

Active Utilities Pty Ltd

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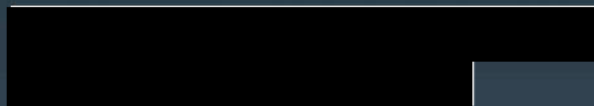
Exemption – Embedded Network Application to the AER

**for 11–13 Lord Street, Botany, NSW 2019
(Botany Quarter)**

Date of Submission: 14th January 2025

Submission prepared by: Active Utilities Pty Ltd
ABN: 78 116 498 803

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INTRODUCTION

BOTANY QUARTER

Botany Quarter business park (Botany Quarter) is located 12km south of Sydney's CBD, situated in the northern edge of Botany, NSW and is owned by Dexu Property Services Pty Limited (DXPS)

This application is for the exemption of the retrofit of Botany Quarter to supply and on-selling retail electricity via an embedded network to the site's operations and tenants.

In particular:

- › DXPS proposes to enter into a retail electricity agreement with an authorised electricity retailer for the supply of electricity to Botany Quarter (Retail Electricity Agreement).
- › DXPS has entered into an agreement with Active Utilities Pty Ltd (Active) under which Active will operate the Embedded network.

The capital works to implement the proposed embedded network will be funded by DXPS and consists of the installation of a gate/parent meter which consolidates the usage of all tenants who opt to purchase energy from the embedded network. Tenants opting to purchase power from the embedded network will also have their meter replaced with a NEM compliant embedded network meter during this process.

The Applicant provides the following information in relation to the AER Network Service Provider Registration Exemption Guideline – March 2018, under the National Energy Retail Law.

SECTION 1: GENERAL INFORMATION REQUIREMENTS

1.1 APPLICANT DETAILS

Legal Name: Dexus Property Services Pty Limited
Trading Name: Botany Quarter
ABN/ACN: 66 080 918 252
Business Address: 11-13 Lord Street, Botany, NSW 2019
Postal Address: Quay Quarter Tower
Level 30, 50 Bridge Street
SYDNEY NSW 2000

Contact Person: Sarthak Sayal
Project Manager
Dexus Property Services Pty Limited
11-13 Lord Street, Botany, NSW 2019
E: [REDACTED]
P: [REDACTED]

1.2 EMBEDDED NETWORK OPERATOR DETAILS

Legal Name: Active Utilities Pty Ltd
Trading Name: Active Utilities
ABN/ACN: 78 116 498 803
Business Address: Suite 6, Level 2, 3 Bristol Street, Essendon Fields, VIC 3041
Postal Address: Suite 6, Level 2, 3 Bristol Street, Essendon Fields, VIC 3041

Contact Person: Alison Kelsall
Risk & Compliance Officer
Active Utilities
Suite 6, Level 2, 3 Bristol Street Essendon Fields VIC 3041
E: [REDACTED]
P: [REDACTED] / [REDACTED]

1.3 REASON FOR EXEMPTION

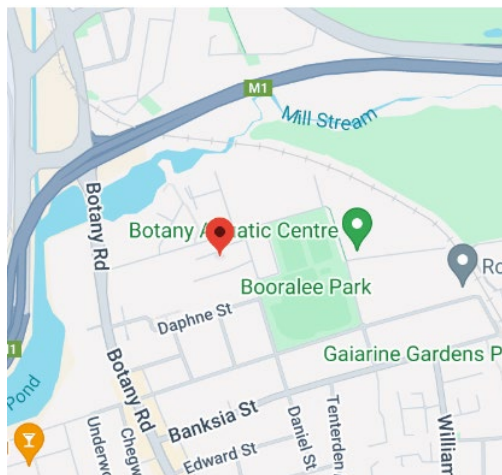
The Applicant is seeking an exemption for the retrofit of an existing development to an embedded network.

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

The Applicant's objective for applying for an exemption is to establish an appropriate electricity supply arrangement to the site that is more reflective of the true cost of supply and deliver lower electricity charges for the commercial tenants than otherwise achievable through any traditional electricity retail arrangement.

The site also intends to install a 200kW solar array to further benefit the supply arrangements and lower pricing opportunities.

1.4 SITE DETAILS



**Primary
activity
of**

business/site:

The primary activity of the Applicant is to lease retail space to commercial businesses and/or sole traders at Botany Quarter, being a business park.

The Applicant intends to continue operating and managing the site as a business park in the future.

Form of energy for sought Exemption:

Electricity – Upon approval of the Exemption, the Applicant will source electricity from a licensed retailer following the establishment of the market meter or parent meter via a direct connection to the existing Ausgrid Network and the creation and the registration of a new National Meter Identifier.

The establishment of energy supply in an area where there are no other viable energy supply arrangements available:

It is the objective of the Applicant to establish a more appropriate electricity supply arrangement to the site that is more reflective of the true cost of supply to the site and deliver lower electricity charges for the commercial tenants than otherwise achievable through any traditional electricity retail arrangement.

Before this arrangement, tenants received energy from licensed retailers through an on-grid connection.

Date on which the Applicant intends to commence selling of utility:

The Applicant plans to physically convert the facility in mid- 2025, depending on the receipt of the necessary regulatory approvals.

Mailing address for premises at the site

Attn: Sarthak Sayal
Quay Quarter Tower
Level 30, 50 Bridge Street
SYDNEY NSW 2000

The AER may use this information to ensure that potential customers are able to participate in their consultation process.

1.5 APPLICANTS ENERGY EXPERIENCE

Details of any experience in selling energy:

The Applicant itself does not have any experience selling electricity. However, DXP, the management and administrative arm of Botany Quarter, appointed Active as the Embedded Network Operator for Botany Quarter embedded network. DXP also operates embedded networks with a variety of ENO's at other sites across Australia.

As Embedded Network Operator for this embedded network, Active will therefore conduct the following:

- › retrofitting of the embedded network
- › metering services, data, billing, and management of the embedded network.
- › issuing tenant bills in the format compliant with the AER and the ESC's Core Exemption Conditions.
- › management of all relevant licenses/exemptions and compliance with all applicable legislation.
- › customer management service including Dispute Resolution policy and a specific Hardship Policy, Financial Hardship, flexible payment options.
- › agents for Energy & Water Ombudsman New South Wales.

- › agents for Essential Service Commission; and
- › the appointment of Active (ACTIVENM) as the ENM

For further information on Active's experience, please see [Section 4](#) of this application.

Current and former electricity exemptions, retail licences or retailer authorisation:

The Applicant already has established and registered embedded networks nationally.

For further information on Active's current and former exemptions, retail licenses and applications, please see [Section 4](#) of this application.

Arrangements if the Applicant can no longer continue selling electricity:

If the Applicant can no longer supply energy to tenants in the embedded network, the tenants are able to enter a supply arrangement with an authorised retailer of their choice.

SECTION 2: PARTICULARS RELATING TO THE NATURE AND SCOPE OF THE PROPOSED OPERATIONS

2.1 CUSTOMER DETAILS

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

All customers are Commercial Tenants in a business park precinct that have retail tenancy agreements with the Applicant.

The small retail business tenants are covered by the relevant state-based Retail Leases Act. There are no residential customers in the embedded network at the time of application.

Provision of other services to persons on the site who you intend to sell energy to:

The Applicant's primary relationship with the tenants is the provision of retail leasing space, which are provided under a lease signed between the tenant and the Applicant. The leases to retail tenants will be covered by the relevant Retail Leases Act.

The total number of customers at the site:

The customers at Botany Quarter are all retail/business customers.

Within the overall centre, there are 29 small commercial customers. There are no immediately identifiable large commercial customers and no residential customers.

Within the new proposed embedded network there are 29 small commercial customers.

	Small Commercial	Large Commercial	Residential	Total
Proposed EN	29	0	0	29

Will your customers be wholly contained within a site owned, controlled, or operated by you?

All commercial tenants are within the boundaries of the property that forms Botany Quarter that the Applicant owns/controls.

2.2 ENERGY INFORMATION

Will you be on selling energy:

The Applicant will be on selling energy that is purchased from a licensed retailer only.

What is the estimated aggregate annual amount of energy you are likely to sell:

Annual Consumption	Est. Commercial Small	Est. Commercial Large	Residential
510.644 MWh per annum	279.731 MWh per annum	N/A	N/A

2.3 METERING

Will each premises/dwelling be separately metered:

Yes, each premises will be separately metered post the installation of the embedded network at the site address.

Will meters allow your customers to change retailers:

Yes, all metering installation will conform to current standards for NEM metering as outlined in Chapter 7 of the NER. All metering installations used in the proposed exempt network are fit for purpose and for full retail contestability if the customer elected to purchase from their retailer of choice and will meet the current minimum services specification for all metering installation.

Active Utilities (ACTIVENM) will be appointed as the Accredited Embedded Network Manager (ENM).

All meter data will be managed by an accredited Meter Data Provider (MDP). The supply and installation will be performed by an accredited Metering Provider (MP) and any on-market moves will be managed by an accredited Metering Coordinator (MC).

If customer dwellings/premises are separately metered, how often do you propose the meters to be read and by whom?

All meters will comply with the National Measurement Act and comply with the following standards:

- › For any meter that requires replacement in the future, the Applicant will ensure the meter used will comply with the requirements of the National Measurement Act and relevant Australian Standards at that time.

Meter data from the MDP is received daily and tenants will be invoiced monthly.

How will you determine energy charges if customers are not separately metered?

All tenants have individual meters at this site. If any meter fails (and/or requires replacement) or there are difficulties in reading the meters, bills to tenants will be issued in accordance with the estimation requirements under the relevant regulation.

2.4 BILLING AND DISPUTE RESOLUTION

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

Active, as the appointed Embedded Network Operator, inclusive of the billing agent function, will issue tenants with monthly bills in the relevant jurisdictional compliant format.

Active's preference is for bills to be sent via email however tenants have the options of receiving their bills via Post.

What dispute resolution procedures do you intend to put in place to deal with energy related complaints and issues?

The Applicant will be utilising Active's Customer Services resources to manage energy enquiries and disputes.

For further information on Active's complaints handling and dispute resolution procedures, please see [Section 4.4](#) of this application.

2.5 FURTHER INFORMATION FOR CONSIDERATION

The Applicant request that the AER considers this application as the Applicant has written to all tenants advising them of its plans to implement a retrofitted Embedded network at Botany Quarter.

Disclosure to tenants

As a part of the information and education campaign to tenants, the Applicant has fully disclosed information as required in the ENSP – Registration Exemption Guideline – refer to *Appendix A – Memo – Initial communications* and *Appendix B – Initial tenant EN Retrofit Information Pack* for a copy of these disclosure for existing tenants. The Applicant also disclosed a copy of the Sale of Energy Agreement between Active and the tenant – refer Appendix B – Initial tenant EN Retrofit Information Pack for a sample agreement. All tenants that are part of the Embedded network have been provided with the Consent Form, the Sale of energy agreement, Terms and Conditions and Important information about the Embedded network.

High acceptance by tenants

Through the education and marketing phase, the Applicant has obtained explicit informed consent from a majority of the tenants at Botany Quarter. 86% of all affected tenants have provided such consent and Dexu will reinitiate efforts to obtain explicit informed consent from the remaining tenants in January of 2025. There has been no non-consent in relation to gaining consent to conduct a retrofit of the site.

Mitigation of detriment – state or territory legislation

As "On-Market" NMIs allow tenants to purchase energy from an authorised retailer, the Applicant sees no detriment in state legislation that needs to be mitigated.

Explicit Informed Consent Process

The Applicant has undergone a thorough process to obtain explicit informed consent from all tenants at Botany Quarter regarding the proposed embedded network installation.

The process the Applicant has currently undertaken is:

- › Initial communication in writing from the Applicant to all tenants regarding the retrofit proposal, explaining Active and their role, and advising that Active will be assisting Dexu through all stages of the project (see Appendix A –Memo).

- › Initial communication in writing from DXP to all tenants regarding the proposal, including notification of their right and limited ability to choose a retailer (see Appendix B – Initial tenant EN Retrofit Information Pack).
- › Follow up communications made by DXP, including emails, calls, and site visits to tenants.
- › 2 x online information sessions provided by Active to all tenants explaining the conversion process.
- › DXP, requests consenting tenants sign a Consent Form and stores electronic copies of the executed consent forms on file.
- › An Exemption application is provided to the AER in the correct format.

If an affected customer displays signs of a limited capacity to provide explicit informed consent, the Applicant will address these as they arise. There have been no instances of any signs of any limited capacity to voluntarily provide explicit informed consent.

Information provided to tenants informing them about the embedded network retrofit include:

- › Retrofit and what this means.
- › Retail contestability and their freedom of choice.
- › A tenant's ability to enter an energy only contract with an authorised retailer and that their choice of retailers may be restricted as some retailers are unable to bill energy only.
- › Possibility of receiving a duplication of charges in the initial EN stage and the ENO's endeavour to rectify this.
- › An obligation to remedy any duplication of network fees.
- › Electricity offer matching as per conditions 4.9.3 and 4.9.4 of the NSP Exemption for the life of their lease. (See Appendix B – Initial tenant EN Retrofit Information Pack).
- › A sales agreement for prospective tenant.
- › Dispute resolution procedure (see Appendix D – Dispute Resolution Policy).
- › Applicant will cover any deemed reasonable exit fees if incurred by tenants affected by the Embedded network retrofit.

SECTION 3: CONVERSION (RETROFITTING) OF SITES TO AN EMBEDDED NETWORK

3.1 PROVISION OF INFORMATION

Tenants /customers have been advised that the Applicant is planning to retrofit the site as an embedded network:

Yes, all tenants have been issued a memo containing initial communications on a proposed retrofit form the Applicant and a detailed pack on the retrofit proposal by Active.

This information is included and can be viewed in the *Initial tenant EN Retrofit Information Pack*.

Tenants/customers have been advised that they retain the right to contract with a retailer of choice even after inclusion in the embedded network:

Yes, all tenants have been issued a Retrofit Information Pack about the consumers retain the right to contract with a retailer of choice.

This information is included and can be viewed in the Initial tenant EN Retrofit Information Pack.

Tenants/customers have been advised 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 tenants have been issued a Retrofit Information Pack about 'energy only' contracts.

This information is included and can be viewed in the Initial tenant EN Retrofit Information Pack.

Tenants/customers have been advised that they may not receive the same protections as those of an authorised retailer under the Retail Law, including access to ombudsman schemes:

Yes, all tenants have been issued a Retrofit Information Pack about 'the customer not receiving the same protection'.

This information is included and can be viewed in the Initial tenant EN Retrofit Information Pack.

Tenants /customers have been provided with an electricity sales agreement, which details all fees and tariffs:

Yes, all tenants have been issued the Sale of Electricity Agreement which includes all fees and tariffs and Terms and Conditions.

This information is included and can be viewed in the Initial tenant EN Retrofit Information Pack.

Tenants /customers have been provided with the contact details of a representative from your company to answer any queries or concerns about the planned retrofit:

Yes, both the Applicant's representative contact details was provided in the Memo and the Retrofit Information Pack. Active's representative's contact details are also provided in the Information Pack and all subsequent communications.

The Applicant has included the following samples in the application, that to date, has been provided to Tenants/customers:

- › Appendix A – Memo –Dexus – Initial communications on retrofit.
- › Appendix B – Initial tenant EN Retrofit Information Pack

Including:

- Conversion Communication to Tenants
- Embedded Network Information
- Right to choose a retailer
- Duplication of Network Charges
- Offer Matching for Small Customers
- Contact Details
- Energy Pricing Schedule
- Compliance & Dispute Resolution
- Frequently Asked Questions
- Sale of Energy Agreement
- Terms & Conditions
- Consent form (acknowledgement)

3.2 EXPLICIT INFORMED CONSENT

Confirmation that the Applicant has evidence of written consent form all customers affected by the retrofit:

Yes, the Applicant has received written consent of 25 of the 29 tenants as of 8th January 2025. This equates to 86% of tenants that will be affected by the proposed retrofit.

Confirmation that consent was sought separately from customers for the retrofit and the energy sale agreement:

The Applicant requests consenting tenants sign a Consent Form (see Appendix B – Initial tenant EN Retrofit Information Pack) and stores electronic copies of the executed consent forms on file. The customers also consented separately to the energy sale agreement. See Appendix C – Consent Campaign Tenant Log for more details including communication logs

from tenant's, including those who have either not provided a response or have expressed explicit numbers.

Evidence of the Applicants attempts to resolve customers expressed concerns:

See Appendix C – Consent Campaign Tenant Log for more information.

3.3 RETAIL CONTESTABILITY

The Applicant has 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.

As per the requirements, the Applicant has mitigated this detriment by:

- › Notifying all tenants via emails and/or phone calls and/or subsequent site visits; of a right to choose their own retailer, that they will receive two invoices if they choose not to purchase energy from the Applicant, and (for non-consenting tenants) that the Applicant will price match any genuine electricity offer that would be available to that grid connected customer.
- › Where a tenant has requested to remain with their authorised retailer, the Applicant will facilitate competition by allocating “child” NMIs to all tenants who choose to purchase energy from an authorised retailer. This allows tenants to remain with their existing authorised retailer under their current contract arrangement.
- › The Applicant will seek to preserve access to existing contractual arrangements for customers on C&I contracts.
- › The Applicant will notify all authorised retailers prior to installation date that either:
 - the tenant has chosen to purchase energy from the Applicant, and request to cease billing from the date of embedded network install, or
 - the tenant has chosen to continue to purchase energy from their authorised retailer, and to cease invoicing for network charges effective from the date of embedded network install. The Applicant has appointed an ENM to follow up with relevant market participants to request the AEMO Market Settlements and Transfer Solution (MSATS) is updated to reflect the embedded network installation minimising instances of double charging. The ENM will work closely with the retailer to ensure they are billing suitably. AEMO has a number of publicly available factsheets including one to assist retailers in the process of making offers to embedded network customers. This document clearly displays the roles and responsibilities of market participants, aiding in the resolution of any incorrect charges.
- › Where a tenant notifies the Applicant of double charging, the Applicant's agent will follow up with the relevant market participants to ensure the retailer is billing

suitably. This is predicated on the tenant providing a Letter of Authority to engage with their authorised retailer on their behalf.

- › The Applicant commits to ongoing annual price reviews to ensure the rates on-sold are competitive to rates a tenant would otherwise receive from authorised retailers and below the Default Market Offer. Tenants will also be provided in writing a minimum of 5 days advance notice prior to any change in tariffs and charges.

3.4 CUSTOMER DISPUTE RESOLUTION SERVICES

The Applicant has advised customers of the dispute resolution process and options for external dispute resolution, such as ombudsman schemes:

The Retrofit Information Pack highlights the dispute resolution process that will apply for the embedded network at Botany Quarter. This resolution process also lists the customer's ability for recourse to the Energy & Water Ombudsman New South Wales if they are not satisfied with the internal dispute resolution. This is also noted in the Terms and Conditions provided to the tenants.

3.5 AER CONSULTATION

The Applicant confirms tenants / customers have been advised of the AER's consultation process:

The tenants have been advised in various correspondence notifying tenants that we are in the process of conducting a retrofit of the site. Notice of the open consultation process will be sent to tenants by email once the AER initiates the public consultation process. See Appendix E – Formal Public Consultation Notification.

SECTION 4: APPOINTED EMBEDDED NETWORK OPERATOR DETAILS

4.1 EMBEDDED NETWORK OPERATOR DETAILS

Legal Name: Active Utilities Pty Ltd
Trading Name: Active Utilities (Active)
ABN/ACN: 78 116 498 803
Business Address: Suite 6, Level 2, 3 Bristol Street, Essendon Fields, VIC 3041
Postal Address: Suite 6, Level 2, 3 Bristol Street, Essendon Fields, VIC 3041

Contact Person: Alison Kelsall
Risk & Compliance Officer
Active Utilities
Suite 6, Level 2, 3 Bristol Street Essendon Fields VIC 3041



4.2 EXPERIENCE

Active is an Embedded Network Operator, operating nationally but with most of their clients located on the east coast of Australia. Active's Embedded Network business comprises of consulting to Developers, Strata Managers, and owners/managers of buildings, regarding the setup and ongoing management of embedded networks. As part of this service, Active also offer a billing management agency service and ENM function to these entities, thus ensuring their end customers receive a similar service offering to normal network conditions and meet relevant legislative requirements of operating these networks.

Due to the nature of our business, being that Active represent external clients, Active have designed their operation to mirror a similar standard to licensed retailer and thus follow the relevant regulations and codes applied to licensed retailers.

4.3 CURRENT AND FORMER ELECTRICITY EXEMPTIONS, RETAIL LICENCES OR RETAILER AUTHORISATION

Active currently manages over 300 Embedded networks, via exemptions in multiple jurisdictions across Australia.

Additionally, Active's related entity, Active Utilities Retail, was granted an electricity retailer authorisation on the 20th December 2019 by the Australian Energy Regulator under the National Energy Retail Law (Retail Law) which can be viewed in more detail by clicking [here](#).

This authorisation ensures Active Utilities Retail is required to comply with more stringent regulations, codes, and standards than an exempt party is required to. Active have aligned with the obligations required of a licensed retailer (where applicable) to ensure a higher standard of corporate responsibility and customer protections are afforded to their customers.

4.4 COMPLAINTS HANDLING

Active's Complaints Handling & Dispute Resolution Policy & Procedure has been reviewed and accepted, as part of the ENM accreditation, external compliance audits, adheres to Australian Standards and aligns with ISO 10002:2018.

The purpose of Active's Complaints Policy is guided by the following principles:

- > Visibility
- > Accessibility
- > Responsiveness
- > Objectivity
- > Confidentiality
- > Customer-focused approach
- > Accountability
- > Continual improvement

This policy and procedure have been developed to ensure that Active provides their customers with excellent customer service and setting high standards.

Active have also been a member of the Energy and Water Ombudsman New South Wales (EWON) since the requirement for all New South Wales Embedded networks to become a member of EWON in July 2018.

4.5 HARDSHIP AND STATEMENT OF EXPECTATIONS

Hardship Policy

On the 23rd April 2020, Active Utilities Retail Hardship Policy was approved by the Australian Energy Regulator (AER). This Hardship policy was then adopted by Active to form a robust hardship program related to the different jurisdictions they operate in under the current exemption frameworks.

Active's Statement of Intention

"Active is here to help".

We will work with you to help you respond to financial difficulty, whether temporary or longterm. We are committed to helping customers facing financial hardship maintain service access and working with you to find a sustainable solution. Any help we can give will depend on your individual circumstances, and we provide help on a case-by-case basis".

Active, under their hardship program, provides flexible payment options, applies rebates to applicable customers, and facilitates access to hardship arrangements.

Statement of Expectations

Given the unprecedented times relating to COVID-19, various energy regulators including the AER and ESC released Statements of Expectations relating to customer provisions among other specific obligations.

Active manage their obligations, and required Statement of Expectations with frameworks, systems and processes in place that ensure compliance with rules, regulations, and codes. Our frameworks, systems and processes are routinely externally audited as described in Section 4.6 below.

4.6 EXTERNAL COMPLIANCE AUDIT

Active engaged an external audit to undertake an independent audit of their compliance and risk structure in December 2020. The key objective of the external assurance process is to verify that Active has suitable systems compliant with the following requirements:

- › AS/ISO 19600:2015 Compliance management systems –Guidelines.
- › IS/ISO 31000:2009 Risk management –Principles and guidelines.
- › Energy Law (including the National Energy Retail Law, National Energy Retail Regulations and National Energy Retail Rules Version 8).
- › Telecommunications Act 1997.
- › Do Not Call Register Act 2006.
- › Privacy Act 1988.

This audit is an impartial and comprehensive review of Active's compliance and risk management systems to meet its relevant obligations.

Summary of Findings

Active's systems meet all risk and compliance requirements with no key recommendations listed.

4.7 REBATES & CONCESSIONS

Active have a dedicated team to determine relevant energy rebates or concessions available to customers in all applicable jurisdictions and either directly apply for these rebates/concessions on behalf of their customers, or alternatively, assist their customers in making a direct claim if Active are not authorised to directly apply.

Active also provide internal factsheets and further information to their customers on applicable ongoing rebates and concessions, particularly in cases of payment difficulty or hardship of their customers.

SECTION 5: APPENDICES

Strictly confidential:

- › Appendix A – Example of Memo – Initial communications on retrofit.
- › Appendix B – Example of Initial Tenant EN Retrofit Information Pack
 - Including:
 - Conversion Communication to Tenants
 - Embedded Network Information
 - Right to choose a retailer
 - Duplication of Network Charges
 - Offer Matching for Small Customers
 - Contact Details
 - Energy Pricing Schedule
 - Compliance & Dispute Resolution
 - Frequently Asked Questions
 - Sale of Energy Agreement
 - Terms & Conditions
 - Consent form (acknowledgement)
- › Appendix C – Consent Campaign Tenant Log
- › Appendix D – Complaints Handling & Dispute Resolution Policy & Procedure
- › Appendix E – Marketing Campaign Report