

## Schedule 1: Instrument of Exemption

### INDIVIDUAL EXEMPTION FROM THE REQUIREMENT TO HOLD A RETAILER AUTHORISATION

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FORM OF ENERGY: Electricity

Pursuant to section 110 of the National Energy Retail Law, the Australian Energy Regulator (AER) on 27 August 2020 decided to grant Transurban Operations Pty Ltd/ ABN 79 108 003 489 an exemption from the requirement to hold a retailer authorisation under section 88 of the National Energy Retail Law, subject to the conditions set out below.

#### **Condition 1 – Obligation to supply**

1. An exempt person cannot refuse to sell energy to a customer who meets the criteria for this exemption class, except:

- a. in accordance with relevant disconnection provisions and
- b. where the exempt customer's premises have been disconnected by the exempt person for a reason other than failure to pay a bill and the matter leading to the disconnection has not been rectified. The exempt person must reconnect the premises and offer to sell energy once the matter is rectified.

#### **Condition 2 - Reconnection or re-energisation**

1. Where an exempt customer is disconnected and the customer makes a request for reconnection, the exempt person must reconnect the premises as soon as practicable after a request for reconnection is made. A request for reconnection may be made ten business days after disconnection, or as soon as the matter that led to the disconnection is rectified, and

- a. any charges for reconnection are paid and
- b. if the exempt customer still has outstanding amounts owed under the exempt customer's energy account, the customer agrees to enter into a payment plan with the exempt seller.

#### **Condition 3 - Choice of retailer**

1 Where an exempt customer is eligible under state or territory legislation to purchase energy from a retailer of their choice, the exempt person must not do anything to discourage or prevent them from exercising this choice, whether by:

- a. requiring the exempt customer to waive their ability to choose a retailer
- b. unreasonably hindering their efforts to find another retailer or
- c. unreasonably hindering any metering or network changes required to enable choice of retailer.