



## Buying energy from an exempt seller – your rights and protections as a small business customer

- In some sites (typically shopping centres, office buildings or industrial parks) the electrical wiring is designed to enable the owner of the site (for example the landlord, lessor or management corporation) to sell energy to their tenants based there. This is known as an embedded network.
- The owner of a site with an embedded network usually buys energy from an authorised energy retailer and then ‘onsells’ the energy to the different tenants at the site.
- In these circumstances the owner is an exempt seller because they are exempt from the requirement to be authorised by the AER as an energy retailer. Exempt sellers need to hold a valid exemption from the AER and must meet the conditions of their exemption(s) designed to protect their customers.
- If you buy energy from an exempt seller you are an exempt customer and you have protections under the law.

### How should I be billed?

You should expect clear and transparent bills, which include:

- details of all tariffs, fees and charges that will apply
- a regular bill at least every three months that shows the costs and how much energy you have used
- bills that clearly state when an estimated meter reading is used (when the exempt seller cannot reasonably or reliably base the bill on an actual meter reading).

## How much should I be charged for my energy?

### When purchasing from an exempt seller you can expect:

- no charges or fees that are more than your local area retailer would charge under their standing offer
- to be notified of any price change as soon as practicable, and not later than your next bill
- to be given at least 13 business days to pay your bill.

## What should I do if I am having difficulties paying my bill?

### Your exempt seller must:

- direct you to the Australian Government energy efficiency website or another information resource with energy efficiency advice
- give you information about relevant government or non-government energy rebates, concessions and relief schemes.

## What are my rights if I am facing disconnection?

- Before you can be disconnected for non-payment of a bill your exempt seller must send you a bill reminder notice and a disconnection warning notice
- Your exempt seller cannot disconnect you at certain times of the day (for example, before 8.00 am or after 3.00 pm) or on certain days of the year (such as weekends and public holidays)
- You cannot be disconnected for issues unrelated to energy, for example, not paying rent or maintenance problems (unless allowed by jurisdictional legislation).

## How do I change who I buy energy from?

- If you are a tenant in an embedded network, you can buy your electricity from either an authorised energy retailer or from the exempt seller. However, you may have difficulty buying electricity from an authorised energy retailer
- This is because of the way the network wiring is usually designed which means an authorised energy retailer may not want to sell to an embedded network customer.

## What if I have a complaint about my energy service?

- Your exempt seller must make reasonable endeavours to resolve the dispute in accordance with their compliant handling procedures.

Please see the [Retail Exempt Selling Guideline](#) for more information.

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