



Application for Retail Authorisation Electricity

**Annexure R
Website Notice**

February 2018

Active Utilities Retail Pty Ltd



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1. Introduction

The following statements must be published on the retailer's website. Each must be a separate statement and link to relevant policy documents.

Glossary:

NERL - National Energy Retail Law

NERR – National Energy Retail Rules

i.e this could be in the following form:

Important customer information >

- **Summary of the rights, entitlements and obligations of small customers**
- **Hardship Program**
- **Life support equipment**
- **No contact list**
- **Complaints Policy**
- **Compliance Policy**

2. Customers who are experiencing hardship

NERL s59 and NERR s139, NERR s124

There are a range of reasons why a residential customer may have the intention but not capacity to pay for an electricity invoice. Active Utilities Retail Pty Ltd is committed to the

early identification and provision of assistance to residential customers who are experiencing hardship.

We have a Hardship Policy which sets out how we identify and manage accounts of residential customers who are experiencing hardship. At all times we endeavour to treat customers empathetically, respectfully and fairly.

To be eligible to enter the Hardship Program you must meet the following three criteria:

- Have a current residential customer account with us;
- Be experiencing short term or long term hardship; and
- Demonstrate a willingness to pay any debt you have with us.

Even if you have no arrears on your account, you can participate in our Hardship Program.

Some of the key benefits of our Hardship Program are:

- It is free to join;
- Free energy efficiency advice;
- No late payment fees or early termination fees (on leaving the program);
- We accept payment plans and a variety of accepted payment methods;
- We will refer to appropriate services such as financial counsellors where appropriate; and
- We will provide assistance with government funded concessions, rebates and grants.

Please contact us to obtain further information on our Hardship Program and the options available to you.

Our contact details

Call: 1300 587 623

Email: accounts@activeutilities.com.au

3. Customers who require life support

NERL s59 and NERR s139, NERR s124

If you are a customer and have not provide us with information relating to your need for life support, this notice provides you with details on how you can let us know you require life support and what we will do with your account.

Notify us

You must notify us as soon as possible of any need you or anyone else living with you has for life support. You can notify us using the contact details below. Once you have notified us we will note this on your account and ensure that your account is not disconnected.

Information we will require and what we will do

You will then be required to provide us with confirmation from a registered medical practitioner of your (or any other person residing with you) need for life support equipment. We will then immediately notify the energy distributor of the need for life support equipment at your premises, giving them the information they need to update their records and registers. We will also provide you with verbal and written confirmation and an emergency contact number for your distributor (the charge for which is no more than the cost of a local call).

Cessation of requirement for life support equipment

If you or any other person residing with you no longer have a requirement for life support equipment or has vacated a premises and moved away, you must notify us as soon as possible of this. We will then notify the energy distributor who will update their records and registers.

Please contact us using the details below if you or any other person at your premises requires life support equipment, if you have any questions or would like to lodge a complaint.

a. Call: 1300 587 623

Email: accounts@activeutilities.com.au

4. No Contact List

NRR Pt2 Div10

This notice is to confirm your rights under Australian Energy Law. We have a range of obligations to you under Energy Law, The *Telecommunications Act 1997*, the *Do Not Call Register Act 2006* and the Australian Consumer Law set out in Schedule 2 to the *Competition and Consumer Act 2010*.

We operate and maintain a 'No Contact List' and the purpose of the list is to ensure that we do not market to those that do not wish to be marketed to.

You can let us know that you would like to be included on the list in person, on our website, by email, electronically, by telephone or in writing.

We will then add your name and address, at no cost to you, to the 'No Contact List' and ensure that our marketing representatives do not make any contact with you for a period of two years. You may renew your request to be added to the 'No Contact List' and we will extend the period for a further two years each time you make this request.

Please contact us using the details below if you would like to be included on the list, have any questions or would like to lodge a complaint.

a. Call: 1300 587 623

Email: accounts@activeutilities.com.au

5. Summary of the rights, entitlements and obligations of small customers

NRR s 56

See **Summary of Rights and Obligations** document available on the Active Utilities Retail Website.

6. Privacy Policy

See **Privacy Policy** document available on the Active Utilities Retail Website.

Version Control

Version	Amendment	Author and date
Version 1	Initial draft	AW 10.01.18
Version 2		AW CJ 28.02.18

