

## I am having problems with my energy service—what should I do?

If you have any problems with your energy service, try to resolve the problem directly with your onseller. Onsellers are required to take reasonable steps to resolve your complaint.

If you cannot resolve your problem, contact the Australian Energy Regulator.



## More information

### Australian Energy Regulator

[www.aer.gov.au](http://www.aer.gov.au)

AER Infoline 1300 585 165

Indigenous Infoline: 1300 303 143

For information in languages other than English, call 13 1450 and ask for 1300 585 165

TTY service for people with hearing or speech difficulties: 1300 585 165

Internet relay users connect to the NRS (see [www.relayservice.com.au](http://www.relayservice.com.au)) and ask for 1300 585 165

### Other places where you can get help

If you are having a legal problem, community legal centres are independent, not-for-profit community organisations that provide legal services to the public.

If you want advice on payment plans or how much you can afford to pay you can call 1800 007 007 to speak to a financial counsellor. This is a free call from 9.30 am to 4.00 pm, Monday to Friday. When you call this number you will be automatically transferred to the phone service in your state.

Australian Competition and Consumer Commission  
23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601

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#### Important notice

The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.

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## Buying energy from an onseller



## your rights and protections

## Do you purchase energy directly from the owner, manager or body corporate of your residence? Read on to learn about your rights.

Gas and electricity can be purchased in a number of ways, directly from an authorised ('previously licensed') energy retailer or from an onseller. Onsellers buy energy from a retailer and onsell it to a consumer or business. If you are unsure what arrangement applies to you, talk to the business you purchase your energy from.

Onsellers include owners or managers of caravan parks, retirement villages and bodies corporate that own or manage residential buildings.

No matter how you purchase gas and electricity you have rights and protections under the law. This pamphlet explains your rights when you purchase energy from an onseller.



## Your rights when purchasing energy from an onseller

You must be told about your rights before your occupancy starts. Under the law you have a right to:

*Clear and transparent arrangements and bills, including:*

- details of all tariffs, fees and charges that will apply
- a regular bill at least every three months that shows the costs and how much energy you have used
- no estimated bills (unless there is good reason to do so such as a meter failure).

*Access to information and payment options, including:*

- being charged no more than your local retailer's standard offer
- contact details for account information and enquiries
- flexible payment options if you are having trouble paying your bill, such as payment extensions and payment plans
- at least 13 business days to pay your bill
- information on relevant government or non-government support that is available to help you, including concessions, rebates, or relief schemes
- the ability to buy energy directly from an energy retailer (if you have metering that allows for this and it is permitted in your state or territory).

For a complete list of all the obligations on onsellers see the Australian Energy Regulator's Exempt Selling Guideline available at [www.aer.gov.au](http://www.aer.gov.au)

## I am having trouble paying my energy bill—what should I do?

If you are experiencing financial difficulties, contact the onseller immediately. Under the law you must pay your bill, however you must be offered flexible payment options to assist you to pay your bill. The onseller must provide advice on available concessions and rebates.

You can be disconnected for non-payment if you have not paid a bill by the pay by date or not followed the terms of a payment plan. However, before you can be disconnected the onseller must send you a bill reminder notice and a disconnection warning notice.

The onseller cannot disconnect you at certain times of the day (for example, before 8.00 am or after 3.00 pm) or on certain days of the year (such as weekends and public holidays).

Customers that rely on life support equipment cannot be disconnected. If you use life support equipment, it is important that you tell your onseller.

