

APPLICATION FOR INDIVIDUAL EXEMPTION

CARNES HILL MARKETPLACE

Part 1. General Information Requirements

1. Legal Name

Charter Hall Holdings Pty Ltd **(The Applicant)**

2. Trading Name

Carnes Hill Marketplace

3. Australian Company Number (ACN)

051 363 547

4. Registered Postal Address for Correspondence

Level 20
No 1 Martin Pl
Sydney, NSW 2000

5. Nominated Contact Person

Nick Milton
Operations Manager
M: [REDACTED]
E: nick.milton@charterhall.com.au

6. Why you are seeking an individual exemption, and why you believe that an exemption (rather than retailer authorisation) is appropriate to your circumstances?

The Applicant is seeking an individual exemption for the retrofit of an existing network to an Embedded Network.

The proposed on-selling activities are incidental to The Applicant's core business of managing the shopping centre.

7. The address of the site at which you intend to sell energy, including a map of the site and brief description of this site and its current and future use/s.

The applicant intends to continue operating the site as a shopping centre in the future.

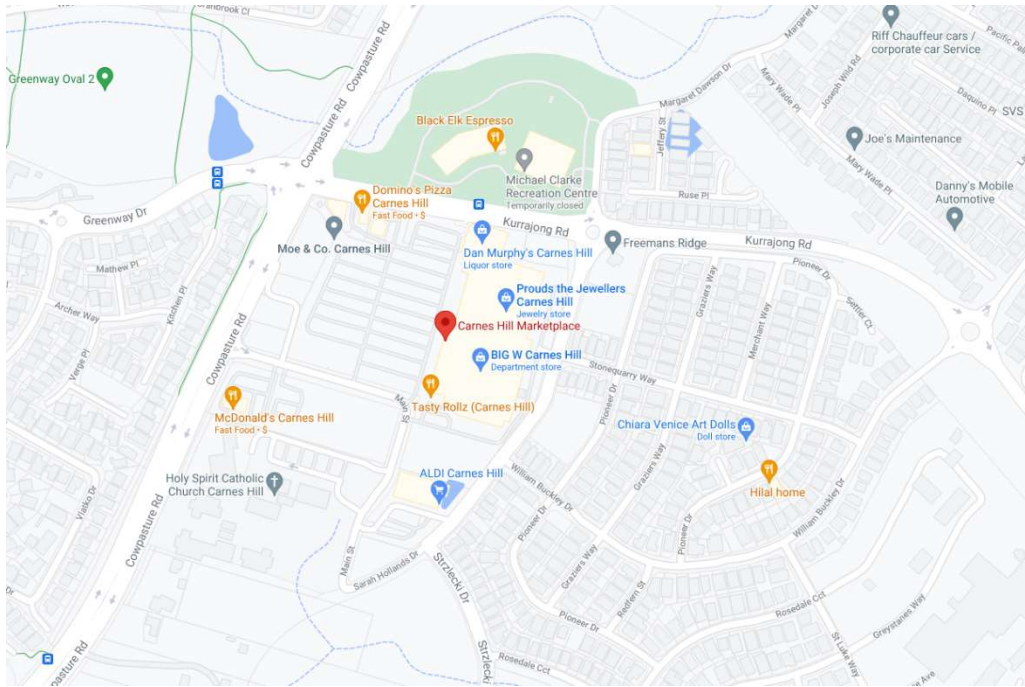


Figure 1. Carnes Hill Marketplace location

8. The primary activity of your business (for example, managing a shopping centre).

The Applicant's primary activity is operation and management of shopping centres.

9. The form of energy for which you are seeking the individual exemption (electricity or gas). For electricity, please state whether the network you propose to sell is directly or indirectly connected to the main grid or is (or will be) an off-grid network.

The form of energy is electricity.

The shopping centre is connected to the local electricity distribution network via 2 connection points.

10. Are you establishing, or have you established, energy supply in an area where there are no other viable energy supply arrangements available?

No.

11. The date from which you intend to commence selling energy?

1st December 2022

12. Mailing addresses for premises at the site (where applicable). We may use this information to ensure that potential customers are able to participate in our consultation process.

Attn: Centre Management
 Carnes Hill Marketplace
 Corner Cowpasture and Kurrajong Rd
 Horningsea Park NSW 2171 Australia

13. Details of any experience in selling energy, for example:

Date's and location/s of previous operations

Form/s of energy sold

Scale of operations (that is, the number, size and type of customers)

An explanation of which activities will be conducted in-house and which will be contracted out to third parties.

The Applicant has multiple sites on the NEM where electricity is sold via Embedded Networks with WINconnect as the Embedded Network Service Provider. Details of these sites are provided in the below table:

Shopping Centre	State	EN Live	Energy	Total Tenants
Brickworks Marketplace	South Australia	28/03/2017	Electricity	41
Lake Macquarie Fair	NSW	30/10/2018	Electricity	85
Southgate Plaza	NSW	11/07/2016	Electricity	40

The proposed activities related to the key functions of the Embedded Network are as follows:

- i. Sales and marketing to small and large customers will be conducted by The Applicant chosen Embedded Network Service Provider WINconnect;
- ii. Meter readings, data management and production of customer bills will be managed by The Applicant's Embedded Network Service Provider, WINconnect.
- iii. Customer bills will be issued to customers of the Embedded Network in a format compliant with the AER's Core Exemption Conditions;
- iv. The Applicant's Embedded Network Service Provider, WINconnect, will manage the debt collection process;
- v. The Applicant's Embedded Network Service Provider, WINconnect, will manage all customer enquiries and has in place a Complaints Handling and Dispute Resolution Policy consistent with the Australian Standard AS/NZS 10002:2014 *Guidelines for complaint management in organizations*.

14. Whether you currently hold, or have previously held or been subject to, an energy selling exemption or a retail licence (retailer authorisation) in any state or territory. If so, please provide details.

As per the table of sites provided in Question 13, all sites have Registered Retail Exemptions (R1 and R5) and Network Exemptions (NR1 and NR5).

15. What arrangements you have made in the event that you can no longer continue supplying energy (e.g. has the retailer that sells to you agreed that they will service the customers)?

In the event that The Applicant could no longer supply electricity to the tenants, the Embedded Network will be designed to allow the tenant to enter into an Electricity Sale Agreement with an authorized retailer of their choice.

Part 2. Particulars relating to the nature and scope of the proposed operations

16. Will your customers be your tenants? If so, are they residential or commercial/retail?

Yes, the customers will be tenants of the shopping centre;
The tenants are retail/commercial businesses;
The small retail business tenants and some of the large retail tenants are covered by the relevant state-based Retail Shop Leases Act;
There are no residential customers as part of this Embedded Network.

17. Are you providing other services (for example, accommodation/leasing of property) to persons on the site who you intend to sell energy to? Or will your only commercial relationship to persons on the site be the sale of energy? If you are providing other services, please specify what the services are, and the contractual or leasing arrangements under which these services are being provided.

Yes, The Applicant is providing retail and commercial premises for lease;
The leases to retail tenants will be covered by the relevant Retail Shop Leases Act.

18. What is the total number of dwellings/premises at the site? Please provide a breakdown between residential and business customers (and whether they are small or large as defined for the jurisdiction in which you intend to operate)?

Total number of tenants: 52
Number of small business tenants: 51
Number of large business tenants: 1
No residential customers will be part of this Embedded Network.

19. Will you be on-selling energy (that is, selling energy purchased from an authorised retailer) or purchasing it directly from the wholesale market?

The Applicant will be on-selling electricity purchased from an authorized electricity retailer.

20. What is the estimated aggregate annual amount of energy you are likely to sell (kilowatt hours or megawatt hours for electricity and mega joules or giga joules for gas) and the average expected consumption of customers for each type of customer you service (that is, residential customers and retail or commercial customers)?

The estimated annual consumption of the shopping centre: 3132.43 MWh;
The estimated annual consumption of small business load is: 1420 MWh;
The estimated annual consumption of large business load is: 1712 MWh;
No residential customers will be part of this Embedded Network.

21. Will your customers be wholly contained within a site owned, controlled or operated by you? (For the purposes of this question, a body corporate may be taken to 'operate' premises it oversees).

Yes.

22. Will each premises/dwelling be separately metered? If the application is for a new development or a redevelopment and customers will not be separately metered, please explain why not. For unmetered supply, state how you will determine energy charges?

Yes, each premise will be separately metered.

23. Will meters allow your customers to change retailers (i.e not buy their energy from you) as required by the AER's Network Guideline?

Yes, meters installed will meet the minimum services specification as outlined in Chapter 7 of the National Electricity Rules and will be fit for purpose for full retail contestability if the customer wishes to change retailers. Furthermore, WINconnect have adopted processes to meet the requirements of the new Power of Choice legislation which took effect from 1st December 2017.

24. In what form and how often will customers be billed? Will you be issuing bills yourself or through a billing agent?

Monthly invoices will be produced and provided to customers by The Applicant's Embedded Network Service Provider, WINconnect.

25. What dispute resolution procedures do you intend to put in place to deal with energy related complaints and issues? Confirm whether it is consistent with the Australian Standards: AS/NZS 10002:2014 Customer Satisfaction - Guidelines

The Applicant's Embedded Network Service Provider, WINconnect, will provide customers with access to a Customer Service Team which will be contactable via phone or email. This will be the first contact point for any energy related complaints or issues.

A formal complaint can be lodged to the Embedded Network Service Provider, WINconnect, who will manage the complaint as per their Complaint and Dispute Resolution Policy and related procedures and will escalate to The Applicant where necessary. Their Complaint and Dispute Resolution Policy is consistent with AS/NZS 10002:2014.

If the dispute cannot be resolved with the Embedded Network Service Provider, WINconnect, or The Applicant, the customer may seek further information and advice from the Energy and Water Ombudsman NSW (EWON) or may lodge a dispute with the NSW Civil and Administrative Tribunal (NCAT).

26. Please provide any further information that you consider would assist us to assess your application.

Supplementary information is contained within the appendices to this application which includes:

- a. Appendix A - Letter of Intent & offer
- b. Appendix B - Frequently Asked Questions
- c. Appendix C - Letter of Consent
- d. Appendix D - Sale of Energy Terms & Conditions
- e. Appendix E - Notice of Submission & Public Consultation
- f. Appendix F – Consent and Marketing Campaign Report
- g. Appendix G - Correspondence Log
- h. Appendix H - Dispute and Resolution Policy
- i. Appendix I - Copies of All Consent Letters

Part 3: Converting embedded networks (retrofitting)

Provision of Information

You must confirm you have evidence that consumers have been provided with the following information:

27. That you are planning to retrofit the site as an embedded network and this will require metering changes

Yes, all affected tenants have been issued with a Letter of Intent and Frequently Asked Questions sheet which details this information.

28. That consumers retain the right to contract with a retailer of choice even after inclusion of the embedded network (except where this right does not exist due to jurisdictional legislation)

Yes, all affected tenants have been issued with a Letter of Intent and Frequently Asked Questions sheet which details this information.

29. That in order to exercise their right to a retailer of choice, consumers may need to enter into an “energy only” contract which is offered at retailers’ discretion and may be difficult to obtain

Yes, all affected tenants have been issued with a Letter of Intent and Frequently Asked Questions sheet which details this information.

30. That customers in embedded networks may not receive the same protections as those of an authorised retailer under the Retail Law, including access to ombudsman schemes.

Yes, all affected tenants have been issued with a Letter of Intent and Frequently Asked Questions sheet which details this information.

31. Your electricity sales agreement, which details all fees and tariffs

Yes, the electricity sales agreement containing all fees and tariffs were provided to tenants. Links to the terms and conditions which details the state specific fees and charges were provided in the Frequently Asked Questions Sheet. Rates and tariffs were provided as an attachment to the Letter of Intent.

32. The contact details of a representative from your company to answer any queries or concerns about the planned retrofit.

Yes, the WINConnect representative's contact details were provided on the Letter of Intent and Letter of Consent.

Samples of our Letter of Intent, Letter of Consent, Frequently Asked Questions and Sale of Energy Agreement are included as part of this Application.

Explicit Informed Consent

To demonstrate that you have obtained customer consent you need to address the following:

33. Confirm you have evidence of written consent from all customers affected by the retrofit

We have received 98.08% of written consent from customers affected by the retrofit as of 03/08/2022.

Table 1 – Carnes Hill Marketplace Consent Progress

Total number of tenants	52
Number of consented tenants	51
Number of non-consenting tenants	0
Number of tenants who have not responded	1
Percentage of consented tenants	98.08%

34. Confirm that consent was sought separately from customers for the retrofit and the energy sale agreement

The consent letter was sought separately from the sale of energy agreement. Our consent letter states clearly that signing the consent letter did not constitute the tenant entering into a sale of energy agreement.

35. If customers expressed concerns, provide evidence of your attempts to resolve them.

Please refer to the attached Consent and Marketing Campaign Report which details views of all consenting and non-consenting customers along with their reasons for their decisions.

Retail Contestability

To demonstrate you have addressed any potential customer detriment resulting from a loss of retail contestability, you must confirm whether you have:

36. Sought advice from the distributor about whether non-consenting customers can be wired out of the embedded network

WINconnect consulted with Endeavour Energy who is the local distributor for Carnes Hill Marketplace on whether non-consenting tenants can be wired out of the embedded network. Their response is attached. As per Endeavour Energy's email, all tenants off a main switchboard must be included in the embedded network conversion of that main switchboard. The only other method to wire out customers of the embedded network is to install a direct connection to the substation for that particular customer with their own switchboard.

37. Taken steps to ensure that customers who wish to remain with their retailer, but cannot be wired out, will not be financially disadvantaged by the retrofit. Measures to reduce financial detriment are likely to include price matching for affected customers, and taking financial responsibility for any double billing of network charges.

Please refer to the Consent and Marketing Campaign Report. Measures we have offered to non-consenting customers in order to mitigate their detriment due to the embedded network conversion include:

- a. Business sensitive information provided to the AER in detail, via Appendix F.*

Customer Dispute Resolution Services

38. Have you advised customers of your dispute resolution process and options for external dispute resolution, such as ombudsman schemes?

Yes, the dispute resolution process and options for external dispute resolution procedures have been outlined in our Frequently Asked Questions sheet distributed to affected tenants.

AER Consultation

- 39. You must confirm you have advised consumers of the AER's consultation process. In particular, you must make consumers aware that the AER consults on individual exemption applications and will publish your application on its website and invite public submissions.**

Yes, the AER consultation process has been detailed in the Frequently Asked Question sheet distributed to affected tenants. Notice of the open consultation period will be sent to tenants by letter and email once the AER has advised the date for which submissions are open.

Appendix A – Sample Letter of Intent including Pricing Offer

Appendix B –Sample Frequently Asked Question Sheet

Appendix C – Sample Letter of Consent SME and C&I

Appendix D – Sample Sale of Energy Terms and Conditions

Appendix E – Sample Public Consultation Notification Letter

Appendix F – Consent and Marketing Campaign Report

Appendix G – Correspondence with Endeavour Energy

Appendix H – Communication Log with all Tenants

Appendix I – Copies of All Consent Letters