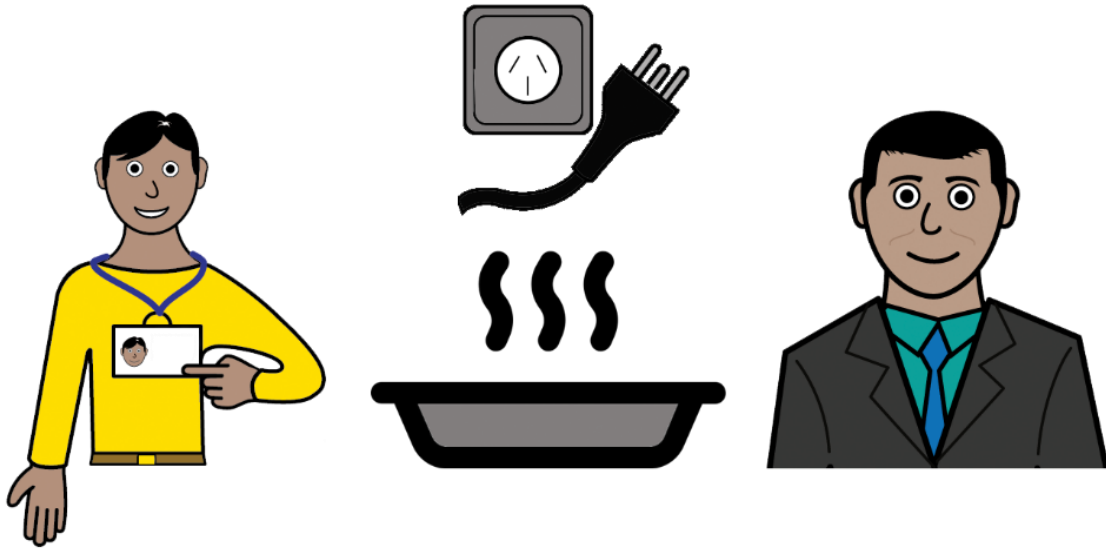


Easy English



Energy for your business



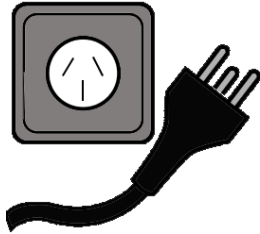
When you see the words **we** and **us** in this book it means **Australian Energy Regulator**.



We are part of the Australian government.

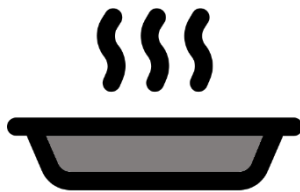
You own a business

When you own a business 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.

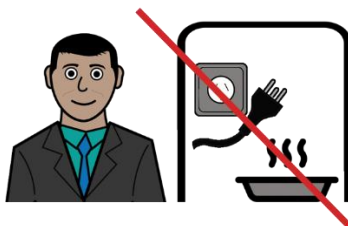
We say **authorised energy retailer**.



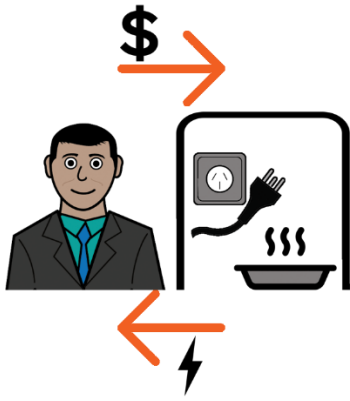
Some times you buy energy from the owner of your work place.

Like

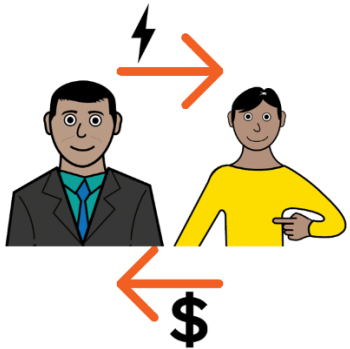
- the owner of your shop
- or
- the owner of your office.



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



The owner buys energy from an energy company.

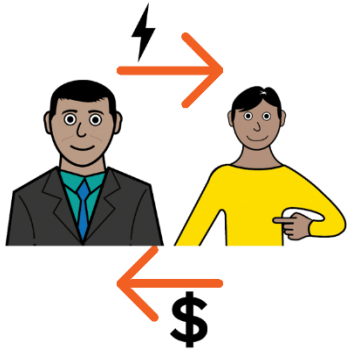


The owner sells the energy to you.

We say your business 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**.



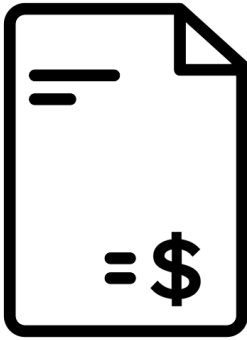
You have rights when you buy energy from the owner.



Laws protect your rights.

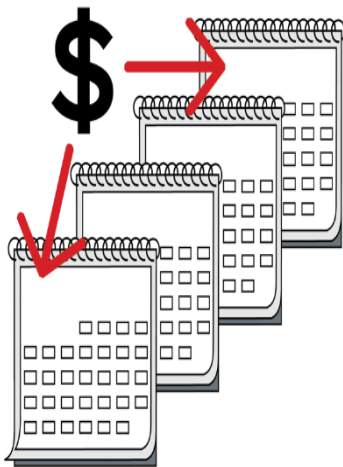
This book is about your rights.

Your energy bill



You will get an energy bill.

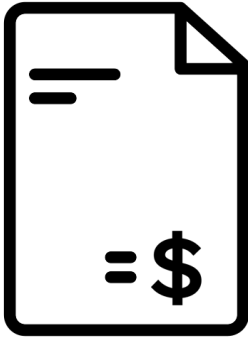
Like



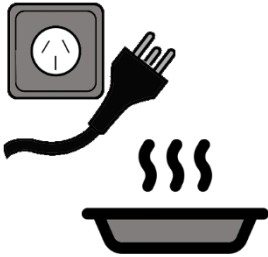
- you may get 1 bill every 3 months

or

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



The bill will say



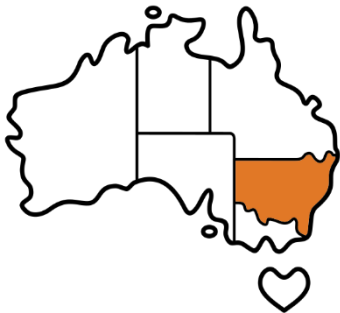
- how much energy you have used

and



- how much money you must pay.

How much you pay



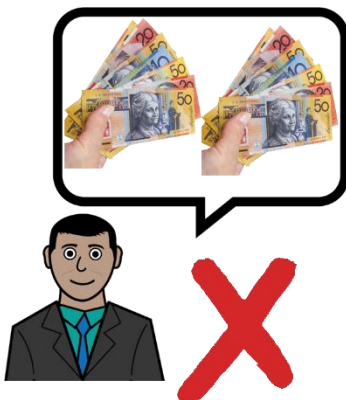
Other people may

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

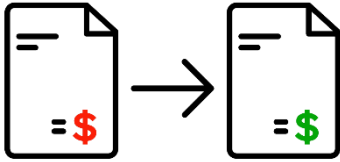
and



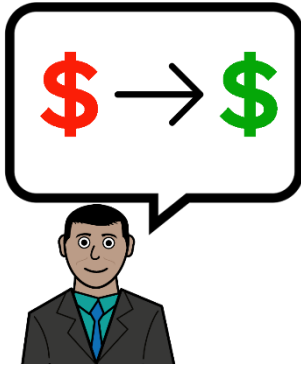
- buy energy from an energy company.



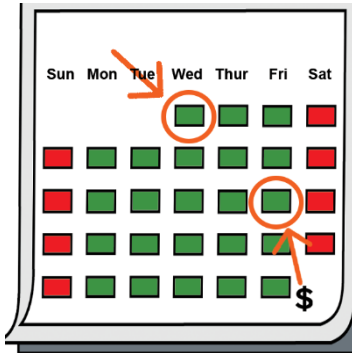
The owner must **not** ask you to pay more than the energy company.



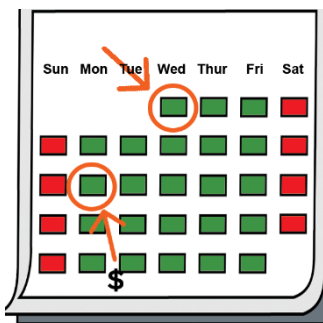
Some times the owner may change how much you pay.



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 can not pay



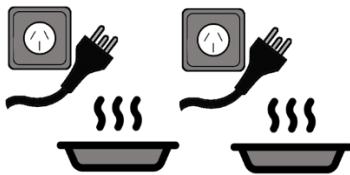
Some times it is hard for you to pay your bill.

Like

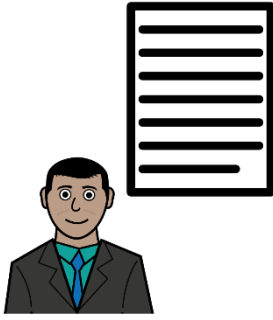


- you do not have enough money

or



- you use too much energy.



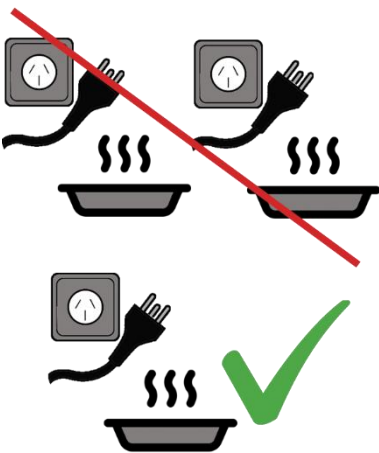
The owner must give you information to help you pay your bill.

Like



- how you can get help to pay

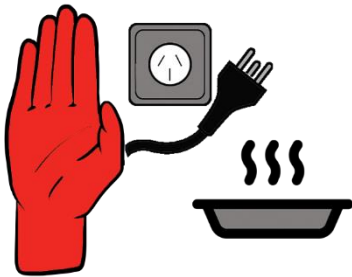
and



- how you can use less energy.



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



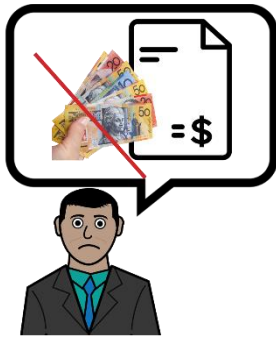
The owner can stop your energy.

We say **disconnect** your energy.



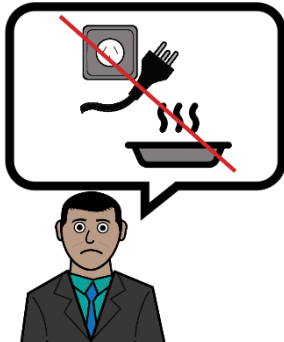
The owner must tell you before they
disconnect your energy.

Like they must



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

and



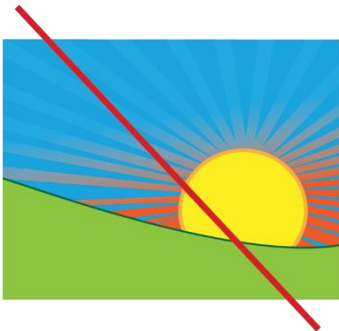
- say they will disconnect your energy.



The owner can only disconnect your energy
when you are at work.



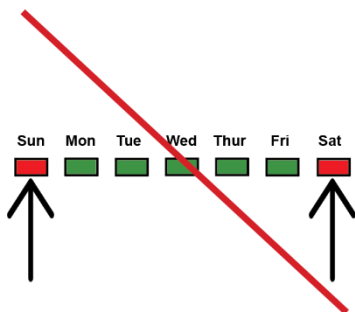
The owner must **not** disconnect your energy



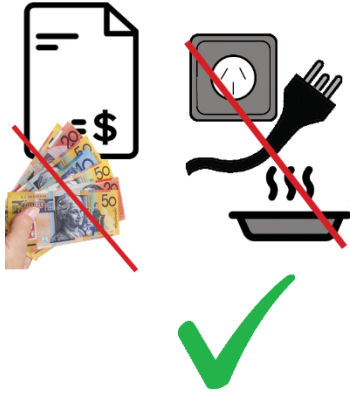
- before work



- after work



- on week ends.



The owner can only disconnect your energy when you **do not** pay your energy bill.

They **can not** disconnect your energy for other reasons.



Like

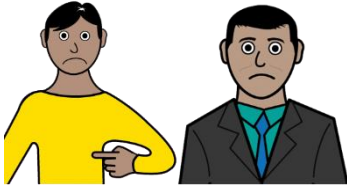
- when you **do not** pay rent

or



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

When you have a problem



You may have a problem with the owner about your energy.

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

Like

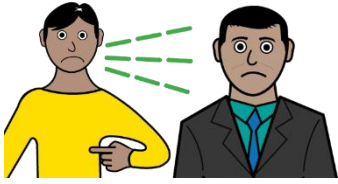


- you can buy energy from an energy company

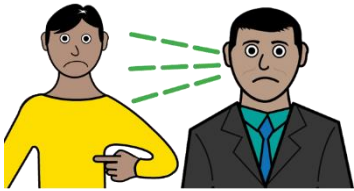
but



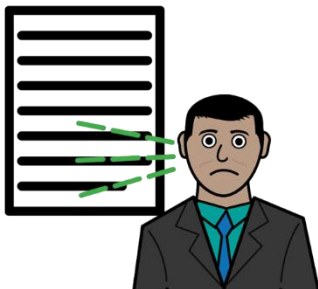
- they may **not** want to sell to you.



You can tell the owner you have a problem.



The owner must try to fix your problem.



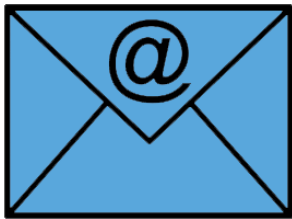
They must have rules about how they will
fix your problem.

We say **complaint handling procedure**.

When you have questions

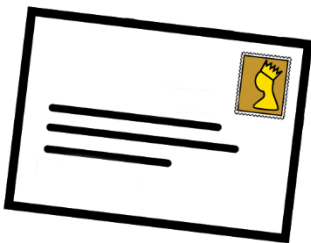


You can ask us about this book.



You can email us

aer inquiry@ aer.gov.au

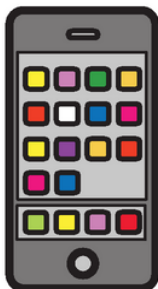


You can post a letter to us

Australian Energy Regulator

GPO Box 3131

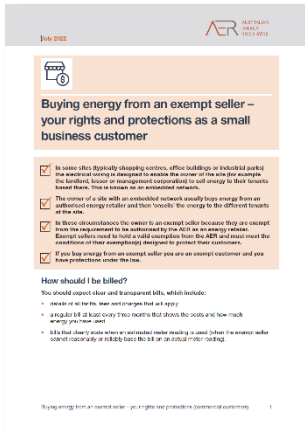
Canberra ACT 2601



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
small business 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