

Business

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19th January 2016

General Manager
Retail Markets Branch
Australian Energy Regulator
GPO Box 520
Melbourne VIC 3001

Our ref: Andrew Hill

By email: AERExemptions@aer.gov.au

Dear Sirs

RE: Application for Individual Retail Exemption – Wetherill Park Shopping Centre, NSW

Stockland Property Management Pty Ltd (**Stockland**) wishes to apply for an Individual Retail Exemption for the Wetherill Park Shopping Centre embedded network.

Pursuant to the Australian Energy Regulator (**AER**) (Retail) Exempt Selling Guideline Version 3 (April 2015) and Appendix B, we provide the following information in support of our application for Individual Retail Exemption:

1. GENERAL INFORMATION REQUIREMENTS

1. Legal name

Stockland Property Management Pty Ltd, acting as agent for Stockland Trust Management Limited, being the responsible entity of Stockland Trust.

2. Trading name if different to the legal name

N/A

3. Australian Business Number (ABN) or Australian Company Number (ACN)

000 059 398

4. Registered postal address for correspondence

The Centre Manager, Wetherill Park, GPO Box 998, Sydney NSW 2001

5. Nominated contact person, including their position in the organisation and contact details.

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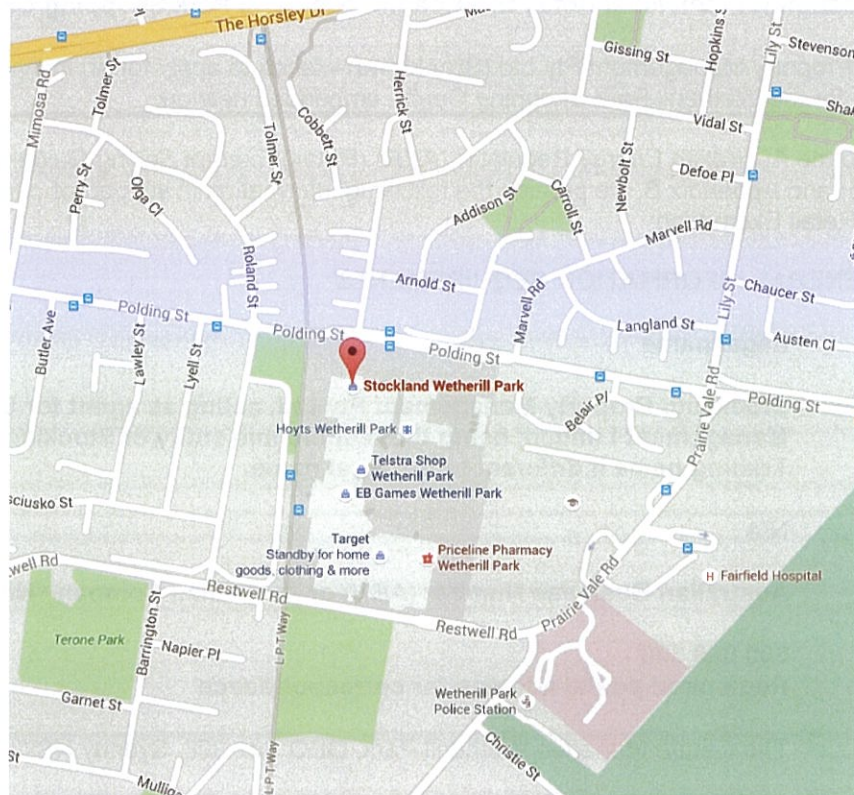
6. **Why you are seeking an individual exemption, and why you believe that an exemption (rather than a retailer authorisation) is appropriate to your circumstances.**

Stockland is seeking an individual exemption as per the AER requirements that all embedded networks retrofitted after 1 January 2015 require an individual exemption.

We are seeking an exemption, rather than a retail authorisation, as the on-selling authorisation relates to one site and is incidental to Stockland's primary business (refer to question 8).

7. **The address of the site at which you intend to sell energy, including a map of the site and a brief description of this site and its current and future use/s.**

The site address is 561-583 Polding St, Wetherill Park, NSW 2164 – see map below.



Wetherill Park Shopping Centre is a multi-tenanted retail shopping centre. Originally opened over 30 years ago, the site underwent redevelopment in early 2015 with the final phase of development opening to the public in December 2015. There are no further extension plans for the site.

8. **The primary activity of your business (for example, managing a shopping centre).**

To provide private retail leasing space and management of the shopping centre facilities.

9. **The form of energy for which you are seeking the individual exemption (electricity or gas). For electricity, please state whether the network you**

propose to sell is directly or indirectly connected to the main grid or is (or will be) an off-grid network.

Electricity – the embedded network will be directly connected to the local network service provider (Endeavour Energy).

10. **Are you establishing, or have you established, energy supply in an area where there are no other viable energy supply arrangements available.**

No.

11. **The date from which we intend to commence selling energy.**

Please refer to Appendix A. The dates from which the sale of electricity commenced (and that Stockland's tenant(s) began electricity consumption via the embedded network) are set out in the last column of the table at Appendix A.

12. **Mailing addresses for premises at the site (where applicable).**

561-583 Polding St, Wetherill Park, NSW 2164.

13. **Details of any experience in selling energy, for example:**

- (i) *dates/s and location/s of previous operations***
- (ii) *form/s of energy sold***
- (iii) *scale of operations (that is, the number, size and type of customers)***
- (iv) *an explanation of which activities will be conducted in-house and which will be contracted out to third parties***

Stockland has experience in selling energy (electricity) in the retail, industrial and retirement living sectors, as set out in more detail below:

- (i) *Retail***

Stockland's retail embedded networks range from between 50 to 200 customers. A third party manages and prepares the meter readings, pricing, consumption data and billing information for Stockland. In addition, a combination of third party and Stockland managed billing and collection services are used.

For instance, Stockland has previously sold energy at the following sites:

- Stockland Gladstone Shopping Centre (Queensland) since prior to 2004; and
- Stockland Caloundra Shopping Centre (Queensland) since prior to 2004).

- (ii) *Industrial***

Stockland's industrial embedded network ranges from between 10 to 30 customers depending on site configuration and the combination of tenants. A third party manages the meter readings, pricing, consumption data/tenant notices, billing information, billing and collection.

For instance, Stockland has previously sold energy at Stockland's Yennora Distribution Centre (NSW) since before July 2000.

(iii) *Retirement Living*

Stockland receives no commercial benefit from retirement living embedded networks. Any profit remains with the applicable retirement living village body corporate. In this sector, embedded networks range from between 50 to 200 customers.

A third party manages the meter readings, pricing, consumption data/tenant notices, bill information, billing and collection. A small number of Stockland managed embedded networks are currently in the process of being transitioned to a specialised embedded network billing manager. For instance, Stockland has previously sold energy at the following sites:

- Arilla Village (VIC) since February 2010; and
- Bundoora Village (VIC) since July 2009.

Stockland have contracted all meter reading and tenant billing activities to third party management service providers.

14. **Whether you currently hold, or have previously held or been subject to, an energy selling exemption or a retail licence (retailer authorisation) in any state or territory. If so, please provide details.**

Stockland does not hold any retail license/authorisations.

Stockland currently holds and has previously held approximately 18 energy selling exemptions in the retail sector, including (but not limited to) the following:

Site	Address	Network Exemption ID	Retail Exemption ID	Sale of electricity commenced
Stockland Gladstone Shopping Centre	Corner Dawson Highway and Philip Street Gladstone QLD 1680	AER-N 0873/13	AER - R0790/12	Prior to 2004
Stockland Rockhampton Shopping Centre	Corner Yaamba Road and Highway One North Rockhampton QLD 4701	AER-N 0470/12	AER - R0482/12	Prior to 2004
Stockland Hervey Bay Shopping Centre	Central Avenue Hervey Bay QLD 4655	AER-N 0469/12	AER - R0481/12	Prior to 2004

Stockland currently holds and has previously held approximately 16 energy selling exemptions in the retirement living sector, including the following:

Site	Address	AER Registered ID	Network Exemption ID	Sale of energy commenced
Arilla Village	65 Gordons Road South Morang VIC 3752	E-0938	AER-N 0390/14	February 2010

Site	Address	AER Registered ID	Network Exemption ID	Sale of energy commenced
Bundoora Village	100 Janefield Drive Bundoora VIC 3083	E-0939	AER-N 0391/14	July 2009
Salford Park	100 Harold Street Wantirna VIC 3152	E-0968	AER-N 0401/14	December 2012

15. **What arrangements you have made in the event that you can no longer continue supplying energy (e.g., has the retailer that sells to you agreed that they will service the customers).**

If Stockland could no longer supply energy to tenants in the embedded network, the metering configuration allows tenants to enter into a supply arrangement with an authorised retailer of their choice.

2. PARTICULARS RELATING TO THE NATURE AND SCOPE OF THE PROPOSED OPERATIONS

1. **Will your customers be your tenants? If so, are they residential or commercial/retail? Are they covered by residential or retail tenancy, or other legislation governing accommodation that is a person's principal place of residence (for example, retirement village legislation, residential parks or manufactured home estates legislation) in your state or territory?**

Yes – the customers will be tenants of Wetherill Park Shopping Centre. The tenants are retail customers and are covered by the *Retail Leases Act 1994* (NSW). There are no residential tenants inside the embedded network.

2. **Are you providing other services (for example, accommodation/leasing of property) to persons on the site who you intend to sell energy to? Or will your only commercial relationship to persons on the site be the sale of energy? If you are providing other services, please specify what these services are, and the contractual or leasing arrangements under which these services are being provided.**

Stockland provides retail leased premises to tenants. All such leases are covered by the *Retail Leases Act 1994* (NSW).

3. **What is the total number of dwellings/premises at the site? Please provide a breakdown between residential and business customers (and whether they are small or large as defined for the jurisdiction in which you intend to operate).**

The total number of tenants is 202. These tenants are split between 194 small business tenants and 8 large business tenants.

4. **Will you be on-selling energy (that is, selling energy purchased from an authorised retailer) or purchasing it directly from the wholesale market?**

5. **Stockland will be on-selling energy using an authorised electricity retailer. If purchasing from an authorised retailer, have you formed, or do you intend to form, a bulk purchase contract with the energy retailer, and how far into the future does this, or will this, contract apply? If you have formed, or**

intend to form, a contract, please provide a brief summary of this arrangement.

Stockland currently has an electricity contract with Origin Energy for the supply of each embedded network parent meter. This contract expires 30 June 2017 and Stockland will ensure a new contract is put in place for supply prior to the expiry of the current contract.

6. **What is the estimated aggregate annual amount of energy you are likely to sell (kilowatt hours or megawatt hours for electricity and mega joules or gigajoules for gas) and the average expected consumption of customers for each type of customer you service (that is, residential customers and retail or commercial customers)?**

The total estimated annual consumption for tenants at Wetherill Park is 7,736 MWh.

The average consumption for small business tenants is 20 MWh.

The average consumption for large business tenants is 426 MWh.

7. **Will your customers be wholly contained within a site owned, controlled or operated by you? (For the purposes of this question, a body corporate may be taken to 'operate' premises it oversees).**

Yes, all tenants will be wholly contained inside the shopping centre.

8. **Will each premises/dwelling be separately metered? If the application is for a new development or a redevelopment and customers will not be separately metered, please explain why not.**

Yes.

9. **What types of meters will be used? For example, basic/accumulation meters, manually read interval meters or remotely read interval meters? Will these meters allow your customers to change retailers (i.e. not source their energy from you)?**

The meters are capable of recording interval reads, and will be either manually or remotely read.

The electrical infrastructure at site allows all tenants to access a licensed energy retailer of their choosing. The cost of any metering works that result from a tenant choosing supply from a licensed retailer will be borne by Stockland.

10. **What accuracy standards apply to the meters? Do the meters comply with Australian Standards? If so, specify which Standard or Standards. For electricity meters, will the meters comply with National Measurement Act 1960 (Cth) requirements for electricity meters installed from 1 January 2013?**

The electricity meters installed at site are compliant with the *National Measurement Act 1960 (Cth)*, and compliant with the NMI M-6 pattern approval requirements as stipulated by the National Measurement Institute¹. The meters are supplied by an accredited meter provider, and are classified as "billing class" (can be used for on-market metering).

¹ <http://www.measurement.gov.au/publications/parequirements/Pages/default.aspx>

11. **If customer dwellings/premises are separately metered, how often do you propose the meters to be read and by whom?**

The meters will be read monthly by a third party meter reading agent.

12. **How will you determine energy charges if customers are not separately metered?**

Not applicable as all tenants are separately metered.

13. **In what form and how often will customers be billed? Will you be issuing bills yourself or through a billing agent?**

Bills will be issued monthly by a contracted billing agent.

14. **What dispute resolution procedures do you intend to put in place to deal with energy related complaints and issues?**

Refer to Appendix B for a copy of the dispute resolution process. If the dispute is not able to be resolved satisfactorily between both parties, the tenant may refer the dispute to the Ombudsman.

15. **What energy rebates or concessions are available for your customers and, if applicable, how can customers claim these?**

Not applicable to tenants at this site.

16. **Will you make energy efficiency options available to your customers? Will your network incorporate solar or other generation options for sustainability purposes? If so, will you use gross or net metering?**

Stockland regularly works with tenants to deliver energy efficiency projects in their tenancies. They regularly review energy efficiency projects relating to common area facilities such as the HVAC. A business case for a photovoltaic solar project is being considered for Wetherill Park, which will feed both the common area and the embedded network. The commercial risk of this project is being carried out by Stockland, so will not impact on the commercial benefits the tenants receive from the embedded network.

17. **Please provide any further information that you consider would assist us to assess your application.**

(i) *Commercial benefits to tenants:*

The embedded network has offered a significant financial benefit to tenants with **96% of tenants** at site choosing to take supply from the embedded network. **The average cost saving for these tenants is around 13%.**

(ii) *Sales process:*

The sales process is robust and transparent:

- Stockland educate tenants on the embedded network process, ensuring they are making an informed decision about whether to join the embedded network or not.
- The marketing material and correspondence highlights that tenants have a right to select an authorised retailer of their choice.
- For those tenants who wish to retain their current supply arrangements, Stockland provide information on the recovery of shadow regulated network charges.

(iii) *Tenants who wish to purchase from an authorised retailer:*

If a tenant chooses to remain with their authorised retailer, the price they pay for energy charges will remain unchanged. This is because Stockland ensures that tenants who choose to stay with their authorised retailer are charged the same regulated network charge that currently pertains to their NMI.

Should tenants choose to purchase electricity from an authorised retailer, they are requested to sign a letter of authority that:

- Acknowledges that their premises are located inside an embedded network and that they have chosen to purchase electricity from an authorised retailer of their choice; and
- Authorises Stockland (or their contracted agent) to receive the relevant meter data held under their name for the purpose of calculating and recovering the regulated network charges.

(iv) *No disadvantage:*

To ensure tenants are not disadvantaged by being within the embedded network, where a tenant's existing authorised retailer is unable or unwilling to provide a tenant with an energy only invoice, Stockland will offer to match or better the price the tenant was paying prior to the creation of the embedded network.

For large customers, Stockland have agreed to reimburse any additional fees associated with additional bill validation costs, provided those costs are transparent and proven.

(v) *Tenant Consent:*

Stockland considers that if a tenant enters into a sale of energy agreement with Stockland or signs a letter of authority authorising Stockland (or their nominated representative) to receive relevant meter data, then tenants are providing fully informed consent to join the embedded network.

The Letter of Authority clearly states the tenant is agreeing to participation in the embedded network and that they authorise Stockland (or their authorised representative) to access meter data related to their NMI.

If the tenant does not sign a Letter of Authority allowing access to meter data then Stockland will attempt to enter into an agreement with the tenant's retailer for the recovery of network charges.

(vi) *Additional benefits to tenants:*

- Monthly invoices - which assist with cash flow management for small business tenants at site.
- Dedicated customer service line, where calls are answered promptly and issues are resolved efficiently.

I invite you to contact me directly to discuss any of the above points further or speak to the lawyer assisting us with this application, Calum Henderson (03 9269 9623) at Lander & Rogers.

Yours sincerely



Andrew Hill
Procurement Manager
Stockland

Appendix A – Wetherill Park

Appendix A – Wetherill Park

Tenancy Address	MSB	Type	Date Sale Commenced
KIOSK K15	4311197659 (MSB13)	Greenfield	15-Feb-15
KIOSK K16	4311197659 (MSB13)	Greenfield	18-Feb-15
KIOSK K17	4311197659 (MSB13)	Greenfield	18-Feb-15
KIOSK K18	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 206	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 207	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 211	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 212	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 213	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 214	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 216	4311197659 (MSB13)	Greenfield	11-Feb-15
SHOP 216A	4311197659 (MSB13)	Greenfield	02-Apr-15
SHOP 217	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 218	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 219	4311197659 (MSB13)	Greenfield	VACANT - House power (centre storage)
SHOP 220	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 221	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 222	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 223	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 224	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 225	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 226	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 226a	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 227	4311197659 (MSB13)	Greenfield	18-Feb-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP 228	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 229	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 230	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 231	4311197659 (MSB13)	Greenfield	06-Nov-15
SHOP 232	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 233/235	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 234	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 236	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 237/239	4311197659 (MSB13)	Greenfield	09-Feb-15
SHOP 240	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 242	4311197659 (MSB13)	Greenfield	09-Feb-15
SHOP 243	4311197659 (MSB13)	Greenfield	06-Jul-15
SHOP 244	4311197659 (MSB13)	Greenfield	18-Feb-15
SHOP 245	4311197659 (MSB13)	Greenfield	11-Feb-15
SHOP 246	4311197659 (MSB13)	Greenfield	16-Feb-15
SHOP 247	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP 248/249	4311197659 (MSB13)	Greenfield	04-Feb-15
SHOP MM04	4311197659 (MSB13)	Greenfield	21-Jan-15
K27	4311200374 (MSB06)	Brownfield	09-Apr-15
KIOSK K05	4311200374 (MSB06)	Brownfield	09-Apr-15
KIOSK K06	4311200374 (MSB06)	Brownfield	09-Apr-15
KIOSK K08	4311200374 (MSB06)	Brownfield	09-Apr-15
KIOSK K09	4311200374 (MSB06)	Brownfield	09-Apr-15
MSB 06 PL&P	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 077	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 078	4311200374 (MSB06)	Brownfield	09-Apr-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP 079	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 080	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 081	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 083	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 085	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 086	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 087	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP 108	4311200374 (MSB06)	Brownfield	09-Apr-15
SHOP M01	4311200374 (MSB06)	Brownfield	09-Apr-15
KIOSK K07	4311200386 (MSB05)	Brownfield	09-Apr-15
KIOSK K14	4311200386 (MSB05)	Brownfield	09-Apr-15
KIOSK K7a	4311200386 (MSB05)	Brownfield	09-Apr-15
MSB 05 PL&P	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 001a	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 061A	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 063	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 064	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 065	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 066	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 067	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 068	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP 088	4311200386 (MSB05)	Brownfield	09-Apr-15
shop 273	4311200386 (MSB05)	Brownfield	09-Apr-15
Shop 274	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP F53	4311200386 (MSB05)	Brownfield	09-Apr-15
SHOP F54	4311200386 (MSB05)	Brownfield	09-Apr-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP F57	4311200386 (MSB05)	Brownfield	09-Apr-15
Spare Meters	4311200386 (MSB05)	Brownfield	09-Apr-15
KIOSK K10	4311200390 (MSB07)	Brownfield	09-Apr-15
KIOSK K11	4311200390 (MSB07)	Brownfield	09-Apr-15
KIOSK K12	4311200390 (MSB07)	Brownfield	09-Apr-15
KIOSK K13	4311200390 (MSB07)	Brownfield	09-Apr-15
MSB 07 PL&P	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 075	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 084	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 089	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 090	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 091	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 091a	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 092	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 093	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 094	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 095	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 096	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 097	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 098	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 099	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 100	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 101	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 102	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 103	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 104	4311200390 (MSB07)	Brownfield	09-Apr-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP 104A	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 105	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 106	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 107	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 109	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP 110	4311200390 (MSB07)	Brownfield	09-Apr-15
SHOP M03	4311200390 (MSB07)	Brownfield	09-Apr-15
KIOSK K02	4311200392 (MSB03)	Brownfield	01-Jun-15
MSB 03 MSSB2 A/C	4311200392 (MSB03)	Brownfield	01-Jun-15
MSB 03 TX 1 PL&P	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 025-026	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 027	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 028	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 029	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 030	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 032-033	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 034	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 035a	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 036	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 036A	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 038	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 039	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 041a	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 042/043	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 043A	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 044	4311200392 (MSB03)	Brownfield	01-Jun-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP 047	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 048	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 050-051	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 052	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 250	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 251	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 252	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 253	4311200392 (MSB03)	Brownfield	01-Jun-15
SHOP 253a	4311200392 (MSB03)	Brownfield	01-Jun-15
KIOSK K03	4311200395 (MSB02)	Brownfield	31-Mar-15
KIOSK K03a	4311200395 (MSB02)	Brownfield	31-Mar-15
KIOSK K04	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 001	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 002	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 003	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 005	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 011	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 013-014	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 017	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 018	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 019	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 020-021	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 022-023	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 070	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 071	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 072/076	4311200395 (MSB02)	Brownfield	31-Mar-15

Tenancy Address	MSB	Type	Date Sale Commenced
SHOP 073	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP 074	4311200395 (MSB02)	Brownfield	31-Mar-15
SHOP F55a	4311200395 (MSB02)	Brownfield	31-Mar-15
256	4311235062 (MSB14B)	Greenfield	30-Oct-15
257	4311235062 (MSB14B)	Greenfield	06-Nov-15
258	4311235062 (MSB14B)	Greenfield	06-Nov-15
259	4311235062 (MSB14B)	Greenfield	06-Nov-15
260	4311235062 (MSB14B)	Greenfield	06-Nov-15
262	4311235062 (MSB14B)	Greenfield	06-Nov-15
263	4311235062 (MSB14B)	Greenfield	06-Nov-15
265	4311235062 (MSB14B)	Greenfield	VACANT
266	4311235062 (MSB14B)	Greenfield	VACANT
269	4311235062 (MSB14B)	Greenfield	06-Nov-15
270	4311235062 (MSB14B)	Greenfield	06-Nov-15
271	4311235062 (MSB14B)	Greenfield	15-Feb-16
264A	4311235062 (MSB14B)	Greenfield	06-Nov-15
267/268	4311235062 (MSB14B)	Greenfield	06-Nov-15
F02	4311235062 (MSB14B)	Greenfield	23-Oct-15
F03	4311235062 (MSB14B)	Greenfield	23-Oct-15
F04	4311235062 (MSB14B)	Greenfield	23-Oct-15
F05	4311235062 (MSB14B)	Greenfield	23-Oct-15
F06	4311235062 (MSB14B)	Greenfield	23-Oct-15
F07	4311235062 (MSB14B)	Greenfield	23-Oct-15
F08	4311235062 (MSB14B)	Greenfield	23-Oct-15
K19	4311235062 (MSB14B)	Greenfield	06-Nov-15
K20	4311235062 (MSB14B)	Greenfield	06-Nov-15

Tenancy Address	MSB	Type	Date Sale Commenced
K21	4311235062 (MSB14B)	Greenfield	23-Oct-15
K22	4311235062 (MSB14B)	Greenfield	06-Nov-15
K23	4311235062 (MSB14B)	Greenfield	06-Nov-15
K23A	4311235062 (MSB14B)	Greenfield	06-Nov-15
K24	4311235062 (MSB14B)	Greenfield	06-Nov-15
MM6	4311235062 (MSB14B)	Greenfield	09-Oct-15
MM7	4311235062 (MSB14B)	Greenfield	09-Oct-15

Appendix B – Customer Dispute Process

Position

Appendix B – Customer Dispute Process

Position

Energy Intelligence will respond to and address all complaints in a timely and professional manner.

How to can I lodge a complaint?

You can contact us in a number of ways to lodge a complaint. In doing so, we may need to verify that you are the account holder or have authorisation to represent the account holder.

We will attempt to resolve your complaint or dispute immediately. If we are not able to resolve straight away, we will advise you of the expected timeframe for resolution as we work toward as resolution.

What if my complaint is not resolved to my satisfaction?

If a complaint is not resolved to your satisfaction, a senior manager from Energy Intelligence will contact you to discuss your complaint further.

After speaking to a senior Energy Intelligence manager, if you are still not satisfied your complaint has been resolved, you may have the matter heard by the appropriate Ombudsman, Court or Tribunal in the State where you are provided services.

How can I contact Energy Intelligence?

- Call us on 1300 277 233 on business days between 8am to 5pm
- Email us at support@energyintel.com.au
- Fax us on 03 8610 2046
- Write to us at Energy Intelligence, Level 2, 789 Toorak Road, Hawthorn East, VIC 3123

