

Contact Officer: Georgiana Copeland  
Contact Phone: [REDACTED]

7 September 2023

Mr Saad Rafi  
Executive General Manager – Retail Operations  
Microgrid Power  
[REDACTED]

Level 25, 32 Turbot Street  
Brisbane Qld 4000  
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Brisbane Qld 4003  
tel: (07) 3835 4666  
www.aer.gov.au

**By email to:** [REDACTED]

Dear Mr Rafi

### Application under section 33 and 34 the Better Bills Guideline

I refer to Microgrid Power's application of 16 August 2023 under sections 33 and 34 of the Better Bills Guideline (**Guideline**) for approval to include an additional message among Tier 1 information. In particular, Microgrid Power has requested to include business operating hours (the words *9:00 am to 5:00 pm Monday to Friday*) among Tier 1 on its small customer electricity bills (**Microgrid Power's application**).


The AER has considered Microgrid Power's application and has decided under section 35 of the Guideline to refuse to approve the request.


## Electricity Tax Invoice


**Need help?**

Microgrid Power Pty Ltd ABN 93 628 991 131

 **Customer Service/Complaints:** 1300 647 888

 **9:00 am to 5:00 pm Monday to Friday**

 **Faults & Emergencies:** 13 13 88  
(Ausgrid)

 **Disputes:** Ombudsman: 1800 246 545

The AER acknowledges this additional message is potentially useful for customers, however Tier 1 of the Guideline is intended to contain key, essential information only. The AER considers that business operating hours are not necessary to meet the billing objective outlined in Rule 25A(3) of the National Energy Retail Rules.

Microgrid Power's operating hours are consistent with a standard business model. The AER considers that most customers would not expect a retailer's call centre to be open 24 hours a day, 7 days a week.

Microgrid Power can include business operating hours after Tier 2 information on a small customer bill. Business operating hours can be included in any covering email attaching an electronic bill and prominently on Microgrid Power's website.

It would also be open to Microgrid Power to have a pre-recorded answering machine message, explaining their operating hours and asking the customer to leave a message for a call back, in the event the customer phoned outside these hours. This may go some way to managing customer expectations, mitigating the risk of frustration or complaints.

Should you wish to discuss any of the above, please contact Georgiana Copeland on

[REDACTED]

Yours sincerely

[REDACTED]

Justin Oliver  
Member  
Australian Energy Regulator