



Australian Government



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Quick reference guide for exempt sellers: family violence

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You must:

- ✓ develop and comply with a family violence policy that includes referral to appropriate family violence support services
- ✓ at the start of an exempt customer's tenancy/residency/agreement, tell them about the assistance available if they are affected by family violence and offer to provide them with a copy of your family violence policy
- ✓ comply with your other obligations to support the customer, which may include offering hardship policies and payment plans in accordance with your class of exemption.

In the event an exempt customer discloses family violence, you must:

- ✓ ask for their preferred method of communication and only use this method of communication
- ✓ with the affected exempt customer's agreement, flag their energy account so that relevant employees/agents will take extra precautions to keep their information safe
- ✓ secure information relating to the affected exempt customer's energy account, including contact details (paper files in a locked drawer/cabinet and digital files on a password protected computer)
- ✓ waive any late payment fees associated with the energy debt of the affected exempt customer.

You must not:

- ✗ ask for evidence or proof of family violence
- ✗ share the affected exempt customer's energy-related information with anyone unless the affected exempt customer gives you permission or you are required to do so by law
- ✗ disconnect the affected exempt customer's energy supply if their unpaid energy bills may have resulted from family violence or if doing so would impact their safety.

For more information, see our [guidance for exempt sellers](#) and our case studies.