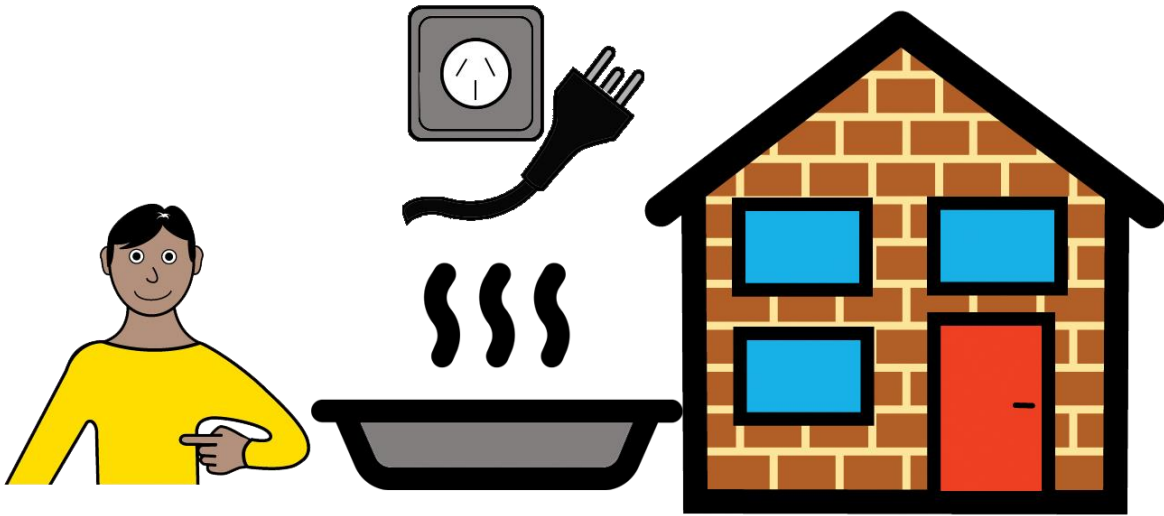


## Easy English



# Energy for your home



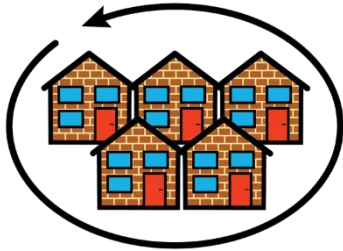
When you see the words **we** and **us** in this book it means **Australian Energy Regulator**.



We are part of the Australian government.

## You live in a home

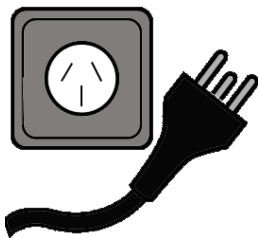
Your home is part of a group of homes.



Like

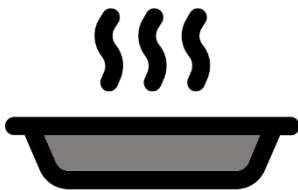
- an apartment block
- a caravan park
- a retirement village.

When you live in a home you need



- electricity

and



- gas.

We say **energy**.



You must pay money for energy.

We say you **buy energy**.



Most times you buy energy from  
an energy company.



We say **authorised energy retailer**.



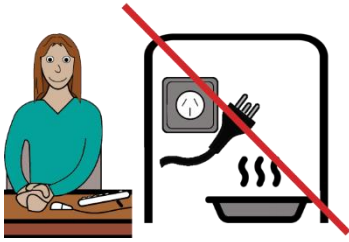
Some times you buy energy from  
an other person or company.

Like

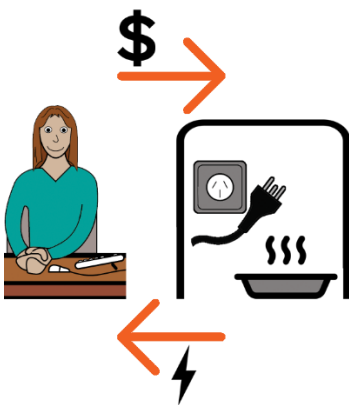


- the owner of your land
- or
- the owner of your home.

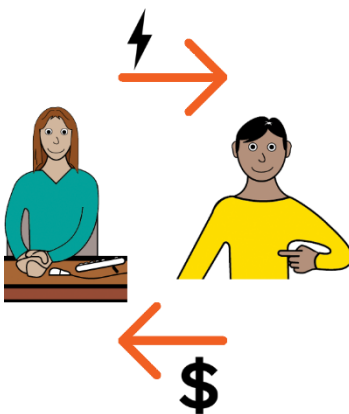
We may say **landlord** or **body corporate**.



The owner is **not** an energy company.

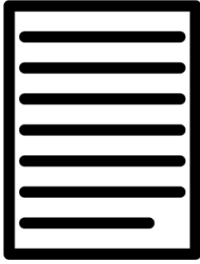


The owner buys energy from an energy company.

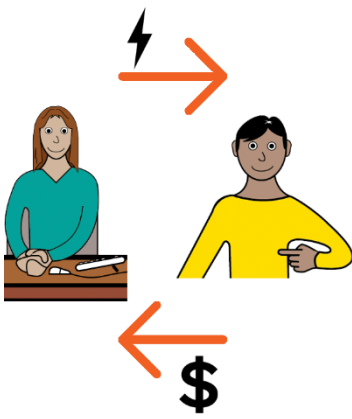


The owner sells the energy to you.

We say your home is in an **embedded network**.



We make rules about how the owner  
sells you energy.



We say the owner is an **exempt seller**.

We say you are an **exempt customer**.



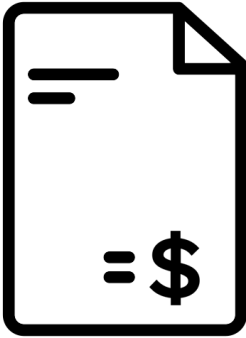
You have rights when you buy energy from  
the owner.



Laws protect your rights.

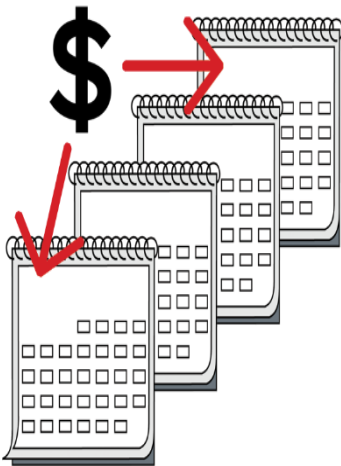
This book is about your rights.

## Your energy bill



You will get an energy bill.

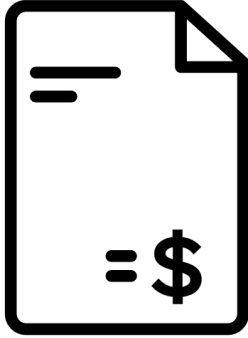
Like



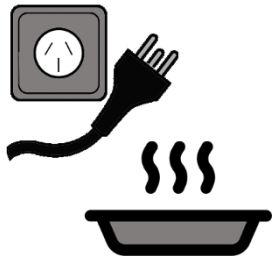
- you may get 1 bill every 3 months

or

- you may get more than 1 bill every 3 months.



The bill will say



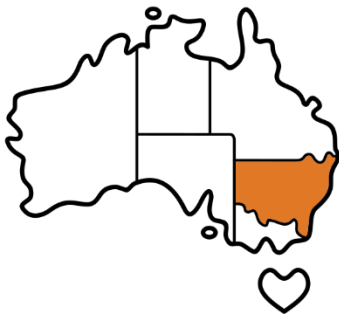
- how much energy you have used

and



- how much money you must pay.

## How much you pay



Other people may

- live in the same **state** or **territory** as you

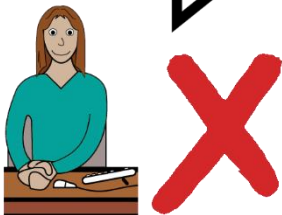
and



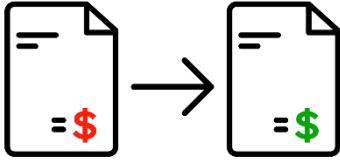
- buy energy from an energy company.



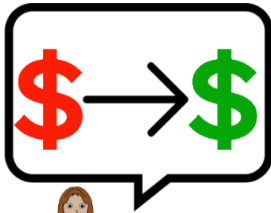
The owner must **not** ask you to pay more than the energy company.



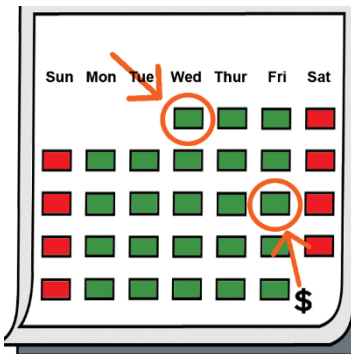




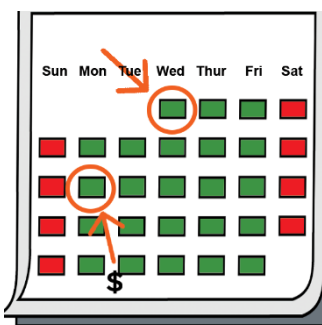
Some times the owner may change how much you pay.



The owner must tell you.



The owner must let you have 13 work days to pay your bill.



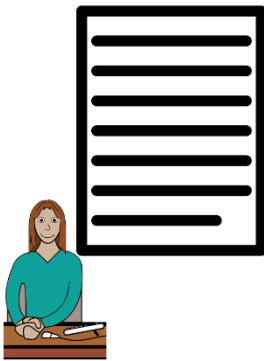
They can give you more than 13 work days **but** they can **not** give you less than 13 work days.



## When you need help to pay



Some times it is hard for you to pay your bill.



The owner must give you information to help you pay your bill.

Like



- how you can pay less money.

We say **concessions**.

or



- how you can get money back.

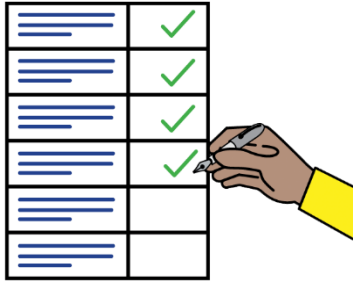
We say **rebates**.

or



- how you can get help to pay.

We say **relief schemes**.



The owner must have rules about what to do  
when you can **not** pay.  
We say **hardship policy**.

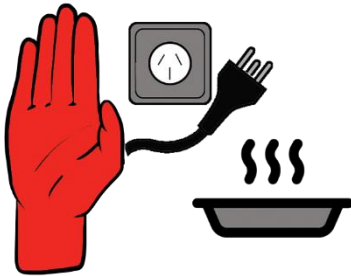


Like  
you may be able to pay small amounts  
at different times.  
We say **payment plan**.

## When you can not pay



Some times you may still **not** pay your bill.



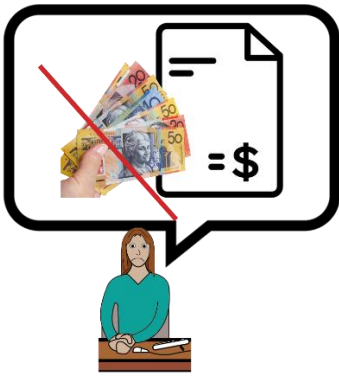
The owner can stop your energy.

We say **disconnect** your energy.



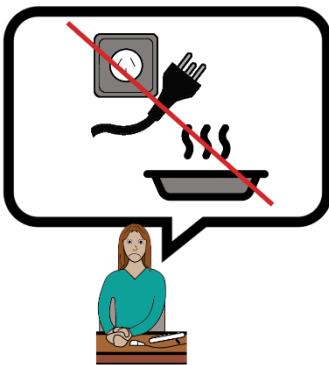
The owner must tell you before they  
disconnect your energy.

Like they must



- say you did **not** pay your bill

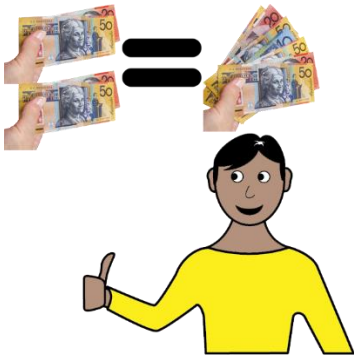
and



- say they will disconnect your energy.



The owner must **not** disconnect your energy when you



- say yes to a payment plan

and



- do every thing in the payment plan.



The owner must **not** disconnect your energy when you need energy to stay alive.

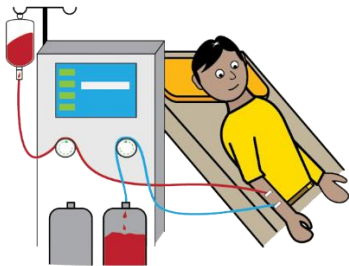
We say you use **life support equipment**.



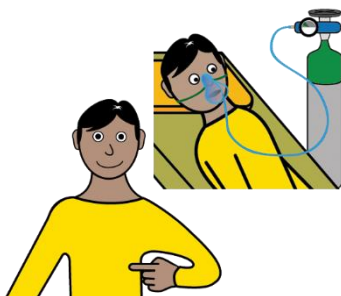
Like you may use

- an oxygen concentrator

or



- a dialysis machine.

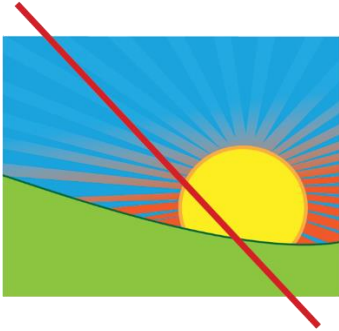


You must tell the owner you use life support equipment.





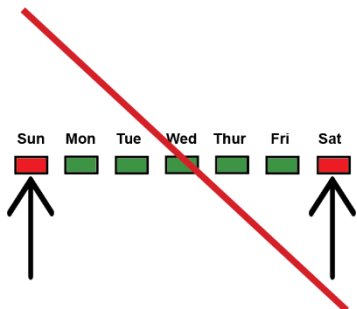
The owner must **not** disconnect your energy



- before work times



- after work times



- on week ends.

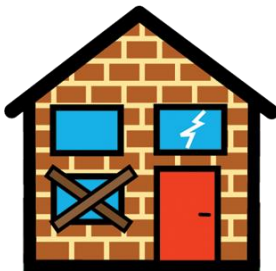


The owner can **not** disconnect your energy

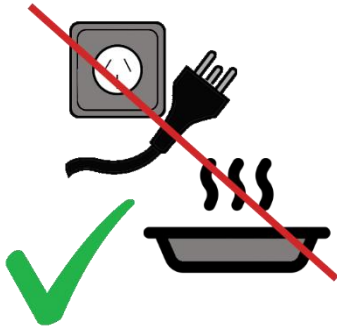


- when you **do not** pay rent

or



- when you **do not** keep your home in good condition.



The owner **can** disconnect your energy



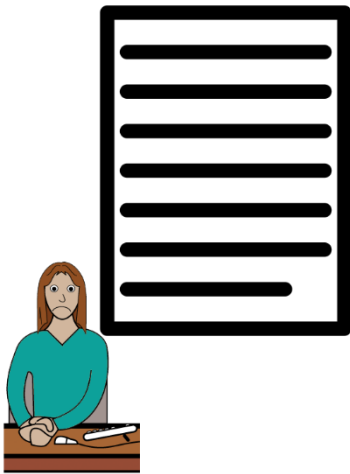
- when you do **not** pay your energy bill

or



- when you ask them to disconnect.

## When you have a problem



The owner must give you information about how to buy energy from some one else.

You can try to change who you buy your energy from.

Like

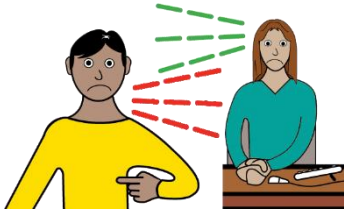


- you can buy energy from an energy company

but



- they may **not** want to sell to you.



You can tell the owner you have a problem.

The owner must try to fix your problem.



You can tell the person in charge of energy problems.

We say the **energy ombudsman**.



The energy ombudsman may help with your problem.



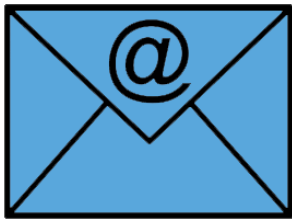
You can go to our web site to find the energy ombudsman where you live

[www.aer.gov.au/consumers/useful-contacts](http://www.aer.gov.au/consumers/useful-contacts)

## When you have questions

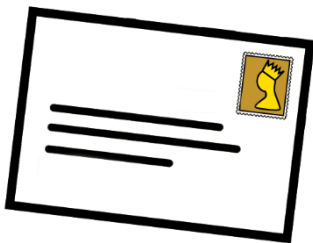


You can ask us about this book.



You can email us

[aer inquiry@ aer.gov.au](mailto:aer inquiry@ aer.gov.au)



You can post a letter to us

**Australian Energy Regulator**

**GPO Box 3131**

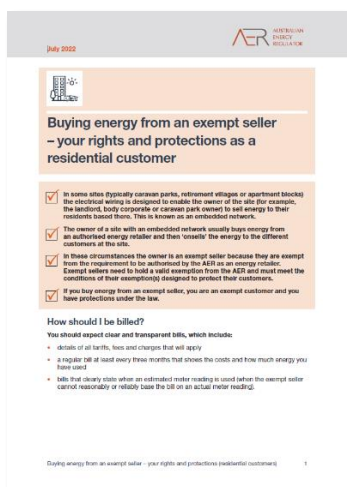
**Canberra ACT 2601**



You can phone us

**1300 585 165**

## About this book



This book helps you understand our fact sheet

Buying energy from an exempt seller –  
your rights and protections as a  
residential customer.

# VisAbility

The Accessible Information Service at VisAbility  
wrote the Easy English.

October 2022.

We use pictures from

- Dreamstime
- Easy on the i
- The Noun Project
- Picto-Selector