



AER Benefit Change Notice Guidelines

Version 1

June 2018

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1 Overview

- 1 The National Energy Retail Rules (Retail Rules) require a retailer to notify small electricity and gas customers when a benefit provided to the customer for a minimum or fixed period in their market retail contract is ending or changing.¹ Retailers are required to send the benefit change notice to customers² no earlier than 40 business days and no later than 20 business days before the benefit change date.³
- 2 A 'benefit change' is defined⁴ as a change to, or expiry of a benefit (such as a price discount) provided to a customer for a minimum or fixed benefit period under a market retail contract during the term of that contract. The Australian Energy Regulator (AER) is able to further define a 'benefit change' within these Benefit Change Notice Guidelines (Guidelines).⁵
- 3 A retailer is not required to send a benefit change notice if a benefit change is defined as an excluded change by the Guidelines.
- 4 The Retail Rules prescribe the basic information that must be contained in the benefit change notice.⁶ This includes:
 - the customer's metering identifier
 - that a benefit change will occur and the benefit change date
 - a reference to Energy Made Easy, and that a customer can use Energy Made Easy to compare plans that are generally available to small customers in their area
 - any early termination charges payable under the contract, and
 - that a customer can request historical billing and energy consumption data from their retailer that will assist them to use Energy Made Easy to compare plans that are generally available to small customers in their area.
- 5 The AER has developed these Guidelines, which further expand on the basic information requirements, in accordance with the retail consultation procedure.⁷
- 6 Under the Retail Rules, the Guidelines must specify:⁸
 - the manner and form in which the benefit change notice is to be provided by a retailer

¹ Rule 48A(1) of the National Energy Retail Rules

² For the purposes of the Guidelines, references to 'small customer/s' or 'customer/s' has the meaning of 'small customer' as defined in the National Energy Retail Law.

³ Rule 48A(2)(b) of the National Energy Retail Rules

⁴ Rule 45A of the National Energy Retail Rules

⁵ Rule 45A of the National Energy Retail Rules

⁶ Rule 48A(3) of the National Energy Retail Rules

⁷ Rule 48B(1) and Rule 173 of the National Energy Retail Rules

⁸ Rule 48B(2) of the National Energy Retail Rules

- the information a retailer must include for the customer to be able to use Energy Made Easy to compare the amounts that would be payable by the customer under its existing market retail contract following the benefit change with available plans
 - how a retailer must calculate any amounts to be included in the benefit change notice.
- 7 The Guidelines may specify what constitutes a ‘benefit change’ and what constitutes an ‘excluded change’.⁹
- 8 The Guidelines may also specify any information a retailer must include in the benefit change notice:¹⁰
- with respect to the nature of the benefits provided under the existing market retail contract during the benefit period
 - with respect to the nature of the change to the benefits on the benefit change date
 - to enable a small customer to compare the amount billed for their energy consumption during the benefit period with both the amount that would be payable by the customer under its existing market retail contract following the benefit change date and other plans available on Energy Made Easy, and
 - with respect to dual fuel contracts.¹¹
- 9 The Guidelines may specify any other information the AER considers would be reasonably required by a small customer to assess the energy plans available to it and which is held by the retailer.¹²

1.1 AER enforcement of the National Energy Retail Rules and Law

- 10 The AER is responsible for monitoring, investigating and enforcing compliance with the obligations under the National Energy Retail Law (Retail Law), Retail Rules and National Energy Retail Regulations. For detailed discussion on the AER’s performance of this role, see the AER’s Compliance and Enforcement Statement of Approach.¹³
- 11 The Retail Law gives the AER power to monitor, investigate, enforce and report.¹⁴ In particular, the AER:

⁹ Rule 48B(3)(a) and (b) of the National Energy Retail Rules

¹⁰ Rule 48B(3) of the National Energy Retail Rules

¹¹ A dual fuel contract is defined in Rule 117(1) of the National Energy Retail Rules as either (a) one market retail contract between a small customer and a retailer for the sale of both electricity and gas by the retailer to the small customer, or (b) two market retail contracts between the same small customer and the same retailer, one for the sale of electricity and one for the sale of gas, by the retailer to the customer, under which a single bill is issued.

¹² Rule 48B(3)(c)(v) of the National Energy Retail Rules

¹³ Available on the AER website at: <https://www.aer.gov.au/publications/corporate-documents/aer-compliance-and-enforcement-statement-of-approach>

¹⁴ Section 204(b) of the National Energy Retail Law

- monitors compliance with obligations under the national energy laws
 - investigates and makes inquiries regarding breaches or possible breaches of the national energy law
 - takes appropriate enforcement action, including:
 - issuing infringement notices
 - accepting voluntary or court enforceable undertakings
 - instituting proceedings in relation to breaches of obligations under national energy laws
 - revoking retailer authorisations
 - reports on compliance with obligations under the Retail Law.
- 12 Possible enforcement responses to breaches of the Retail Law or Rules can generally be categorised as administrative resolution (such as voluntary undertakings, revisions to internal processes or improved compliance training) or statutory enforcement action.
- 13 Statutory enforcement action can include issuing infringement notices of \$4,000 for a natural person or \$20,000 for a body corporate, enforceable undertakings and court proceedings.¹⁵ The AER also has the power, in limited circumstances, to revoke a retailer authorisation.
- 14 The AER aims to exercise its functions and powers in a fair, consistent and transparent manner. The AER and the Australian Competition and Consumer Commission (ACCC) work together by applying a coordinated approach to ensure misconduct in the energy market is addressed.
- 15 Businesses that operate under the Retail Law also have obligations under the Australian Consumer Law, which applies to their relationships with energy customers. The Australian Consumer Law and the national energy laws operate together to provide a framework for businesses to operate within.

1.2 Definitions and interpretation

- 16 In these Guidelines, words and phrases have the meaning given to them in the Glossary, or if not defined in the Glossary, the Retail Law or Retail Rules.

1.3 Application of these Guidelines

- 17 A retailer with small electricity and gas customers on market retail contracts with a benefit for a minimum or fixed term must notify small customers of each benefit change. Retailers are not required to comply with the Guidelines if the change to the benefit provided to the customer meets the definition of an 'excluded change'.
- 18 The Guidelines apply to benefit change notices sent from 1 October 2018.

¹⁵ Section 279 of the National Gas Law

- 19 There is currently no civil penalty attached to a failure to notify a customer of a change or end to their benefit in accordance with the Guidelines. However, the AER notes the Australian Energy Market Commission (AEMC) has recommended that Retail Rule 48A(1) be classified as a civil penalty provision.¹⁶

1.4 Processes for revision and version history

- 20 The AER may amend the Guidelines in accordance with the retail consultation procedure.¹⁷

¹⁶ AEMC, Notification of the end of a fixed benefit period, Rule Determination, 7 November 2017.

¹⁷ Rule 48B(4) of the National Energy Retail Rules

2 When a benefit change notice is required

21 This section of the Guidelines specifies when a retailer must send a benefit change notice to a customer and explains what benefit changes are excluded from the benefit change notice requirements in the Guidelines.

2.1 Requirement to send a benefit change notice

22 A retailer must send a benefit change notice to a customer when a benefit change meets the definition of a benefit change in section 2.2 of the Guidelines.

23 A retailer is exempt from the requirement to send a benefit change notice if:

- (a) the benefit change does not meet the definition of a benefit change in accordance with section 2.2 of the Guidelines, or
- (b) the benefit change has been defined as an excluded change in accordance with section 2.3 of the Guidelines.

2.2 Definition of benefit change

24 A benefit change is defined as a change to, or expiry of, a benefit (such as a price discount) provided to a small customer for a minimum period or fixed benefit period under a market retail contract during the term of the contract.¹⁸

25 The requirement to send a benefit change notice applies to both financial benefits (such as, but not limited to, a price discount) and non-financial benefits (such as, but not limited to, a magazine subscription).

26 A benefit change includes, but is not limited to, the following examples:

- 15% guaranteed discount off usage charges for 12 months. At the end of 12 months, the customer's discount will change to a 10% guaranteed discount.
- 15% off usage charges for 12 months, if a customer pays on time. At the end of 12 months, the customer will no longer receive a pay on time discount.
- 15% guaranteed discount off usage charges for six months. At the end of six months, the customer's discount will change to a 20% guaranteed discount.
- A customer receives two movie tickets every month for six months. At the end of six months, the customer will no longer receive any movie tickets.

27 A benefit change does not include, but is not limited to, the following examples:

- where a customer's existing benefits are rolled over on the same terms and conditions
- where a one-off gift or sign-up credit is provided to a customer as a result of entering into the contract

¹⁸ Rule 45A of the National Energy Retail Rules

- where there is a change to the rates of the market plan or standing offer plan upon which a benefit is based.

2.3 Definition of excluded change

- 28 An excluded change is defined as a change to the tariffs, charges, or benefits to a small customer under a market retail contract that is specified not to be a benefit change for the purposes of the Guidelines.¹⁹
- 29 A benefit change occurring within or at the first 40 days of the commencement of a customer's market retail contract is an excluded change for the purposes of the Guidelines.
- 30 A benefit change that requires a retailer to notify a customer under Retail Rule 46(3) is an excluded change for the purposes of the Guidelines.

¹⁹ Rule 45A of the National Energy Retail Rules

3 Manner and form of the benefit change notice

- 31 The Retail Rules specify the benefit change notice must be provided to a customer in writing.²⁰ This section contains additional requirements as to the manner and form²¹ of the benefit change notice and how certain information must be presented to a customer in the benefit change notice.

3.1 Information disclosure

- 32 Any information required to be included in the benefit change notice under the Retail Rules and the Guidelines must be clearly stated in the benefit change notice. For example, a retailer cannot direct a customer to the terms and conditions of their existing market retail contract to fulfil any of the benefit change notice information requirements.

3.2 Communication preferences

- 33 The benefit change notice must be sent to the customer in accordance with the customer's preferred method of receiving written communication from the retailer. For example, if a customer has opted to receive communication from the retailer via email, the benefit change notice must be sent to the customer via email.
- 34 If a customer has not indicated a preference for how they wish to receive written communication, the retailer may decide the method by which to send the customer the benefit change notice.

3.3 References to Energy Made Easy

- 35 If the benefit change notice is provided to a customer in a hard copy format, a retailer must include on the benefit change notice the Energy Made Easy URL in the following format: www.energymadeeasy.gov.au/offer-search.
- 36 If the benefit change notice is provided to a customer via electronic means, any reference to Energy Made Easy must be hyperlinked to the following URL: www.energymadeeasy.gov.au/offer-search.

3.4 Marketing material

- 37 If a retailer markets any generally available or restricted plan in the benefit change notice, the retailer must provide that marketing material after the information in Zone A of the benefit change notice.
- 38 If a retailer markets any generally available or restricted plan to a customer in the benefit change notice, the retailer must comply with any relevant requirements under the AER Retail Pricing Information Guidelines.²²

²⁰ Rule 48A(2)(a) of the National Energy Retail Rules

²¹ Rule 48A(2)(c) of the National Energy Retail Rules

²² The Retail Pricing Information Guidelines 2018 (Version 5.0) can be accessed here: <https://www.aer.gov.au/retail-markets/retail-guidelines-reviews/retail-pricing-information-guidelines-2018>

3.5 Language requirements

- 39 A retailer must use language in the benefit change notice that is clear, simple and widely understood.
- 40 Where the meaning of the term is unchanged by these Guidelines, terminology used in the benefit change notice should be consistent with the language requirements specified in the AER Retail Pricing Information Guidelines.

3.6 Fees

- 41 A retailer must send a benefit change notice to a customer without charge. This includes any administrative fees associated with sending the benefit change notice to a customer in a hard copy format.

4 Content of the benefit change notice to appear in Zone A

- 42 This section specifies what information must be included in Zone A of the benefit change notice.
- 43 The dimensions of Zone A are not fixed.
- 44 The Benefit Change Notice Template (Appendix A) provides guidance for retailers as to how the benefit change notice may be structured in accordance with the requirements specified in the Guidelines.

4.1 Zone A

- 45 A retailer must populate Zone A of the benefit change notice with information to enable a customer to compare available energy plans on Energy Made Easy.²³ This information must be displayed in accordance with the requirements in section 4.1.1 of the Guidelines.

4.1.1 Information to enable a customer to use Energy Made Easy

- 46 A retailer must provide the information contained in Table 1 of clause 47, only where the information is relevant to the characteristics of the customer's existing market retail contract (for example, fuel type or tariff type). The information must be provided in the form of Table 1 of clause 47.
- 47 Table 1 is as follows. Instructions for retailers as to what information needs be included in the benefit change notice are provided in italics.

Table 1: Information to help customers use Energy Made Easy

Question on Energy Made Easy	What to enter
Your electricity bill	
Do you want to enter your electricity usage from a recent bill for a more personal estimate?	Yes <i>The retailer must state 'Yes'.</i>
Do you have both peak and off-peak rates on your bill?	Yes/No <i>The retailer must state either 'Yes' or 'No' as corresponding to the customer's existing market retail contract.</i>
Do you have a controlled load?	Yes/No <i>The retailer must state either 'Yes' or 'No' based on</i>

²³ Rule 48B(c)(i) of the National Energy Retail Rules

	<i>whether a controlled load applies to the customer's existing market retail contract.</i>
Enter your electricity bill details	
Bill start date	<i>The retailer must state the start date of the customer's historical consumption period in accordance with section 4.1.2 in the format dd/mm/yyyy.</i>
Bill end date	<i>The retailer must state the end date of the customer's historical consumption period in accordance with section 4.1.2 in the format dd/mm/yyyy.</i>
Total usage from bill	<i>The retailer must provide this information if the answer to 'Do you have both peak and off-peak rates on your bill?' is 'No'. The retailer must state the total number of kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>
Peak usage	<i>The retailer must provide this information if the answer to 'Do you have both peak and off-peak rates on your bill?' is 'Yes'. The retailer must state the number of peak kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>
Off-peak usage	<i>The retailer must provide this information if the answer to 'Do you have both peak and off-peak rates on your bill?' is 'Yes'. The retailer must state the number of off-peak kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>
Shoulder 1 usage	<i>If relevant, the retailer must provide this information if the answer to 'Do you have both peak and off-peak rates on your bill?' is 'Yes'. The retailer must state the number of shoulder 1 kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>
Shoulder 2 usage	<i>If relevant, the retailer must provide this information if the answer to 'Do you have both peak and off-peak rates on your bill?' is 'Yes'. The retailer must state the number of shoulder 2 kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>
Controlled load usage	<i>The retailer must provide this information if the answer to 'Do you have a controlled load?' is 'Yes'. The retailer must state the number of controlled load kWh consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>

	<i>If the customer has more than one controlled load, add together and provide the total number of controlled load kWh consumed by the customer.</i>
Your gas bill	
Do you want to enter your gas usage from a recent bill for a more personal estimate?	Yes <i>The retailer must state 'Yes'.</i>
Enter your gas details	
Bill start date	<i>The retailer must state the start date of the customer's historical consumption period in accordance with section 4.1.2 in the format dd/mm/yyyy.</i>
Bill end date	<i>The retailer must state the end date of the customer's historical consumption period in accordance with section 4.1.2 in the format dd/mm/yyyy.</i>
Total usage from bill	<i>The retailer must state the number of megajoules consumed by the customer in the historical consumption period in accordance with section 4.1.2.</i>

4.1.2 Consumption data

- 48 Clause 47 requires a retailer to provide a customer with their historical consumption data in the benefit change notice.
- 49 If available, a retailer must provide the customer's actual historical consumption data over the most recent preceding 12 month period from the issue date of the benefit change notice. The corresponding start and end dates for the 12 month period in which this usage was consumed is considered to be the 'historical consumption period' for purposes of clause 47.
- 50 If a retailer does not have a customer's actual historical consumption data for the 12 month period referred to in clause 49, a retailer must provide the amount of actual historical consumption data available. The corresponding start and end dates for the period in which this usage was consumed is considered to be the 'historical consumption period' for the purposes of clause 47.²⁴

²⁴ For example, if a retailer only has a customer's actual historical consumption for six months, a retailer may use this data to populate the table at clause 47 and generate the 'do nothing' amount. Energy Made Easy can use the available historical data to extrapolate an annualised consumption figure for the customer.

5 Other information requirements in the benefit change notice

51 This section of the Guidelines outlines other information requirements of the benefit change notice. Subject to some restrictions, a retailer may decide where the information in this section is positioned on the benefit change notice.

5.1 Basic information

52 Retailers must include in the benefit change notice:²⁵

- (a) the customer's metering identifier
- (b) that a benefit change will occur and the benefit change date
- (c) a reference to Energy Made Easy, and that a customer can use Energy Made Easy to compare plans
- (d) that the customer can request historical billing data and, if they are being sold electricity, energy consumption data, to assist in using Energy Made Easy, and
- (e) any early termination charges payable under the contract.

5.2 Headline statement

53 A retailer must include a headline statement in the benefit change notice in accordance with this section 5.2 of the Guidelines.

54 A retailer must ensure the headline statement is prominent and clear and use either colour, font size or other visual tools to ensure this information is easily distinguishable from other information in the benefit change notice.

55 A retailer must present and position the headline statement on the benefit change notice in a manner that ensures it is clearly identifiable as a headline.

56 If a retailer refers to the benefit in the headline statement, a retailer must describe the benefit in the same way as it is described in the retailer's marketing material.

57 If the benefit change will result in a decrease in the value of the benefit, the headline statement must inform the customer that the benefit change will result in a loss of a benefit²⁶ and must refer the customer to Energy Made Easy.

58 If the benefit change will not result in a decrease in the value of the benefit, a retailer has discretion over the content of the headline statement, subject to the requirement in clause 56 of the Guidelines.

59 The requirement to provide a headline statement does not satisfy the retailer's obligations under Retail Rules 48A(3)(c)-(d).

²⁵ Rule 48A of the National Energy Retail Rules

²⁶ For example: "You are about to lose your [*description of the benefit*]".

- 60 The headline statement must be positioned before the information in Zone A of the benefit change notice, subject to the requirement in clause 55 of the Guidelines.

5.3 Amount payable by the customer following the benefit change – the ‘do nothing’ amount

- 61 A retailer must include in the benefit change notice the amount that is estimated to be payable by the customer over the next 12 months under their market retail contract as a result of the benefit change.²⁷ This is referred to as the ‘do nothing’ amount in the Guidelines.
- 62 A retailer must clearly express on the benefit change notice that the ‘do nothing’ amount is what a customer can expect to pay under their existing market retail contract over the next 12 months given their benefit is ending or changing.
- 63 The ‘do nothing’ amount must be expressed as an annual figure in dollar terms inclusive of GST in the benefit change notice.
- 64 The ‘do nothing’ amount must be calculated in accordance with section 5.3.1 of these Guidelines.
- 65 A retailer has discretion over whether to include conditional discounts in the ‘do nothing’ amount in the benefit change notice. A retailer must clearly state in the benefit change notice whether the ‘do nothing’ amount includes, or does not include, conditional discounts.
- 66 A retailer must clearly state in the benefit change notice any limitations that apply to the ‘do nothing’ amount. For example, if the ‘do nothing’ amount does not reflect demand charges or solar feed-in tariffs.
- 67 The ‘do nothing’ amount must be positioned before the information in Zone A of the benefit change notice.

5.3.1 Calculating the ‘do nothing’ amount for the benefit change notice

- 68 This section of the Guidelines specifies how retailers must calculate the ‘do nothing’ amount required to be included in the benefit change notice.²⁸
- 69 A retailer must calculate the ‘do nothing’ amount using the applicable tariffs and charges under the customer’s existing market retail contract at the time of the benefit change and the customer’s historical consumption data as per clauses 49-50.
- 70 Retailers must use the methodology specified in the retailer section of the Energy Made Easy website to perform the calculation of the ‘do nothing’ amount.

²⁷ Rule 48B(2) of the National Energy Retail Rules states that the Guidelines must include information to allow a customer to compare the amount payable under their existing market retail contract following the benefit change with available offers on Energy Made Easy.

²⁸ Rule 48B(2)(d) of the National Energy Retail Rules

- 71 Retailers can access the calculation methodology used by the Energy Made Easy website via the following link: <https://retailer.energymadeeasy.gov.au/>.
- 72 The Energy Made Easy methodology and algorithm may be amended by the AER from time to time. The AER will provide retailers with at least 20 days' notice of any algorithm change.

5.4 Instructions for customers

- 73 A retailer must include the steps a customer can take to use the information on the benefit change notice to compare plans on Energy Made Easy. The steps must be positioned before the information in Zone A of the benefit change notice.
- 74 Retailers must ensure that the steps include:
- (a) a reference to Energy Made Easy
 - (b) a statement that the customer can use Energy Made Easy to compare plans
 - (c) a statement that directs the customer to refer to the information in Zone A.
- 75 A retailer must ensure the information referred to in clause 73 is prominent. A retailer must use either colour, font size or other visual tools to ensure this information is easily distinguishable from other information in the benefit change notice.
- 76 In addition to the information required by clause 73, a retailer must include on the benefit change notice guidance to a customer on how to use the information in clause 47 to compare plans on Energy Made Easy.
- 77 The requirement to provide the information under clause 73 and 76 does not satisfy the retailer's obligations under Retail Rules 48A(3)(c)-(d).

6 Glossary

Benefit change means:

- (a) a change to, or expiry of, a benefit (such as a price discount) provided to a customer for a minimum period or a fixed benefit period under a market retail contract during the term of that contract (whether or not as a result of the variation to the contract); and
- (b) a change of the type specified in the Guidelines in section 2.2 (but does not include an excluded change).

Benefit change date means the date on which the benefit change will take effect.

Benefit change notice means the notice provided by a retailer to a small customer under rule 48A of Retail Rules.

Benefit period means a period of a market retail contract during which a benefit to the customer (such as a price discount) is available and where the end date of that period is specified or ascertainable at the beginning of that period, and earlier than the date on which the contract will end.

Business day means a day that is not

- (a) a Saturday or Sunday; or
- (b) observed as a public holiday on the same day in each of the participating jurisdiction (except the Commonwealth).

Conditional discount has the same meaning given to it in the AER Retail Pricing Information Guidelines.

'Do nothing' amount means the amount that is payable by the customer under its market retail contract given the benefit is ending or changing.

Excluded change means a change to the tariffs, charges or benefits to a small customer under a retail contract that is specified not to be a benefit change under the Guidelines in section 2.3.

Financial benefit means a monetary benefit such as a price discount.

Generally available has the same meaning given to it in the AER Retail Pricing Information Guidelines.

Non-financial benefit means a benefit that is not solely monetary in value, such as movie tickets.

Restricted plan has the same meaning given to it in the AER Retail Pricing Information Guidelines.

Zone A means the area labelled 'A' in the 'Benefit Change Notice Template' set out in Appendix A.

Appendix A – Benefit Change Notice Template

Note for retailers – the positioning of the content within the **red** box labelled 'A' is prescribed. Other text included in the Benefit Change Notice Template is for guidance purposes only.



Mr Alex Sample
1 Sample Rd
SAMPLEVILLE NSW 9999

5 October 2018

Service address: 1 Sample Road, SAMPLEVILLE NSW 9999

Electricity account number: xxxxxxxx

Gas account number: xxxxxxxx

Dear Alex

You are about to lose your 15% guaranteed discount off usage rates
Visit [Energy Made Easy](#) to find the best plan for you

What you need to do:

- 1** Visit the energy comparison website [Energy Made Easy](#)
- 2** Answer the simple questions, and then enter your bill information at 'Find an energy plan' into [Energy Made Easy](#)
- 3** Compare retailers and find the best plan for you

We are writing to tell you that you are going to lose the discount you have been receiving on your electricity bill very soon, as the discount you have been receiving since 1 November 2017 is about to expire. This will happen on **1 November 2018**.

If you take no action, we estimate you will pay **\$xxxx*** for electricity over the next 12 months as a result of losing this benefit.

You can visit the Australian Government's price comparison website [Energy Made Easy](#) at www.energymadeeasy.gov.au/offer-search to compare the energy plans offered by retailers and find the best plan for you. Simply answer the questions and then enter the information under 'Find an energy plan'** below into [Energy Made Easy](#) to see a list of available plans.

Regards,

Nicky Tindall

Customer Service Representative

*This is an estimate based on your recent usage and reflects what you are likely to pay over the next 12 months with no benefit applied. This figure does not take into account potential changes to your consumption that may occur over the next 12 months.

** If you would like additional historical billing and consumption data please contact us on xxxxxxxx. Please note a fee may apply to this request.



Find an energy plan

Your NMI is: xxxxxxxxxxxx

Your MIRN is: xxxxxxxxxxxx



Visit [Energy Made Easy](#), answer the questions and then enter your bill details below:

A	Question on Energy Made Easy	What to enter
	Your electricity bill	
	Do you want to enter your electricity usage from a recent bill for a more personal estimate?	Yes
	Do you have both peak and off-peak rates on your bill?	Yes
	Do you have a controlled load?	Yes
	Enter your electricity bill details	
	Bill start date	dd/mm/yyyy
	Bill end date	dd/mm/yyyy
	Total usage from bill	xxxx kWh
	Peak usage	xxxx kWh
	Off-peak usage	xxxx kWh
	Shoulder 1 usage	xxxx kWh
	Shoulder 2 usage	xxxx kWh
	Controlled load usage	xxxx kWh
	Your gas bill	
	Do you want to enter your gas usage from a recent bill for a more personal estimate?	Yes
	Enter your gas bill details	
	Start date	dd/mm/yyyy
	End date	dd/mm/yyyy
	Total usage from bill	xxxx MJ

Accept the terms and conditions and click:

Compare energy plans