

INFORMATION PROVISION FOR PORTS NORTH EMBEDDED CUSTOMERS ON-SUPPLY OF ELECTRICITY

Background

Commencing from 1 July 2015 the National Energy Customer Framework (NECF) was introduced. This framework encompasses a set of national laws, rules and regulations governing the sale and supply of energy.

The information provision statement is made in accordance with the National Energy Retail Law Act 2014 (Qld) (Retail Law) and the Australian Energy Regulator (AER) which operates under Part IIIAA of the Competition and Consumer Act 2010.

Ports North is an exempt seller -pursuant to deemed exemption classification D10 under the AER (Retail) Exempt Selling Guideline (March 2016), Version 4.

In accordance with the AER Exempt Selling Guideline the following information is provided.

Definitions

Exempt seller – an entity holding the exemption classification

Exempt customer – person to whom an exempt person sells energy and who would be a retail customer of the seller if the seller were a retailer

Onselling – means an arrangement where a person acquires energy from another person, and they, or a person acting on their behalf, sells energy for use within the limits of a site.

1. Obligation to on-supply electricity

Ports North as an exempt seller, will sell energy to you, with the exception being in accordance with the relevant disconnection provisions.

Presently, there is no option for you as an exempt customer to purchase electricity directly from an electricity supplier of your choice.

Ports North as an exempt seller is not subject to all the obligations of an authorised retailer and you, as the exempt customer, will not receive the same protections as you would if you had your own direct point of supply and were a customer of an electricity retailer.

2. **Dispute Resolution**

Customer complaints should be submitted in writing addressed to:

Electricity Account Enquiries - Ports North
PO Box 594
CAIRNS QLD 4870

OR

Email to: accounts.receivable@portsnorth.com.au

The following information must be provided:

- a copy of the electricity invoice; and
- a clear explanation of the complaint.

Should you be dissatisfied with our response, you have the right to contact the Energy and Water Ombudsman Queensland:

<u>Post</u>	Energy and Water Ombudsman Queensland PO Box 3640, South Brisbane BC QLD 4101
<u>Telephone</u>	1800 662 837
<u>Fax</u>	07 3087 9477
<u>Email</u>	complaints@ewoq.com.au
<u>Online</u>	www.ewoq.com.au

3. **Conditions applicable to the exemption**

A summary of the conditions applicable to the exemption class D10 is included in Attachment 1. Further information on exemption conditions is available at : <http://www.portsnorth.com.au/our-ports/cairns.php>

4. **Energy Tariffs and fees and charges**

Payment options include electronic bank transfer or by cheque.

The due date for payment of charges is 30 days from the date of invoice.

Ports North may recover an administration fee based on actual administration costs or legal costs (including any external legal costs based on invoiced amounts) incurred by Ports North, as part of the debt recovery process, in addition to the invoiced charges.

As an exempt seller, Ports North is not permitted to charge you more than the local area retailer's standing offer.

The Ports North energy tariffs and associated charges document detailing all tariff fees are available at: <http://www.portsnorth.com.au/our-ports/cairns.php>

More detailed information on electricity on tariffs is available at www.ergon.com.au/retail/business

5. **Further Information**

Ports North

Account enquiries

Business Hours 8.30-5.00pm Monday – Friday

Phone: 4052 3888

Email: Accounts.Receivable@portsnorth.com.au

Complaints

Email: accounts.receivable@portsnorth.com.au

Supply fault or emergency

Business Hours: 07 4051 2558

After hours: 0407 379 227

Australian Energy Regulator (AER)

Email: aerinqury@er.gov.au

Phone: 1300 585 165

6. **Privacy**

Ports North respects your right to privacy and confidentiality throughout the complaints process. All personal information is treated by Ports North in a way that is consistent with its obligations under the Privacy Act.

Further information on exemption conditions is available at : <http://www.portsnorth.com.au/our-ports/cairns.php>

Date: June 2017

Version 3

ATTACHMENT 1

Conditions applicable to Exemption Class D10 (original location www.aer.gov.au)

The following conditions apply to deemed exemption class D10:

- Condition 1 - Obligation to supply
- Condition 2 - Information provision
- Condition 3 - Billing and payment arrangements
- Condition 4 - Estimation as basis for bills
- Condition 5 - Pay-by date
- Condition 6 - Receipts
- Condition 7 - Pricing
- Condition 8 - Undercharging and overcharging
- Condition 9 - Payment difficulties and disconnection or de-energisation
- Condition 10 - When disconnection or de-energisation is prohibited
- Condition 11 - Reconnection or re-energisation
- Condition 12 - Concessions and rebates
- Condition 13 - Choice of retailer
- Condition 14 - Contact details
- Condition 15 - Dispute resolution
- Condition 16 - Life support customers
- Condition 17 - Continuity of supply
- Condition 18 - Termination of energy supply agreement
- Condition 19 - Maintaining records