

# Compliance Check

## National Energy Retail Rules: retailer-initiated de-energisation

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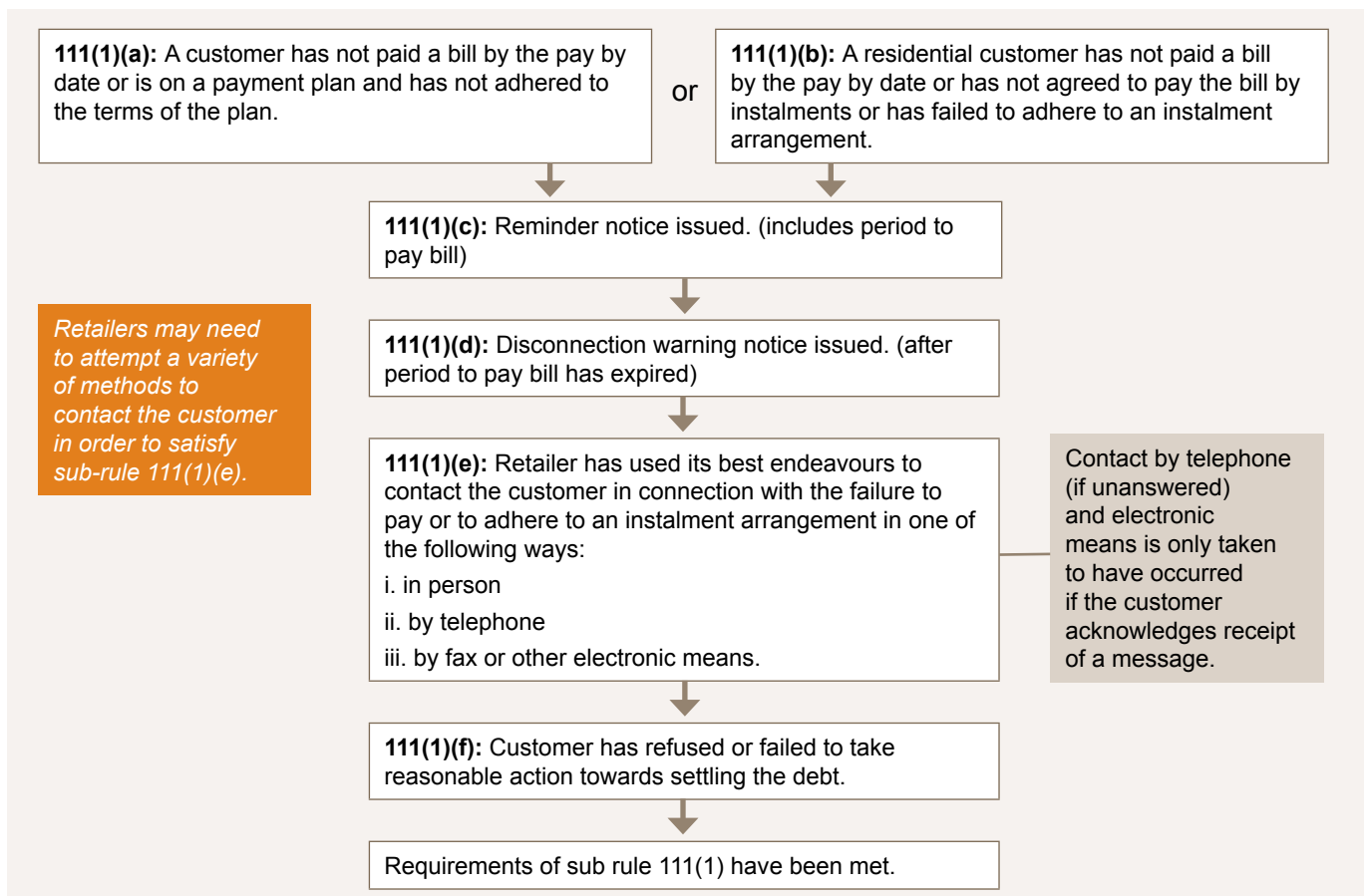
#2015-03

The Australian Energy Regulator receives reports from retailers under its *Compliance Procedures and Guidelines* and is concerned about the number of disconnections being reported as being otherwise than in accordance with the National Energy Retail Rules. The AER has issued this Compliance Check to remind retailers of their obligations under sub rule 111(1) of the Retail Rules.

### Retailer requirements

Division 2 of Part 6 of the Retail Rules sets out requirements relating to de-energisations initiated by energy retailers when a customer fails to pay a bill. Over the past six months, the AER has received a significant number of reported breaches of sub-rule 111(1) which states the steps retailers must take prior to arranging de-energisation of a customer's premises for non-payment of a bill.

The flow chart below outlines the steps retailers must take under sub rule 111(1) prior to arranging de-energisation.



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