life support arrangements 149

3 Classification of customers 150

4 Existing aggregation arrangements (Rule 5 NERR)..... 150

5 Energy consumption benchmarks 150

6 Electricity consumption benchmarks not to apply in NSW..... 150

7 Interim bill benchmarks where legacy billing arrangements 150

8 Application of start and end meter reads on small customer bills 151

Part 5 Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014 151

1 Definitions..... 151

2 Variation date..... 151

3 Effective date 151

Part 6 Rules consequential on the making of the National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015..... 152

1 Definitions..... 152

2 Variation Date..... 152

Part 7 Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017 152

1 Definitions..... 152

2 Retail Market Procedures..... 152