



Draft National Energy Retail Amendment (Customer access to information about their energy consumption) Rule 2014

Under the National Energy Retail Law to the extent applied by:

- (a) the National Energy Retail Law (South Australia) Act 2011 of South Australia;
- (b) the National Energy Retail Law (ACT) Act 2012 of the Australian Capital Territory;
- (c) the National Energy Retail Law (Adoption) Act 2012 of New South Wales;
- (d) the National Energy Retail Law (Tasmania) Act 2012 of Tasmania; and
- (e) Australian Energy Market Act 2004 of the Commonwealth,

the Australian Energy Market Commission makes the following Rule under the National Energy Retail Law.

John Pierce
Chairman
Australian Energy Market Commission

Draft National Energy Retail Amendment (Customer access to information about their energy consumption) Rule 2014

1 Title of Rule

This Rule is the Draft National Energy Retail Amendment (*Customer access to information about their energy consumption*) Rule 2014.

2 Commencement

Schedule 1 commences operation on [COMMENCEMENT_DATE].

Schedule 2 commences operation on [COMMENCEMENT_DATE].

3 Amendment of the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

4 Amendment of the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 2.

Schedule 1 Amendments of the National Energy Retail Rules

(Clause 3)

[1] Rule 28 Historical Billing Information (SRC and MRC)

Omit rule 28(2) and substitute:

- (2) Historical billing data provided to the small customer for the previous 2 years must be provided without charge, but may be provided subject to a reasonable charge where the data requested is for an earlier period or has been requested more than once in:
 - (a) any 3 month period, in the case of the supply of electricity;
 - (b) any 12 month period, in the case of the supply of gas.

[2] New Rule 56A Energy consumption information - supply of electricity only

After rule 56, insert:

56A Energy consumption information - supply of electricity only

- (1) A retailer must, on a request by a small customer or person authorised by the small customer to act on its behalf, provide information about that customer's energy consumption for the previous 2 years.
- (2) Information must be provided in accordance with the *metering rules* without charge.
- (3) Information may be provided subject to a reasonable charge where it:
 - (a) has been requested more than once in any 3 month period; or
 - (b) exceeds the minimum requirements in the *metering rules*.

Application of this rule to standard retail contracts

- (3) This rule applies in relation to standard retail contracts.

Application of this rule to market retail contracts

- (4) This rule applies in relation to market retail contracts (other than prepayment *meter* market retail contracts).

[3] New Rule 56B Historical billing and energy consumption information - supply of electricity only

After rule 56A, insert:

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

- (1) A reference to a retailer in rules 28 and 56A is a reference to a small customer's current retailer.
- (2) If a small customer requests from its previous retailer historical billing or energy consumption information for a period within two years prior to the date of the request then, even though the small customer's contract with the previous retailer may otherwise have terminated, the previous retailer must provide the small customer with any of the data then retained by, or otherwise available to, the previous retailer and requested by the small customer, to the extent that information relates to the period in which the small customer was a customer of the previous retailer. The previous retailer may provide this information subject to a reasonable charge.

[4] Rule 86 Provision of information

Omit rule 86 and substitute:

- (1) A distributor must, on request by a customer, a person authorised by a customer to act on its behalf or a customer's retailer, provide information about the customer's energy consumption or the distributor's charges.
- (2) Where electricity is connected, information:
 - (a) must be provided in accordance with the *metering rules* without charge; and
 - (b) may be provided subject to a reasonable charge where it has been requested more than once in any 3 month period or exceeds the minimum requirements in the *metering rules*.
- (3) Where gas is connected, information must be provided without charge but information requested more than once in any 12 month period may be provided subject to a reasonable charge.

Schedule 2 Amendments of the National Energy Retail Rules

(Clause 4)

[1] Schedule 1 Model terms and conditions for standard retail contracts

Omit clause 9.4 and substitute:

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 you require information going back more than 2 years or we have already given you this information in the previous:

- (a) 3 months, where this contract relates to electricity; or
- (b) 12 months, where this contract relates to gas.

[2] Schedule 1 Model terms and conditions for standard retail contracts

After clause 9.4 insert new clause 9.4A:

9.4A Your electricity (only) consumption information

Upon request, we must give you information about your electricity consumption for up to 2 years free of charge. However, we may charge you if we have already given you this information in the previous 3 months or the information sought exceeds any minimum requirements we are required to meet.

[3] Schedule 2 Model terms and conditions for deemed standard connection contracts

Omit clause 15.2 and substitute:

15.2 Access to information

Upon request, we must give you information about your energy consumption or our charges for customer connection services. We may charge you a reasonable fee for information requested:

- (a) more than once in any 3 month period or the information sought exceeds any minimum requirements we are required to meet, where this contract relates to electricity; or
- (b) 12 month period, where this contract relates to gas.

