



Compliance and Performance Reporting Guideline – Version 9

Version 9

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Preface

Revisions to this reporting guideline

Version no.	Date	Nature of amendment
2	10 November 2016	Inclusion of email address for submission of information and data. Minor amendments to correct administrative errors.
3	21 June 2017	Inclusion of obligations applicable to energy distribution licence holders.
4	30 July 2018	Amendments to the energy retailer compliance reporting obligations and performance indicators to support the introduction of the payment difficulty framework. A number of administrative changes that affect both energy retailers and distribution businesses were also made.
5	28 November 2019*	<p>Amendments to the energy retailer compliance reporting obligations and performance indicators to support the introduction of the Victorian Default Offer (VDO) and to include new entitlements for customers.</p> <p>Administrative changes that affect both energy retailers and distribution businesses were also made.</p> <p><i>*Note: in the version of this guideline initially published in November 2018, compliance obligation RB1230 was erroneously included in the list of type 3 obligations, whereas it should have been listed as a type 2 obligation as per the Commission's Final Decision. Compliance reporting obligations RB1424, RB1426, and RB1428 were erroneously listed with type 1 obligations, whereas they should have been listed as type 2 obligations. These corrections are included in this version of the guideline.</i></p> <p><i>On 20 July 2020 minor amendments were made to performance indicators B030, B080, B100, B105, AS062, D051B, D140 to be consistent with the intention in the final decision paper.</i></p>
6	13 April 2021	Added performance indicators as per our 2020 review of customer service standards in the Electricity Distribution Code.
7	16 February 2022	<p>Updating breach reporting classifications and timing requirements.</p> <p>Updating clause references to reflect the Energy Retail Code becoming a code of practice under Part 6 of the Essential Services Commission Act 2001 and updating clause references to reflect amendments to the Electricity Distribution Code and Gas Distribution System Code as a consequence of the Energy Legislation Amendment (Energy Fairness) Act 2001.</p>

Updating some performance measures to clarify the definitions. Added performance measures for best offer and arrears indicators for customers not receiving assistance.

Updated unplanned outage reporting for distributors to require the data be included in the reporting period when the outage started.

Updating the 'type' categories for compliance breach reporting, and adding in unplanned outage and voltage performance reporting requirements.

Updating the compliance reporting templates for administrative changes.

8	1 May 2023	Transferring electricity distributor reporting obligations and performance indicators from this reporting guideline to the Electricity Distribution Code of Practice and associated amendments.
9	1 October 2024	Transferring gas distributor reporting obligations and performance indicators from this reporting guideline to the Gas Distribution Code of Practice and associated amendments.

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1. Reporting requirements

1.1. Purpose

This guideline sets out the reporting obligations for energy retailers to enable the commission to perform its functions, including reporting on the extent to which a licensee has complied, or failed to comply, with its obligations under licence conditions, industry acts and codes of practice and on indicators of performance.

1.2. Application of this guideline

The reporting obligations in this guideline apply to all licensed Victorian electricity and gas retailers as a statutory condition of licence under section 23A of the Electricity Industry Act 2000 (Vic) (EIA) and section 33 of the Gas Industry Act 2001 (Vic) (GIA).¹

This guideline takes effect from 1 October 2024.

1.3. Antecedents

This guideline replaces the Compliance and Performance Reporting Guideline, version 8, 1 May 2023 (with corrigendum).

1.4. Commission's reporting obligations

The commission must publish a compliance and enforcement report “as soon as practicable after 30 June (but on or before 30 November) in each year”.² The report must cover the period of 12 months ending with 30 June. The commission must update the report each quarter “before the end of the next quarter”.

The report must include the following:

- a report on all enforcement action taken by the commission in respect of each energy retailer and distributor

¹ This guideline does not apply to electricity distributors, whose reporting obligations are set out in clauses 15.2.3, 19.6.1 and Schedule 6 to the Electricity Distribution Code of Practice. This guideline does not apply to gas distributors, whose reporting obligations are set out in Schedule 3 of the Gas Distribution Code of Practice.

² Section 109A of the EIA and section 223 of the GIA.

- a report on the extent to which each energy retailer and distribution business has complied, or failed to comply, with its obligations under its energy licence conditions and the provisions of any code of practice, and
- a report on the performance of each energy retailer measured against relevant performance indicators.

The performance indicators must include:

- disconnections and reconnections of electricity and gas
- the extent to which the retailer has complied with its licence condition to make wrongful disconnection payments
- the number of wrongful disconnection penalty notices and related information, and
- any other indicators the commission determines.³

This guideline specifies the information the commission needs to fulfil its reporting obligations and which must be provided by retailers as a condition of its licence.

1.5. Retailer reporting obligations

Electricity and gas retail licensees are required to report any potential or actual breach that the licensee believes has occurred, or is reasonably likely to occur, in accordance with this guideline. A breach is detected where a business has reasonable grounds to believe a reportable situation has arisen. That is, a business knows of facts or has sufficient information to consider that a breach may have occurred.

Electricity and gas retail licensees are also required to report on their performance in accordance with this guideline.

Timing of reports

Breaches that must be reported under this guideline are set out in chapter 2. Breaches are classified as type 1 or type 2. The classification determines the reporting schedule.

The reporting periods are set out in table 1.1 below.

Type 1 reports

Type 1 breaches and potential breaches must be reported to us within two business days of detection. The commission may request that further information be provided after receiving the

³ section 109B(1) of the EIA and section 224(1) of the GIA.

initial notification. If a licensee submits an incomplete report because the investigation is ongoing, the licensee must provide an updated type 1 report within 20 business days of its initial report to the commission.

Type 2 reports

Type 2 breaches and potential breaches must be reported to us within 30 calendar days of detection. Where a reporting day falls on a public holiday or weekend, then the breach report is due on the next business day.

Reporting wrongful disconnections and payments

Any potential wrongful disconnections made should be reported as a type 2 breach in the compliance breach reporting template. For clarity, this requirement applies even if the matter has been referred to the Energy and Water Ombudsman (Victoria) (EWOV) or the commission.

Breaches that may give rise to a material adverse impact

Licensees must report potential breaches of any other regulatory obligation, including licence conditions, that may give rise to a material adverse impact on consumers or the Victorian energy market as soon as practicable. The reporting obligation arises when a licensee has reasonable grounds to believe that a potential breach may have occurred and may have a material adverse impact on consumers or the market. The licensee should not wait until confirmation of either the breach or the materiality of harm before reporting the matter to the commission.

Examples of material adverse breaches

Example 1

A common example arises from template related issues. Templates are generally used for large numbers of customers (sometimes a retailer's entire customer base) and errors in templates have the potential to impact very large numbers of customers who may be provided incorrect billing information or be incorrectly informed as to their consumer protection entitlements. Errors of this kind lead to material adverse breaches.

Example 2

An example involves a retailer breaching clause 47(2) of the Energy Retail Code of Practice which is not a type 1 or 2 reportable breach. This clause requires retailers to include required information given in a written disclosure statement that must include or be accompanied by a copy of the market retail contract. A retailer fails to include this information in the standardised template of its market retail contract. This template contract is then sent out to every retail customer who enters into a market retail contract. The failure to include the written disclosure statement is only identified many months after this contract has been used, resulting in a breach that is widespread and

Reporting requirements

involves a significant number of customers. A large number of consumers have potentially been denied their right to receive transparent and clear information from their energy retailer.

Breaches described in example 1 may be reportable sooner than the 30 calendar days prescribed under type 2 if it would have a material adverse impact. Similarly, from example 2, a breach that is not reportable as a type 1 or 2 may need to be reported if it would have a material adverse impact on consumers or the Victorian energy market.

Annual compliance breach report

A summary of all type 1 and 2 breaches and any other breaches identified during the period must be submitted annually. These reports must be signed by the Chief Executive Officer or Managing Director of the licensee. Licensees must submit a nil compliance report in instances where the licensee has no breaches to report for a relevant annual reporting period.

Other report requirements

Licensees also have additional reporting obligations under the conditions of their licence. It is the commission's expectation that licensees will report to the commission in accordance with this guideline where it relates to a potential type 1 or type 2 breach, or where there is a potential breach that may cause a material adverse impact (as described above) and report to the commission in accordance with any licence condition for any other matters.

We consider that it is best practice for licensees to come to the commission early as a result of prompt, accurate and comprehensive self-reporting, and that this cooperation may be taken into account in any enforcement action.

Performance indicator reports

Performance indicator data must be reported quarterly. Some indicators are only required on an annual basis.

Table 1.1 Retailer reporting obligations

Reporting obligation	Frequency	Timing
Type 1 breaches	As required	Within two business days of detection.
Type 2 breaches	As required	Within 30 calendar days of detection.
Material breaches	As required	As soon as practicable.
Annual report	Annually	For the period 1 July to 30 June – on or before 31 August.
Performance indicators	Quarterly	For the period 1 July to 30 September – on or before 31 October. For the period 1 October to 31 December – on or before 31 January. For the period 1 January to 31 March – on or before 30 April. For the period 1 April to 30 June – on or before 31 July.

Form and content of reports

All reports of breaches and submission of performance data must be submitted via the [Retailer Distributor Portal](#).⁴

Breach reports

All breach reports must be made using the retailer compliance reporting template located on the commission's website. Breach reports should provide as much information as possible. If any matter is still under investigation or remediation is ongoing, that should be noted in the template, including a date by which the investigation is expected to be completed. Incomplete type 1 reports must be followed up with a complete report within 20 business days from the date the initial type 1 report is submitted.

Performance reports

Performance indicator reports must be submitted using the relevant template located on our website, as amended from time to time.

⁴ The Retailer Distributor Portal is maintained by the commission and is the information gateway between licensees and the commission.

Report sign off

The annual breach report must be signed off by the Chief Executive Officer or Managing Director of the licensee.

Nil reports

Where a retailer has no relevant performance data to report for a relevant period or indicator, the retailer is required to submit the applicable template. The template must note that the retailer has no relevant performance data to report for the relevant period.

1.6. Ensuring accuracy of reports

A licensee is required to provide, in the manner and form – including by the date or dates – the information as specified in this guideline pursuant to a condition of its licence.⁵

Licensees are also reminded that, under section 116AA of the EIA and section 229A of the GIA, it is an offence to give false or misleading information or documents to the commission.

Licensees should satisfy themselves that their internal sign-off processes are sufficient to ensure compliance with these obligations.

Audit

The information reported under this guideline may be subject to independent audit in accordance with the commission's audit framework.

Consequences of potential non-compliance with this reporting guideline

Failure to comply with this guideline is a civil penalty requirement. As a result, a failure to comply with this guideline may itself result in enforcement action, including potential penalties.

⁵ For retail licensees see sections 23A(2) and 23A(3) of the EIA and sections 33(2) and 33(3) of the GIA as applicable;

2. Compliance reporting schedule

This chapter sets out the compliance reporting obligations applicable to energy retailers.

The description of obligations provided in this section have been summarised and are intended to assist retailers in understanding their reporting obligations. It is a licensee's responsibility to understand its obligations and this list of obligations does not replace licensees reviewing the detailed obligations as set out in the relevant instruments.

2.1. Energy retailers – compliance reporting schedule

This section sets out retailer compliance reporting obligations.

Under the compliance reporting schedule outlined below, regulatory obligations are classified as type 1 or type 2 obligations. For energy retailers, type 1 regulatory obligations are those where:

- non-compliance may have or could potentially have a critical impact on customers, and
- the impact of that non-compliance potentially increases over time if it is not rectified quickly.

All actual and potential breaches of type 1 obligations must be reported to the commission within two business days of detection.

Type 2 regulatory obligations are those where:

- non-compliance may have or could potentially have a significant or moderate impact on customers, and
- the impact of that non-compliance potentially increases over time.

All actual and potential breaches of type 2 obligations must be reported to the commission within 30 calendar days of detection.

Type 1 breaches – energy retailers

ESC ref	Source of obligation	Description
Electricity Industry Act (EIA) or Gas Industry Act (GIA)		
RB1494	Section 40SG(1) EIA and section 48DI(1) GIA	Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises.
RB1495	Section 40SG(2) EIA and section 48DI(2) GIA	Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to provide specified information to customer within one business day after being advised by a relevant customer that a life support resident resides or is intending to reside at the relevant customer's premises, in specified circumstances.
RB1496	Section 40SG(3) EIA and section 48DI(3) GIA	Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to provide information specified under an applicable Code to customer within 5 business days after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises.
RB1497	Section 40SG(4) EIA and section 48DI(4) GIA	Life support customers and residents – obligations when advised by relevant customer Retailer obligation to give the details specified under an applicable Code to the gas and/or electricity distribution companies which distribute gas or electricity to those premises, within one business day after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises.
RB1498	Section 40SH(1) EIA and section 48DJ(1) GIA	Life support customers and residents – retailer obligations when advised by electricity distribution company or gas distribution company Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after a retailer is advised by a distribution company that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer.

ESC ref	Source of obligation	Description
RB1499	Section 40SH(2) EIA and section 48DJ(2) GIA	Life support customers and residents – retailer obligations when advised by electricity distribution company or gas distribution company Retailer obligation to provide information specified under an applicable Code to the relevant customer within 5 business days after a retailer is advised by a distribution company that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer.
RB1500	Section 40SI(1) EIA and section 48DK(1) GIA	Life support customers and residents – retailer obligations when advised by exempt sellers Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after being advised by an exempt seller that a life support resident resides, or is intending to reside at the premises of a relevant customer of the exempt seller.
RB1502	Section 40SI(2) EIA and section 48DK(2) GIA	Life support customers and residents – retailer obligations when advised by exempt sellers Retailer obligation to, within one business day after being advised by an exempt seller that a life support resident resides, or is intending to reside at the premises of a relevant customer of the exempt seller, give details specified under an applicable Code to the distribution company that distributes electricity/gas at those premises.
RB1504	Section 40SV(1) EIA and section 48DX(1) GIA	Register of life support customers and residents Retailer obligation to establish and maintain a register of life support customers and life support residents.
RB1505	Section 40SV(2) EIA and section 48DX(2) GIA	Register of life support customers and residents Retailer obligation to not remove any life support customer details relating to a registered life support customer from a register of life support customers and residents except in specified circumstances.
Energy Retail Code of Practice		
RB1447	Clause 26(5)	Pre-contractual duty – life support requirement Retailer obligation to, by the time a customer enters into a new market retail contract or a new standard retail contract with a retailer, ask the customer whether a person residing or intending to reside at the customer's premises requires life support equipment.
RB1442	Clause 164(1)	Life support – medical confirmation form Retailer obligations where a medical confirmation form is provided to a customer.

ESC ref	Source of obligation	Description
RB1443	Clause 164(2)	Life support – confirmation reminder notices Requirements for content of a confirmation reminder notice.
RB1444	Clause 165(1)	Life support – ongoing retailer obligations Retailer’s ongoing obligations where advised by a relevant customer or a distributor that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer.
RB1445	Clause 165(2)	Life support – ongoing retailer obligations Retailer’s ongoing obligations where advised by an exempt electricity seller that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer.
RB1446	Clause 167(1)	Life support – keeping registration and deregistration details Retailer obligation to establish policies, systems and procedures for registering and deregistering life support customers, and to ensure that the register of life support customers and life support residents is maintained, kept up to date and includes certain information.
RB1490	Clause 173(1)	Life support – retailer obligations with respect to deemed exempt persons and exempt distributors Retailer obligations when notified by a deemed exempt person or an exempt distributor that a life support resident resides, or is intended to reside, at the premises of a customer.
RB1491	Clause 173(2)	Life support – retailer obligations with respect to deemed exempt persons and exempt distributors Retailer obligation to, in relation to a customer who is registered with a retailer pursuant to subclause (1)(a), comply with specific requirements as if the deemed exempt person or exempt distributor were an exempt seller, and as if the customer were a registered life support customer
RB1421	Clause 150(1)	Account security – access to confidential information Retailer obligation to not disclose or provide access to confidential information about an affected customer to any other person without the consent of the affected customer.
RB1421-2	Clause 150(4)	Account security – safe methods of communication Retailer obligation to take reasonable steps to identify a safe method of communication with an affected customer.

ESC ref	Source of obligation	Description
RB1421-3	Clause 150(6)	<p>Account security – record keeping</p> <p>Retailer obligation to keep a record of arrangements reached in relation to the identification of a safe method of communication with an affected customer under subclause (4).</p>

Type 2 breaches – energy retailers

ESC ref	Source of obligation	Description
Electricity Industry Act (EIA) or Gas Industry Act (GIA)		
RB0054	Section 35A EIA and section 42A, GIA	Licensee standing offer tariffs to be input into website Licence condition requiring licensee to input standing offer tariffs into the internet site nominated by the Minister as soon as practicable after the licensee publishes those tariffs under section 35 of the EIA.
RB0055	Section 36A(1) EIA and section 43A GIA	Publication of tariffs, terms and conditions of sale of electricity Licence condition requiring retailer to publish details of certain tariffs and terms and conditions on its website and to input those details into an internet site nominated by the Minister as soon as practicable after publication to its website.
RB0056	Section 40G EIA [electricity only]	Obligations relating to purchase of small renewable energy generation electricity Licence condition requiring licensee to publish general renewable energy feed-in terms and conditions and to input the terms and conditions into an internet site nominated by the Minister as soon as practicable after the licensee publishes those terms and conditions in accordance with section 40G.
RB0057	Section 40MAA EIA and section 40ME EIA [electricity only]	Obligation to input declared general feed-in terms and conditions into Minister nominated internet site and obligation to offer to purchase solar electricity Retailer obligation to, as soon as practicable after a declaration made under section 40M is published in the Government Gazette, input the ESC recommended general feed-in terms and conditions or ESC determined general feed-in terms and conditions that are the subject of the declaration into an internet site nominated by the Minister. A retailer is also required under its licence to offer to purchase qualifying solar energy generation electricity from a qualifying customer, and TFiT scheme electricity from a TFiT scheme customer, on relevant terms and conditions.
RB0058	Section 40EA EIA and section 48DA GIA	Prohibition on save and win-back offers Prohibitions on energy retailers contacting domestic customers to engage in save and win-back offers.

Performance indicator schedule – gas and electricity licensees

ESC ref	Source of obligation	Description
RB0058A	Section 40EB EIA and section 48DB GIA	Prohibition relating to door-to-door sales and cold-calling Prohibitions regarding retailers from conducting door-to-door sales of energy or cold-calling potential customers to sell energy or contract customers into energy deals.
RB0059	Order in Council made under section 13 of the EIA [electricity only] – clause 6(5)	Victorian default offer tariffs A retailer's standing offer tariffs for sale of electricity to prescribed customers must comply with any Victorian Default Offer price determination made by the commission that is in force.
RB0061	Order in Council made under section 13 of the EIA [electricity only] – clause 7	Retailer must make Victorian default offer A retailer's regulated tariff standing offer for sale of electricity to prescribed customers must include (specified as the " <i>Victorian default offer in respect of flat tariffs</i> ") one flat tariff that is available to each domestic customer, one flat tariff with a controlled load tariff that is available to each domestic customer with a controlled load, and one flat tariff that is available to each small business customer (which tariffs must be standing offer tariffs complying with the VDO price determination in respect of the relevant regulatory period).
RB1452	Sections 23A(2) and 23A(3) EIA and sections 33(2) and 33(3) GIA	Condition to give information to commission Licensee obligation to give information to the commission, as specified by the commission in guidelines issued under subsection (4), for the purpose of enabling the commission to perform specific functions. Information must be given in the manner and form (including by the date or dates) specified in the guidelines.

ESC ref	Source of obligation	Description
RB0052	Section 23C EIA [electricity only]	Selling renewable electricity Licence condition requiring licensee to offer to sell electricity to a renewable energy customer at the same tariffs and on the same terms and conditions that it would offer to the customer if the customer was not a renewable energy customer.
RB0058	Section 35 EIA and section 42 GIA	Offer to domestic or small business customers (licensee standing offers) Licence condition requiring licensee to offer to supply and sell electricity or gas to domestic or small business customers at (subject to this section, to any relevant Orders in Council and to the conditions of its licence) tariffs determined by the licensee and published by the licensee in the Government Gazette at least one month before they take effect, and on terms and conditions determined by the licensee and approved by the commission and published by the licensee in the Government Gazette at least one month before they take effect.
RB0051	Section 40D EIA and section 48C GIA	Prohibition on exit fees Licence condition prohibiting a licensee from entering into a contract for the sale or supply of energy with a small retail customer that imposes an exit fee on the termination of the contract unless certain conditions are met.
RB1493	Section 40SE EIA and section 48DG GIA	Disconnection of supply of electricity/gas at premises Retailer obligation to not arrange for the supply of electricity/gas at a relevant customer's premises to be disconnected except in accordance with Subdivision 3.
RB1503	Section 40ST(5) EIA and section 48DV(5) GIA	Supply of electricity/gas may be disconnected if electricity/gas taken by fraudulent or illegal means – retailers Retailer obligation to not arrange for the supply of electricity/gas at a person's premises to be disconnected under subsection (1) except in accordance with this section.

ESC ref	Source of obligation	Description
RB1506	Section 116AA(1) EIA and section 229A(1) GIA	Offence to give false or misleading information Licensee obligation to not give the commission information that the licensee is required to give to the commission under or for the purposes of this Act that the licensee knows to be false or misleading in any material particular, or omits any matter or thing without which the information is misleading.
RB1507	Section 116AA(2) EIA and section 229A(2) GIA	Offence to give false or misleading documents Licensee obligation to not produce a document to the commission that the licensee is required to produce to the commission under or for the purposes of this Act if the licensee knows that the document is false or misleading in a material particular and the licensee does not indicate the respect in which the document is false or misleading.
Energy Retail Code of Practice		
RB0740	Clause 54(1)	Keeping records of energy marketing and training Retailer obligation to keep records of energy marketing activities carried out by it or on its behalf by a retail marketer, and of training undertaken as required by clause 53 of the Energy Retail Code of Practice.
RB0740-2	Clause 54(3)	Record keeping Requirement to keep each record for a period of 12 months or, where a small customer has within that period made a complaint or referred a dispute to the energy ombudsman in relation to energy marketing activities, for the period that a complaint or dispute remains unresolved, whichever is longer.
RB0890	Clause 68(1)	Providing historical billing information Retailer obligation to use its best endeavours to provide historical billing and metering data to a small customer for the previous 2 years within 10 business days of the customer's request, or such other period they agree.
RB0890-2	Clause 68(2)	Charging for historical billing information Retailer obligation to provide historical billing data to the small customer for the previous 2 years without charge, but data requested for an earlier period or more than once in any 12 month period may be provided subject to a reasonable charge.

ESC ref	Source of obligation	Description
RB0890-3	Clause 68(3)	Providing historical interval data Retailer obligation to provide interval data electronically, or by some other form, in a way which makes the information understandable or accessible to the customer, if a customer with a smart meter makes a request for historical billing data or metering data.
RB1426	Clause 41(1)	Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Division 4 (clear advice and energy fact sheets).
RB1426-2	Clause 41(2)	Time records are kept for Retailer obligation relating to the period of time records are required to be retained for.
RB0102-2	Clause 97(6)	Cooling off period and right of withdrawal – record of withdrawal Retailer obligation to create a record of each withdrawal. The provisions of clause 8 of the Energy Retail Code of Practice are to apply in relation to a record of withdrawal as if it were a record of explicit informed consent.
RB1201	Clause 8(1)	Record of explicit informed consent A retailer must create a record of each explicit informed consent required by the Energy Retail Code of Practice and provided by a small customer. A retailer must retain that record for at least 2 years.
RB1201-2	Clause 8(2)	Record of explicit informed consent Requirements for format of, and information to be included in, any record of explicit informed consent.
RB1458	Clause 49(1)	Comparing retailer’s prices with the VDO price in advertisements Obligation for a retail marketer to not advertise prices for the supply of electricity unless the advertisement meets the requirements of subsections (2), (3) and (4).
RB1424	Clause 160(1)	Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Part 7 (assistance for customers affected by family violence).
RB1424-2	Clause 160(2)	Time records are kept for Retailer obligation relating to the period of time records are required to be retained for.

ESC ref	Source of obligation	Description
RB1428	Clause 112(1)	Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Division 5 (customers entitled to clear information about energy plans).
RB1428-2	Clause 112(2)	Time records are kept for Retailer obligation relating to the period of time records are required to be retained for.
RB1432-5	Clause 39(4)	Ensuring offer information can be viewed on Victorian Energy Compare and retailer websites Retailer obligation to co-operate with relevant parties in implementing a system to create and sustain reliable links from the internet site nominated by the Minister so that a customer can easily view the same or more offer information on the retailer's website, and potentially accept that offer or another offer.
RB1459	Clause 8(3)	Access to record of explicit informed consent Retailer obligation to, on request by a small customer and at no charge, provide the customer with access to a copy of the record of any explicit informed consent given by the customer and then retained by the retailer.
RB1203	Clause 12(1)	Interpreter services A retailer must refer a residential customer to a relevant interpreter service if a referral is necessary or appropriate to meet the reasonable needs of the customer.
RB0880-2	Clause 13(2)	Providing information on customer rights on request Retailer's obligation to, if a small customer requests certain information, either provide the information to the customer or refer the customer to the retailer's website.
RB0880-3	Clause 13(3)	Providing copy of information on customer rights on request Retailer's obligation to provide a copy of information on customer rights, entitlements and obligations on request if the customer requests a copy.
RB0880-4	Clause 13(4)	Charges for providing information on customer rights Retailer obligation to provide the information or a copy of the information requested under this clause without charge, but information requested more than once in any 12 month period may be provided subject to a reasonable charge.

ESC ref	Source of obligation	Description
RB1475	Clause 26(2)(b)	Pre-contractual duty – designated retailers Obligation if the retailer is the designated retailer for the premises, to advise the customer of the availability of the retailer's Victorian default offer and/or standing offer.
RB1204	Clause 26(4)	Pre-contractual duty – explicit informed consent Retailer obligation to obtain the explicit informed consent of a small customer for the entry by the customer into a market retail contract with the retailer.
RB1501	Clause 29(5)	Pre-contractual request to designated retailer for sale of energy The designated retailer is not entitled to refuse to sell energy to a small customer who is a residential customer on the ground that the customer owes the retailer outstanding amounts from an unpaid account (excluding unpaid amounts for premises for which the customer has an ongoing customer retail contract).
RB0100	Clause 30(1)	Responsibilities of designated retailers in response to request for sale of energy Obligation of designated retailer to, as soon as practicable, provide a small customer requesting the sale of energy under the retailer's Victorian default offer and/or standing offer with certain information.
RB0320	Clause 30(2)	Retailer's obligation to energise Retailer obligation to, as soon as practicable (but not later than the end of the next business day) after the request for the sale of energy is properly made, forward relevant details of the customer to the distributor for the premises concerned, for the purpose of updating the distributor's records, if the premises are energised, or arranging for the energisation of the premises by the distributor, if the premises are not energised.
RB0111	Clause 31(1)	Sales to authorised customers Retailer obligation to take reasonable steps to ensure that any person with whom it enters a customer retail contract has authority to enter into that contract for the supply of energy to the premises.
RB1425	Clause 38(1)	Clear advice entitlement – providing information before entering a contract Retailer obligation to communicate certain information in a readily understandable manner to a small customer, prior to obtaining the small customer's explicit informed consent to enter a customer retail contract.

ESC ref	Source of obligation	Description
RB1425-2	Clause 38(2)	Clear advice entitlement – information about the Victorian default offer or standing offer Retailer obligation to provide a customer with information about the availability of the Victorian default offer or standing offer, and how a customer may access it, if requested by the customer.
RB1425-3	Clause 38(3)	Clear advice entitlement – providing information before entering a feed-in tariff agreement Retailer obligation to communicate certain information in a readily understandable manner to a small customer, prior to entering a feed-in tariff agreement.
RB1425-4	Clause 38(6)	Clear advice entitlement Retailer obligation relating to the manner of communication of information required by subclause (1).
RB1432	Clause 39(1)	Inputting information to the Victorian Retailer Portal website Retailer obligation to input, into the Victorian Retailer Portal website, accurate details of each current generally available plan and restricted plan, including all relevant details in the form required by that internet site.
RB1432-2	Clause 39(2)	Obtaining an energy fact sheet Retailer obligation to obtain from the Victorian Retailer Portal website an energy fact sheet for each current generally available plan and restricted plan.
RB1432-3	Clause 39(3)	Requirements for information uploaded to the Victorian Retailer Portal website All information uploaded to the Victorian Retailer Portal website must be written in plain English and be designed to be readily understandable by customers.
RB1432-4	Clause 39(5)	Requirement if the available input fields of the Victorian Retailer Portal website does not enable the terms of a plan to be accurately represented Retailer obligation to, if the available input fields of the Victorian Retailer Portal website does not enable the terms of a plan to be accurately represented, supplement any fact sheet obtained in subclause (2) with information to ensure that a customer is able to consider and compare the features and prices of the plan to assess the suitability of, and select, a plan.
RB1419	Clause 40(1)	Making energy fact sheets accessible Retailer obligation to ensure that an energy fact sheet for each current generally available plan and restricted plan is available to customers within two business days of the plan becoming available to customers.

ESC ref	Source of obligation	Description
RB1419-5	Clause 40(3)	Providing links to energy fact sheets – website information Retailer obligation to ensure that where information about a current generally available plan is provided on a website, a clear link to the energy fact sheet relevant to that generally available plan is published in a prominent position on that website, and the link is labelled “energy fact sheet”.
RB1419-6	Clause 40(4)	Providing links to energy fact sheets – online sign-up Retailer obligation to ensure that, where a generally available plan is available through an online sign-up process, a clear and prominent link to the relevant energy fact sheet is provided in close proximity to where the customer signs up to the plan.
RB1419-7	Clause 40(5)	Ensuring relevant energy fact sheets are easily identifiable Retailer obligation to ensure that the energy fact sheet for a generally available plan that is applicable to a customer’s circumstances is readily identifiable by a customer.
RB1419-8	Clause 40(6)	Informing customers of energy fact sheets during marketing Retailer obligation to ensure that, when a generally available plan is being marketed, the customer is informed that an energy fact sheet containing the key details of that plan is available and provided with the location of the relevant energy fact sheet for that plan on the retailer's website.
RB1419-9	Clause 40(7)	Informing customers of energy fact sheets during marketing on mass media channels Retailer obligation to ensure that, when marketing a generally available plan on mass media channels, a specific statement about further information is included in any advertisements in a clear manner and (as relevant for the medium) easily readable text or audible language.
RB1419-10	Clause 40(8)	Informing customers of energy fact sheets during marketing on mass media channels Where a plan is advertised using a medium with inherent limitations that prevents the text required by subclause (7), a retailer must ensure that the text is included in a prominent location on the first webpage linked to the advertisement.
RB1419-11	Clause 40(9)	Informing customers of energy fact sheets for restricted plans Retailer obligation to ensure that, when marketing or providing information about a restricted plan to a customer, the customer is informed that an energy fact sheet containing the key details of the plan is available and will be provided on request.

ESC ref	Source of obligation	Description
RB1419-2	Clause 40(10)	Sending fact sheets to customers Retailer obligation to ensure that, if a customer requests an energy fact sheet for a generally available plan or a restricted plan, the customer is sent the relevant energy fact sheet (either by post or electronically), within five business days of contact with the customer.
RB1419-3	Clause 40(11)	Using the Victorian Retailer Portal offer ID Retailer obligation to ensure that, when marketing a plan, the offer ID generated by the Victorian Retailer Portal website is able to be identified and referred to in communications with a customer about that plan.
RB1419-4	Clause 40(12)	Information required to access a fact sheet Retailer obligation to not require a customer to provide technical or personal information in order for the customer to obtain an energy fact sheet other than information required to determine if a customer is eligible for a particular plan.
RB1509	Clause 44	Duty of retailer to ensure compliance Retailer obligation to ensure that a retail marketer who is an associate of the retailer complies with Part 4, Division 5 (energy marketing).
RB0101	Clause 45	Requirement for and timing of disclosure to small customers Requirement for retail marketer to provide the required information to a small customer in relation to a market retail contract, before the formation of the contract or as soon as practicable after the formation of the contract.
RB0101-2	Clause 46(2)	Disclosure to small customers after market retail contract formation Obligation for required information provided to a small customer after the formation of the market retail contract to be provided in a single written disclosure statement.
RB0101-3	Clause 46(3)	Disclosure to small customers before market retail contract formation If required information was provided to a small customer electronically or verbally before the formation of the market retail contract, it must also be provided to the customer after the formation of the contract in a single written disclosure statement.
RB1461	Clause 48(1)	Stating conditions of conditional discounts Obligation for a retail marketer to state the conditions of the conditional discount clearly and conspicuously in any marketing, advertisement or promotion of prices or tariffs for supplying energy to small customers.

ESC ref	Source of obligation	Description
RB1462	Clause 48(2)	Advertising conditional discounts The conditional discount must not be the price-related matter that is mentioned most prominently in the marketing, advertisement or promotion.
RB1463	Clause 50(1)	Personal and telephone contact in relation to marketing activity Obligation for a retail marketer to ensure that any person contacting a customer in relation to energy marketing activities provides the customer with certain information.
RB1464	Clause 50(2)	Telephone contact in relation to marketing activity Obligation for a retail marketer contacting a customer on the telephone in relation to energy marketing activities to, as soon as practicable provide certain details.
RB1202	Clause 51(2)	Creating and maintaining no contact lists A retailer must ensure that a “no contact list” is created and maintained for its retail marketers.
RB1202-2	Clause 51(5)	No contact lists A retailer must not make contact with a small business customer whose name is on the relevant no contact list.
RB0300	Clause 52(1)	No canvassing or advertising signs Obligation for retail marketer to, in carrying out energy marketing activities, comply with any signs at a person’s premises indicating that no advertising or similar material is to be left at the premises or in a letterbox or other receptacle at or associated with the premises.
RB0330	Clause 62(1)	Frequency of bills for standard retail contracts Retailer obligation to issue a bill to a small customer on a standard retail contract at least once every 3 months.
RB0780	Clause 63(1)	Contents of bills Retailer obligation to prepare a bill so that a small customer can easily verify that the bill conforms to their customer retail contract and to include certain particulars in a bill for a small customer.
RB0360	Clause 65(1)	Pay-by date of bills The pay-by date for a bill for a customer on a standard retail contract must not be earlier than 13 business days from the bill issue date.

ESC ref	Source of obligation	Description
RB0800-2	Clause 66(1)	Apportionment Retailer obligation to, if a bill includes amounts payable for goods and services other than the sale and supply of energy, apply any payment made by a small customer in relation to the bill firstly in satisfaction of the charges for the sale and supply of energy, except for in specified circumstances.
RB0355	Clause 70(2)(a)	Undercharging – limiting to four months Retailer obligation to, where the retailer proposes to recover an amount undercharged, limit the recovery of undercharged amounts to the amount undercharged in the 4 months before the date the customer is notified of the undercharging (unless the amount was undercharged as a result of the small customer’s fault or unlawful act or omission).
RB0355-2	Clause 70(2)(b)	Undercharging – not charging interest Retailer obligation to, where the retailer proposes to recover an amount undercharged, not charge the customer interest on undercharged amounts being recovered.
RB0355-3	Clause 70(2)(c)	Undercharging – explaining recovering of undercharged amounts Retailer obligation to, where the retailer proposes to recover an amount undercharged, state the amount to be recovered as a separate item in a special bill or in the next bill, together with an explanation of that amount.
RB0355-4	Clause 70(2)(d)	Undercharging – time to repay Retailer obligation to, where the retailer proposes to recover an amount undercharged, offer the customer time to pay that amount by agreed instalments, over a period nominated by the customer being no longer than the period during which the undercharging occurred (if less than 12 months) or otherwise 12 months.
RB1470	Clause 70(3)	Undercharging – tariff changes Retailer obligations if, during the period that a retailer has undercharged a customer, the customer's tariff changes.
RB0355-5	Clause 71(1)	Overcharging – informing customers Retailer obligation to, where a small customer has been overcharged by an amount equal to or above the overcharge threshold, inform the customer accordingly within 10 business days after the retailer becomes aware of the overcharging.
RB0355-6	Clause 71(2)	Overcharging – repaying amounts above the overcharge threshold Retailer obligation to, if the amount overcharged is equal to or above the overcharge threshold, repay, credit or use best endeavours to refund that amount to a small customer.

ESC ref	Source of obligation	Description
RB0355-7	Clause 71(3)	Overcharging – crediting amounts below the overcharge threshold Retailer obligation to, if the amount overcharged is less than the overcharge threshold, credit that amount to the next bill or, if the small customer has ceased to obtain customer retail services from the retailer, use its best endeavours to refund that amount within 10 business days.
RB0360-2	Clause 72(1)	Payment methods Retailer obligation to accept payment for a bill by a small customer in a specified way.
RB0360-3	Clause 72(4)	Direct debit arrangements Retailer obligations where a direct debit arrangement is entered into between a retailer and a small customer.
RB0380	Clause 75(2)	Shortened collection cycle – conditions The conditions under which a retailer may place a small customer on a shortened collection cycle (absent agreement of the customer under sub-clause (1)).
RB0380-2	Clause 75(3)	Shortened collection cycle – providing notice Retailer obligation to, within 10 business days of placing a small customer on a shortened collection cycle, give the customer notice of specific matters.
RB0380-3	Clause 75(4)	Shortened collection cycle – removing customers from cycle Retailer obligations relating to the removal of the small customer from a shortened collection cycle.
RB0230	Clause 77(1)(b)	Additional retail charges The circumstances in which a retailer may impose an additional retail charge on a customer.
RB1441	Clause 80(1)	Guaranteed service level payments Retailer obligation where a distributor makes a payment required to be made by clause 14 of the Electricity Distribution Code of Practice via the retailer.
RB1440	Clause 82(1)	Customer request for change of tariff Retailer obligation where a retailer offers alternative tariffs or tariff options and a small customer requests a retailer to transfer from that customer’s current tariff to another tariff, and demonstrates to the retailer that it satisfies all of the conditions relating to that other tariff and any conditions imposed by the customer’s distributor.

ESC ref	Source of obligation	Description
RB0370	Clause 85(1)(a)	Security deposits – residential customers When a retailer may require a residential customer to provide a security deposit.
RB0370-2	Clause 85(1)(b)	Security deposits – business customers When a retailer may require a business customer to provide a security deposit.
RB0370-3	Clause 85(2)	Security deposits – conditions A retailer cannot require a small customer to provide a security deposit unless at least one of the specified conditions are met.
RB0370-4	Clause 85(3)	Security deposits – residential customers receiving tailored assistance A retailer cannot require a residential customer to provide a security deposit if the customer is receiving assistance under Division 3 (Tailored assistance) of Part 6 (Assistance for residential customers anticipating or facing payment difficulties) or has formally applied for a URG and a decision on the application has not been made.
RB0370-5	Clause 85(4)	Security deposits – offering payment plans A retailer cannot require a residential customer to provide a security deposit unless the retailer has offered the customer the option of a payment plan and the customer has either declined the offer or failed to pay an instalment having accepted the offer and the retailer has otherwise complied with Part 6.
RB0370-6	Clause 85(5)	Security deposits – unsatisfactory credit history Retailer obligation to inform the customer of specific matters if a retailer requires a security deposit on the basis that the small customer has an unsatisfactory credit history.
RB0370-7	Clause 85(6)	Security deposits – non-payment or partial payment A retailer must not refuse to sell energy on the grounds of non-payment or partial payment of a security deposit, but may arrange to disconnect premises in accordance with section 40SN of the EIA or section 48DP of the GIA or refuse to arrange re-connection of premises.
RB0370-8	Clause 85(8)	Security deposits – considering customer circumstances Retailer obligation to take particular circumstances of customer into account when considering whether to require an affected customer to pay a security deposit.

ESC ref	Source of obligation	Description
RB0370-9	Clause 86(3)	Security deposit account Retailer obligation to keep security deposits in a separate account and separately identify in its company accounts the value of security deposits that it holds for small customers.
RB0370-10	Clause 87(1)	Amount of security deposit Retailer obligation to ensure that the amount of a security deposit for a small customer is not greater than 37.5% of the customer's estimated bills over a 12 month period, based on the customer's billing history or the average usage of energy by a comparable customer over a comparable 12 month period.
RB0370-11	Clause 88(1)	Interest on security deposit If a retailer has received a security deposit from a small customer, the retailer must pay interest to the customer on the deposit at the bank bill rate.
RB0370-12	Clause 89(1)	Using a security deposit The circumstances in which a retailer may apply a security deposit to offset amounts owed to it by a small customer.
RB0370-13	Clause 89(2)	Applying security deposits to final bills Retailer obligation to, if a final bill includes amounts payable for goods and services provided by the retailer other than for the sale of energy, apply a security deposit firstly in satisfaction of the charges for the sale of energy, except for in specified circumstances.
RB0370-14	Clause 89(3)	Accounting use of security deposits Retailer obligation to account to the customer in relation to the application of a security deposit amount within 10 business days after the application of the security deposit.
RB0370-15	Clause 90(1)	Returning security deposits When and how a retailer must return a security deposit to a small customer.
RB0370-16	Clause 90(2)	Returning security deposits in the absence of reasonable instructions How a retailer must credit a security deposit to a small customer if the customer does not give reasonable instructions for returning the deposit.

ESC ref	Source of obligation	Description
RB1474	Clause 93(1)	Variations to market retail contracts The structure and nature of the tariff of a market retail contract between a customer and a retailer may only be varied by agreement in writing between the customer and the retailer.
RB1434	Clause 94(2)	Making price increases on a network tariff change date Retailer obligation to not increase any of the tariffs payable by a small customer under a market retail contract except with effect from a network tariff change date.
RB1435	Clause 94(4)	Making price increases annually after a fixed price period Retailer obligation to not increase any of the tariffs payable by a small customer under a fixed price period contract except with effect from the date on which the fixed price period expires, and each anniversary of that date.
RB1436	Clause 95(1)	Pay-on-time discounts to be capped Any pay-on-time discount in a market retail contract must not exceed the amount that the commission specifies in a guideline published under section 13 of the Essential Services Commission Act 2001 that is in effect at the time that the contract is entered into.
RB1437	Clause 96(1)	Fixed benefit period to apply for duration of market retail contract Retailer obligation to, if a market retail contract provides for a discount, rebate or credit (including a conditional discount) to be made available to the customer for a fixed benefit period, continue to make available that discount, rebate or credit, and not change the amount of that discount, rebate or credit, throughout the term of that contract.
RB0102	Clause 97(5)	Cooling off period and right of withdrawal – rights and obligations to be set out in contract Retailer obligation to include in each market retail contract or exempt person arrangement it enters into with a small customer express provisions setting out the rights and obligations provided for by this clause.
RB1438	Clause 99(1)	Duration of fixed term retail contracts A fixed term retail contract must provide for a contract length of not less than 12 months.
RB1476	Clause 100(2)	Retailer notice of end of fixed term retail contract Retailer obligation to, in accordance with clause 100, notify a small customer with a fixed term retail contract that the contract or arrangement is due to end.

ESC ref	Source of obligation	Description
RB1477	Clause 103(1)	Liabilities and immunities Retailer obligation to not include any term or condition in a market retail contract or an exempt person arrangement with a small customer that limits the liability of the retailer for breach of the contract or negligence by the retailer.
RB1478	Clause 104(1)	Indemnities Retailer obligation to not include any term or condition in a market retail contract or an exempt person arrangement with a small customer under which the customer indemnifies the retailer, so that the retailer may recover from the customer an amount greater than the retailer would otherwise have been able to recover at general law for breach of contract or negligence by the customer in respect of the contract.
RB1427	Clause 106(1)	Notice of price or benefit change to be given Retailer obligation to provide a bill change alert to a small customer in accordance with Division 5 if a benefit change or a price change is going to take effect.
RB1479	Clause 107(1)	Notice of feed-in tariff change to be given Retailer obligation to, if a feed-in tariff change is to take effect, provide a small customer with a feed-in tariff alert of the feed-in tariff change.
RB1480	Clause 107(2)	Requirement for feed-in tariff change notice Requirement for form and timing of feed-in tariff alert.
RB1482	Clause 107(3)	Requirement for feed-in tariff change notice Requirement for content of feed-in tariff alert.
RB1429	Clause 108(1)	Identification of deemed best offer Retailer obligation to identify the relevant deemed best offer for a customer, where a retailer is required to carry out a deemed best offer check for a customer.
RB1429-2	Clause 108(3)	Identifying the deemed best offer for contracts with discounts conditional on buying other goods and services How to identify the deemed best offer where the customer is party to a customer retail contract that provides a discount on condition that the customer buys another good or service.

ESC ref	Source of obligation	Description
RB1430	Clause 109(1)	Deemed best offer check Retailer obligation to carry out the deemed best offer check by calculating the deemed best offer check result using the prescribed formula.
RB1431	Clause 110(1)	Providing a deemed best offer message Retailer obligation to provide a deemed best offer message on a bill or bill summary to a small customer in accordance with specified timeframes.
RB1431-2	Clause 110(2)	Obligation to determine deemed best offer and perform deemed best offer check Retailer obligation to determine the deemed best offer for the customer in accordance with clause 108 (as at the date the bill or bill summary containing the deemed best offer message will be issued) and perform a deemed best offer check before providing the deemed best offer message.
RB1431-3	Clause 110(3)	Negative deemed best offer check result Retailer obligation if the deemed best offer check result is negative.
RB1431-4	Clause 110(4)	Positive deemed best offer check result Retailer obligation if the deemed best offer check result is positive.
RB1483	Clause 111(2)	Form and location requirements of deemed best offer message Retailer obligation relating to form and location of deemed best offer message.
RB1484	Clause 111(4)	Content of a negative deemed best offer message Retailer obligation relating to content of a negative deemed best offer message.
RB1485	Clause 111(3)	Content of a positive deemed best offer message Retailer obligation relating to content of a positive deemed best offer message.
RB0250	Clause 113(1)	Retailer obligations in relation to customer transfer Requirements a retailer must meet before submitting a request for a transfer under the relevant Retail Market Procedures.

ESC ref	Source of obligation	Description
RB1486	Clause 114(1)	Notice to small customers on transfer Retailer obligation to, within 5 business days of receiving notification that it has become the financially responsible retailer for a small customer as a result of a customer transfer, give notice to the customer of specific matters.
RB1487	Clause 115(1)	Notice to small customers where transfer delayed Retailer obligation to, where the retailer has notified a small customer of the expected date of a transfer and that transfer does not occur, notify the customer of specific matters within 5 days of becoming aware that a transfer has not occurred on the expected date.
RB1439	Clause 119(1)	Exempt market retail contracts – obligation Retail marketer obligation to not supply or offer to supply energy, or advertise or market the supply of energy, under an exempt market retail contract unless the retailer has complied with obligations under this clause.
RB1449	Clause 119(2)	Exempt market retail contracts – notification Retailer obligation to notify the commission if the retailer (or a retailer marketer on its behalf) proposes to supply or offer to supply energy, or advertise, market or promote the supply of energy, under a retail product that would be an exempt market retail contract.
RB1450	Clause 119(3)	Exempt market retail contracts – reporting Retailer obligation to, if the retailer supplies or offers to supply energy under an exempt market retail contract, report to the commission regarding that retail product.
RB1451	Clause 119(4)	Exempt market retail contracts – compliance with guideline Retailer obligation to, if notifying or reporting to the commission under subclauses (2) or (3), do so in the manner and form provided for by any guidelines published by the commission under section 13 of the Energy Services Commission Act 2001 (Vic).
RB1448	Clause 119(5)	Exempt market retail contracts – compliance by retail marketers Retailer obligation to ensure that a retail marketer who is an associate of the retailer complies with this clause.
RB1454	Clause 120(1)	Tailored assistance to customers on an exempt market retail contract Retailer obligations if a residential customer who has entered into an exempt market retail contract becomes entitled to receive tailored assistance.

ESC ref	Source of obligation	Description
RB1402	Clause 125(1)	Providing standard assistance A retailer must take steps to provide to its residential customers the forms of standard assistance (from those listed in subclause (2)) it elects to make available to help them avoid getting into arrears.
RB1402-2	Clause 125(2)	Form of standard assistance Retailer obligations regarding the forms of standard assistance that retailers must make available to their residential customers.
RB1404	Clause 129(3)	Information about assistance available Retailer obligation when providing a residential customer with information about tailored assistance to which the customer is entitled and how to access it, to allow the customer no less than 6 business days to consider the information given, request further information, and put forward a payment proposal.
RB1405	Clause 130(2)	Payment arrangements – accepting customer payment proposals Retailer obligation to accept a payment proposal or revised proposal put forward by the residential customer that complies with certain requirements.
RB1405-2	Clause 130(5)	Payment arrangements Retailer obligation to give the customer a written schedule of payments showing specific information on accepting a payment proposal or a revised proposal.
RB1405-3	Clause 130(6)	Payment arrangements Retailer obligation to, if a residential customer receiving tailored assistance fails to make a payment by the date on which it was payable, contact the customer to discuss their putting forward a revised payment proposal.
RB1409	Clause 131(2)	Non-payment of amounts towards on-going energy use Retailer obligation if a residential customer fails to make a payment towards the cost of their on-going energy use by the date on which it was payable.
RB1409-2	Clause 131(3)	Non-implementation of practical assistance agreed Retailer obligation if a customer is not meeting their responsibility to implement practical assistance referred to in clause 85 provided by the retailer.

ESC ref	Source of obligation	Description
RB1406	Clause 132(1)	Continued provision of assistance Retailer obligation to continue to provide tailored assistance to a residential customer unless specific conditions are met.
RB1456	Clause 135(1)	Pay-on-time discounts to be honoured Retailer obligation not to recover the amount of any pay-on-time discount in respect of a bill or any other bill whose pay-by date occurred while a customer was continuing to receive tailored assistance in certain circumstances.
RB1489	Clause 136(1)	Approval of financial hardship policies Retailer obligation to prepare a financial hardship policy, and submit it to the commission for approval.
RB1210	Clause 137(1)	Content of financial hardship policies Requirements for content of a financial hardship policy of a retailer.
RB1411	Clause 141(1)	Retailer obligations Overarching obligations that retailers must comply with when dealing with affected customers, residential customers, government or non-government services.
RB1407	Clause 143(1)	Restriction on conditions Retailer obligation to not impose any condition on the provision of assistance under Part 6 (Assistance for residential customers anticipating or facing payment difficulties) that requires the customer to provide personal or financial information or to waive any entitlement under Part 6.
RB1408	Clause 144(1)	Recovering debt Restrictions on retailers to commence or continue with proceedings to recover arrears from a residential customer who is receiving assistance under Part 6.
RB1408-2	Clause 144(2)	Selling debt Restrictions on retailers to sell or otherwise dispose of the debt of a residential customer who is in arrears.
RB1408-3	Clause 144(3)	Selling debt – compliance with debt collection guideline Retailer obligation not to sell or otherwise dispose of the debt of a residential customer to a third party other than in accordance with debt collection guideline.

ESC ref	Source of obligation	Description
RB0141	Clause 145(1)	Supply capacity control product Retailer obligation to not offer a supply capacity control product to a residential customer for any credit management purpose.
RB1412	Clause 146(2)	Allowing payment by Centrepay – standard retail contracts Retailer obligation to allow a residential customer to use Centrepay as a payment option if the customer is applying for or on a standard retail contract.
RB1412-2	Clause 146(3)	Allowing payment by Centrepay – market retail contracts Retailer obligation to allow a residential customer to use Centrepay as a payment option if the customer is on a market retail contract and Centrepay is available as a payment option under that contract.
RB1412-3	Clause 146(4)	Allowing payment by Centrepay – market retail contracts where Centrepay is not an option Retailer obligation to, if a residential customer is on a market retail contract and Centrepay is not available as a payment option under that contract, undertake a review of the market retail contract.
RB1412-5	Clause 146(5)	Transferring a customer to a contract that allows payment by Centrepay Retailer obligation – if, as a result of a review, an alternative customer retail contract is considered to be more appropriate – to transfer the customer to that alternative contract, where the retailer has obtained the customer’s explicit informed consent.
RB1412-6	Clause 146(6)	Offering payment by Centrepay as an option on an alternative contract Retailer obligation to ensure that any alternative customer retail contract offered to a residential customer makes Centrepay available as a payment option.
RB1412-7	Clause 146(7)	Making payment by Centrepay available as an option under an existing contract Retailer obligation – if, as a result of the review, there is no alternative customer retail contract considered to be more appropriate – to make Centrepay available as a payment option under the residential customer’s existing market retail contract.

ESC ref	Source of obligation	Description
RB1412-4	Clause 146(8)	Not charging for allowing payment by Centrepay Retailer obligation to not charge the residential customer for the review, for any transfer to an alternative customer retail contract or any early termination charge or other penalty for the early termination of the customer's previous customer retail contract.
RB1230	Clause 149(1)	Training around family violence Retailer obligation to ensure that training is provided to any person acting on its behalf who may engage with affected customers by any means of communication, or a manager of such a person, or is responsible for systems and processes that guide interactions with customers.
RB1422	Clause 151(1)	Customer service Retailer obligation to take specific steps to provide a secure process designed to avoid the need for an affected customer to repeatedly disclose or refer to their experience of family violence.
RB1423	Clause 152(1)	Debt management Retailer obligation to take into account specific matters before taking action to recover arrears from an affected customer.
RB1413	Clause 153	Family violence as a potential cause of payment difficulty Retailer obligation to recognise family violence as a potential cause of payment difficulty.
RB1414	Clause 154(1)	Providing affected customers with information about external family violence support services Retailer obligation to provide an affected customer with information about the availability of one or more external family violence support services at a time and in a manner that is safe, respectful and appropriate given the affected customer's circumstances.
RB1415	Clause 155(1)	Evidence A retailer may only seek documentary evidence of family violence when considering debt management and recovery under clause 152 or restrictions on disconnection in Part 10 of this Code of Practice or under the EIA or GIA.
RB1416	Clause 157	Family violence policy Retailer obligation to have a family violence policy that addresses Part 7.

ESC ref	Source of obligation	Description
RB1418	Clause 159	Reviewing family violence policy Retailer obligation to review its family violence policy at least once every two years.
RB0181	Clause 176(3)	Termination of standard retail contracts Retailer obligations where a small customer gives a termination notice and notifies the retailer of a date on which the small customer intends to vacate the premises.
RB0181-2	Clause 176(5)	No termination charge for standard retail contracts A retailer must not impose a termination charge (however described) under a standard retail contract in respect of the termination of the contract.
RB1492	Clause 182(4)	Reminder notices Retailer obligation to not issue a reminder notice to a customer who has put forward a payment proposal or revised proposal in accordance with clause 130 that the retailer has accepted, unless the customer has failed to make a payment by the date on which it was payable under the proposal or revised proposal.
RB0860	Clause 191(1)	Request for disconnection Retailer obligations if a customer requests the retailer to arrange for disconnection of the customer's premises.
RB0170	Clause 192(1)	Arranging re-connection of premises Retailer's obligation to, in accordance with any requirements under the energy laws, initiate a request to the distributor for re-connection of a customer's premises where certain conditions are met.
RB0170-2	Clause 193(1)	Timing of re-connection of premises Retailer's obligation regarding timing of re-connection if a customer makes a request for re-connection.

3. Performance indicator schedule – energy retailers

This section sets out energy retailer performance reporting obligations and is not applicable to energy distribution businesses.

Definitions

Account: identifier/number used to bill and identify accounts for electricity and gas separately for the same customer.

- A **residential account** is an account that purchases energy principally for personal, household or domestic use
- A **business account** is an account that purchases energy principally for a business premise/s.

Aged total arrears: The age (in days) of total arrears, measured from the first day total arrears are above \$0 and until total arrears return to \$0 or in credit. Refer to performance indicators AR041, AR042, AR051 and AR052 for specifics on categories.

Business customer: A person/individual/company who purchases energy principally for a business premise/s. This person/individual/company will hold at least one business account.

Complaint: An expression of dissatisfaction made to an organisation, related to its products/services, or the complaints-handling process itself where a response or resolution is explicitly or implicitly implied. Complaints can be made in person, by telephone or in writing (for example, letter, email, facsimile). For the avoidance of doubt, complaints include the following type of contacts:

Where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by the retailer, its employees, agents, contractors or other representatives.

This includes:

- failure by the retailer to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by the retailer or its representatives
- where a customer threatens to involve, or enquired about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament, or
- where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme.

More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call then two complaints should be recorded.

Each individual customer contact that is a complaint should be recorded and categorised as a complaint, irrespective of the count of times the caller has made contact with a retailer on an issue.

Customer number: The unique number which identifies a person who holds one or more account with a retailer. For example, a customer may purchase electricity and gas from a retailer but would only hold one unique customer number with this retailer. Likewise, a customer may have multiple properties supplied by the same retailer and would therefore have all their accounts under one customer number/identifier

Energy fact sheet: A fact sheet that displays key information about available energy offers, presented in a consistent format across retailers, to assist small customers in considering, comparing and selecting offers.

The fact sheet includes:

- a pricing table comparing estimates for three different household usage profiles
- two price estimates for each profile:
 - a) a price estimate excluding conditional discounts
 - b) a price estimate including all available discounts.

Energy retailer/Retail business: The holder of a retail licence under the Essential Services Commission Act 2000 or in respect of those obligations under the Energy Retail Code of Practice.

Integrated Voice Response (IVR) or automated telephone system: Technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.

Meter Identification Reference Number: Abbreviated as MIRN

Missed bill: A bill that was not paid or not paid in full by the due date.

National Meter Identifier: Abbreviated as NMI

Other debt: An amount of arrears that a customer owes – where the customer is not included in the customers receiving payment assistance or in the customers who have deferred payment, reported as at the end of the month.

Payment deferral: An amount due for which the payment date has been extended beyond the due date or put on hold.

Pro-rata usage: A proportionate allocation of electricity or gas usage for customers over the 12-month period. For example, if a business electricity customer had only been with a retailer for 6 months and one of the NMIs uses approximately 10 MWh per month, then this customer is a business electricity NMI consuming 120 MWh per year.

Residential customer: A person/individual who purchases energy principally for personal, household or domestic use. This person/individual will hold at least one residential account.

Standard assistance residential account: A residential account where the account holder receives minimum standard forms of assistance, to help them avoid getting into arrears with their retailer (per clauses 125(2)(a)-(d) and clause 142 of the Energy Retail Code of Practice). At a minimum, standard assistance made available must include at least 3 of the following:

- a) making payments of an equal amount over a specified period
- b) options for making payments at different intervals
- c) extending by a specified period the pay-by date for a bill for at least one billing cycle in any 12-month period, or
- d) paying for energy use in advance.

Note: A residential account is receiving standard assistance from the time they started receiving measures under this form of assistance until completion or suspension of assistance.

Tailored assistance account: Where the holder of an account receives minimum standards of flexible and practical assistance that makes it easier for them to pay for at least their on-going usage, repay their total arrears over a two-year period and lower their energy costs. There are requirements for two subsets of accounts.

1. Residential accounts where the customer can pay at least their on-going usage, where at a minimum, tailored assistance consists of (per clause 128(1)(a)-(d)) and clause 142 of the Energy Retail Code of Practice):
 - a) repayment of arrears over not more than 2 years by payments at regular intervals of up to one month
 - b) advice from the retailer about payment options that would enable a customer to repay their arrears over not more than 2 years
 - c) specific advice about the likely cost of a customer's future energy use and how this cost may be lowered

- d) specific advice about any government and non-government assistance (including Utility Relief Grants and energy concessions) available to help a customer meet their energy costs.
2. Accounts that cannot pay their on-going usage, where at a minimum tailored assistance consists of (per clause 128(1)(c)-(g) and clause 142 of the Energy Retail Code of Practice):
- c) specific advice about the likely cost of a customer's future energy use and how this cost may be lowered
 - d) specific advice about any government and non-government assistance (including Utility Relief Grants and energy concessions) available to help a customer meet their energy costs
 - e) practical assistance to help a customer that is eligible for a Utility Relief Grant
 - f) practical assistance to help a customer lower their energy costs
 - g) an initial period of at least 6 months during which:
 - (i) repayment of the customer's arrears is put on hold
 - (ii) the customer pays less than the full cost of their on-going energy use while working to lower that cost.

Note: A customer is receiving tailored assistance from the time they started receiving measures under this form of assistance until completion or suspension of assistance.

Total arrears: All unpaid invoices (bills past the pay-by-date of a customer) greater than \$0 including both initial arrears and any accrued arrears. Any reference to arrears in the performance measures is expected to capture total arrears and is considered at the account level.

Victorian Default Offer (VDO): all standing offers.

3.1. Background indicators

Ref.	Indicators	Retailers are required to report the following data
B009	Residential Electricity Customers	The count of residential electricity customer IDs with at least one residential electricity account with the retailer. This is to be measured as at the last day of each reporting month.
B010	Residential Electricity NMI on the Victorian Default Offer	The count of residential electricity NMIs on the Victorian Default Offer, that purchase electricity under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month.
B011	Residential Electricity NMIs on deemed contracts or occupier accounts on the Victorian Default Offer	The count of residential electricity NMIs on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and include both known and not-known customers to the retailer. Note: Exclude NMIs on deemed contract or occupier account where there was no consumption in the reporting period.
B020	Residential Electricity NMIs on market retail contracts	The count of residential electricity NMIs that purchase electricity under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month.
B021	Electricity residential NMIs receiving the feed-in tariff	The count of unique residential electricity NMIs that received the feed-in tariff during the reporting quarter. Note: Data is to be reported in quarterly intervals
B029	Small Business Electricity Customers	The count of small business electricity customer IDs with at least one business electricity account with the retailer. This is to be measured as at the last day of each reporting month.
B030	Small Business Electricity NMIs on the Victorian Default Offer (consuming less than 40MWh per year)	The count of small business electricity NMIs, held by small business electricity customers, on the Victorian Default Offer, that purchase electricity for a business premise and consume less than 40 MWh a year. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.

B031	Small Business Electricity NMI on deemed contracts or occupier accounts on the Victorian Default Offer (consuming less than 40MWh per year)	The count of small business electricity NMIs, consuming less than 40MWh per year, on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. This includes both known and not-known customers to the retailer. Note: Exclude NMIs on deemed contract or occupier account where there was no consumption in the reporting period.
B040	Small Business Electricity NMI on market retail contracts (consuming less than 40MWh per year)	The count of small business electricity NMIs, that consume less than 40 megawatt hours in a year, that purchase electricity for a business premises under a market retail contract. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B050	Business Electricity NMI on market retail contracts (consuming between 40-100 MWh per year)	The count of business electricity NMIs that purchase electricity for a business premise under a market retail contract and consume between 40-100 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B060	Business Electricity NMI on market retail contracts (consuming between 100-160 MWh per year)	The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume between 100-160 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B070	Business Electricity NMI on market retail contracts (consuming greater than 160 MWh per year)	The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume greater than 160 MWh a year. This is to be measured as at the last day of each reporting month and pro-rata usage for NMIs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B079	Residential Gas Customer number	The count of residential gas customer IDs, as at the last day of each reporting month, with at least one residential gas account with the retailer.
B080	Residential Gas MIRNs on standard retail contracts	The count of residential gas MIRNs, that purchase gas under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month.

B081	Residential Gas MIRNs on deemed contracts or occupier accounts	The count of residential gas MIRNs that purchase gas under a deemed contract or occupier account, including known and not-known customers. This is to be measured as at the last day of each reporting month.
B090	Residential Gas MIRNs on market retail contracts	The count of residential gas MIRNs that purchase gas under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month.
B099	Small Business Gas Customers	The count of small business gas customer IDs with at least one business gas account with the retailer, and consume less than 1,000 GJ per year. This is to be measured as at the last day of each reporting month.
B100	Small Business Gas MIRNs on standard retail contracts (consuming less than 1,000 GJ per year)	The count of business gas MIRNs, that purchase gas for a business premises under a standard retail contract and consume less than 1,000 GJ a year. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month, and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B105	Small Business Gas MIRNs on deemed contracts or occupier accounts (consuming less than 1,000 GJ per year)	The count of small business MIRNs that purchase gas under a deemed contract or occupier account, including known and not-known customers and consume less than 1000 GJ a year. This is to be measured as at the last day of the reporting month and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B110	Small Business Gas MIRNs on market retail contracts (consuming less than 1,000 GJ per year)	The count of business gas MIRNs that purchase gas for a business premises under a market retail contract and consume less than 1,000 GJ a year. This is to be measured as at the last day of each reporting month and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.
B120	Business Gas MIRNs (consuming greater than 1,000 GJ per year)	The count of business gas MIRNs that purchase gas for business premises on any contract type and consume more than 1,000 GJ of gas a year. This is to be measured as at the last day of each reporting month and pro-rata usage for MIRNs with less than 12 months of usage. For customers with multiple accounts, the consumption should not be aggregated across all accounts.

B160	Residential Electricity NMIs that received bill change notices	The count of residential electricity NMIs to be issued a bill change notices during the reporting month that purchase electricity, principally for personal, household or domestic use at premises, as required under clause 106 of the Energy Retail Code of Practice, as at the last day of each month.
B170	Residential Gas MIRNs that received bill change notices	The count of residential gas MIRNs to be issued a bill change notices during the reporting month, that purchase gas principally for personal, household or domestic use at premises, as required under clause 106 of the Energy Retail Code of Practice, as at the last day of each month.
B180	Residential Electricity NMIs that received information on their bill that they are not on the retailer's best offer	The count of residential electricity NMIs during the reporting month that received a message on their bill saying that they are not on the retailer's best offer.
B181	Residential Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings	<p>The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <ul style="list-style-type: none"> a) greater than \$22 and less than or equal to \$50 b) greater than \$50 and less than or equal to \$100 c) greater than \$100 and less than or equal to \$150 d) greater than \$150 and less than or equal to \$200 e) greater than \$200 and less than or equal to \$250 f) greater than \$250 and less than or equal to \$300 g) greater than \$300 and less than or equal to \$400 h) greater than \$400. <p>Note: The total number of NMIs should equal B180.</p>
B182	Residential Electricity NMIs that received information on their bill that they are not on	The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).

the retailer's best offer - annual savings as a percent of the annual total cost of current plan

This percentage is calculated as:

$$\frac{(\text{annual total cost of the current plan} \textit{ minus} \textit{ annual total cost of the deemed best offer})}{\text{the annual cost of the current plan}}$$

This is to be reported by the following bands:

- a) greater than 0% and less than or equal to 5%
- b) greater than 5% and less than or equal to 10%
- c) greater than 10% and less than or equal to 15%
- d) greater than 15% and less than or equal to 20%
- e) greater than 20%

Note: The total number of NMIs should equal B180.

B185

Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer

The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month that received a message on their bill saying that they are not on the retailer's best offer.

B186

Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings

The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).

The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:

- a) greater than \$22 and less than or equal to \$100
- b) greater than \$100 and less than or equal to \$200
- c) greater than \$200 and less than or equal to \$300
- d) greater than \$300 and less than or equal to \$400

- e) greater than \$400 and less than or equal to \$500
- f) greater than \$500 and less than or equal to \$600
- g) greater than \$600 and less than or equal to \$700
- h) greater than \$700

Note: The total number of NMIs should equal B185.

B187	Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent of the annual total cost of current plan	<p>The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> $\frac{\text{(annual total cost of the current plan } \textit{minus} \text{ annual total cost of the deemed best offer)}}{\text{the annual cost of the current plan}}$ <p>This is to be reported by the following bands:</p> <ul style="list-style-type: none"> a) greater than 0% and less than or equal to 5% b) greater than 5% and less than or equal to 10% c) greater than 10% and less than or equal to 15% d) greater than 15% and less than or equal to 20% e) greater than 20% <p>Note: The total number of NMIs should equal B185.</p>
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B190	Residential Electricity NMIs that received information on their bill that they are on the retailer's best offer	The count of residential electricity NMIs during the reporting month that received a message on their bill saying that they are on the retailer's best offer.
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B191	Small Business Electricity NMI that received information on their bill that they are on the retailer's best offer	The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month that received a message on their bill saying that they are on the retailer's best offer.
B200	Residential Gas MIRNs that received information on their bill that they are not on the retailer's best offer	The count of residential gas MIRNs during the reporting month that received a message on their bill saying that they are not on the retailer's best offer.
B201	Residential Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings	<p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <ul style="list-style-type: none"> a) greater than \$22 and less than or equal to \$50 b) greater than \$50 and less than or equal to \$100 c) greater than \$100 and less than or equal to \$150 d) greater than \$150 and less than or equal to \$200 e) greater than \$200 and less than or equal to \$250 f) greater than \$250 and less than or equal to \$300 g) greater than \$300 and less than or equal to \$400 h) greater than \$400. <p>Note: The total number of MIRNs should equal B200.</p>
B202	Residential Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual	The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).

savings as a percent of the annual total cost of current plan

This percentage is calculated as:

$$\frac{(\text{annual total cost of the current plan} \textit{ minus} \textit{ annual total cost of the deemed best offer})}{\text{the annual cost of the current plan}}$$

This is to be reported by the following bands:

- a) greater than 0% and less than or equal to 5%
- b) greater than 5% and less than or equal to 10%
- c) greater than 10% and less than or equal to 15%
- d) greater than 15% and less than or equal to 20%
- e) greater than 20%

Note: The total number of MIRNs should equal B200.

B205 Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer

The count of small business gas MIRNs (consuming less than 1,000GJ per year) during the reporting month that received a message on their bill saying that they are not on the retailer's best offer.

B206 Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings

The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).

The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:

- a) greater than \$22 and less than or equal to \$100
- b) greater than \$100 and less than or equal to \$300
- c) greater than \$300 and less than or equal to \$500
- d) greater than \$500 and less than or equal to \$700
- e) greater than \$700 and less than or equal to \$900
- f) greater than \$900 and less than or equal to \$1,100

		<p>g) greater than \$1,100 and less than or equal to \$2,000 h) greater than \$2,000.</p> <p>Note: The total number of MIRNs should equal B205.</p>
B207	<p>Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent of the annual total cost of current plan</p>	<p>The count of small business gas MIRNs (consuming less than 1,000GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> $\frac{\text{(annual total cost of the current plan minus annual total cost of the deemed best offer)}}{\text{the annual cost of the current plan}}$ <p>This is to be reported by the following bands:</p> <ul style="list-style-type: none"> a) greater than 0% and less than or equal to 5% b) greater than 5% and less than or equal to 10% c) greater than 10% and less than or equal to 15% d) greater than 15% and less than or equal to 20% e) greater than 20% <p>Note: The total number of MIRNs should equal B205.</p>
B210	<p>Residential Gas MIRNs that received information on their bill that they are on the retailer's best offer</p>	<p>The count of residential gas MIRNs during the reporting month that received a message on their bill saying that they are on the retailer's best offer.</p>
B211	<p>Small Business Gas MIRNs that received information on</p>	<p>The count of small business gas MIRNs (consuming less than 1,000 GJ per year) during the reporting month that received a message on their bill saying that they are on the retailer's best offer.</p>

	their bill that they are on the retailer's best offer	
B220	Customer read estimates submitted to retailer (self-read of meter)	Reported separately for electricity and gas, the number of NMIs or MIRNs that submitted to their retailer a self-reported meter read before the due date for payment of the bill, during the reporting month.
B230	Residential accounts that missed bills during the month	Reported separately for electricity and gas, the count of residential accounts that did not pay part or total bill amount as at the due date of the bill, during the reporting month.
B231	Small business accounts that missed bills during the month	Reported separately for electricity and gas, the count of small business accounts that did not pay part or total bill amount as at the due date of the bill, during the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year.

3.2. Assistance indicators

Ref.	Indicators	Retailers are required to report the following data
AS012	Residential accounts receiving standard assistance	<p>The count of residential accounts on standard assistance, regardless of the level of total arrears as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas.</p> <p>These customers should be receiving at least 3 of the following:</p> <ul style="list-style-type: none"> a) making payments of an equal amount over a specified period b) options for making payments at different intervals c) extending by a specified period the pay-by date for a bill for at least one billing cycle in any 12 month period d) paying for energy use in advance. <p>Note: this indicator excludes customers that are on electricity or gas products that are generally available plans as structured prepaid/advance payment plans. The intention of this indicator is to capture customers that are on standard assistance to avoid getting into arrears, not to capture specific plan types or business models.</p>
AS022	Residential accounts receiving tailored assistance	<p>The count of residential accounts receiving tailored assistance (equivalent to or greater than the minimum assistance under tailored assistance), regardless of the level of total arrears, as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas. This indicator should be broken down in to two subsets:</p> <ul style="list-style-type: none"> a) customers who can pay at least their on-going usage, as defined in the definitions b) customers who cannot pay their on-going usage, as defined in the definitions.
AS031	Residential accounts receiving tailored assistance and receiving electricity concessions	<p>The count of residential accounts receiving tailored assistance during the reporting month that are also an electricity concession. An electricity concession customer is a residential customer that is recorded by the retailer as eligible for and receiving an electricity concession, where the concession is administered by the retailer.</p> <p>This indicator should be broken down into two subsets:</p>

		<p>a) An electricity concession account receiving tailored assistance as at the last day of the reporting month that can pay at least their on-going usage, as defined in the definitions.</p> <p>b) An electricity concession account receiving tailored assistance as at the last day of the reporting month that cannot pay their on-going usage, as defined in the definitions.</p>
AS032	Residential accounts receiving tailored assistance and receiving gas concessions	<p>The count of residential accounts receiving tailored assistance during the reporting month that also have a gas concession. A gas concession customer is a residential customer that is recorded by the retailer as eligible for and receiving a gas concession, where the concession is administered by the retailer.</p> <p>This indicator should be broken down in to two subsets:</p> <p>a) A gas concession account receiving tailored assistance as at the last day of the reporting month that can pay at least their on-going usage, as defined in the definitions.</p> <p>b) A gas concession account receiving tailored assistance as at the last day of the reporting month that cannot pay their on-going usage, as defined in the definitions.</p>
AS041	Residential accounts that are commencing tailored assistance, having previously received standard assistance	Reported separately for electricity and gas. The count of accounts that are commencing tailored assistance during the reporting month, that had previously received standard assistance in the last 6 months.
AS042	Residential accounts that are receiving tailored assistance, having previously received standard assistance	Reported separately for electricity and gas. The count of accounts that are receiving tailored assistance as at the end of the month, that had previously received standard assistance within the last 6 months.
AS050	Residential accounts that were offered practical assistance measures	<p>Reported separately for electricity and gas. The count of residential accounts that were offered practical assistance to reduce their energy cost during the reporting month. As per clause 128(1)(f) of the Energy Retail Code of Practice. Practical assistance to help a customer lower their energy costs including, but not limited to:</p> <ul style="list-style-type: none"> the tariff that is most likely to minimise the customer's energy costs, based on the retailer's knowledge of the customer's pattern of energy use and payment history

		<ul style="list-style-type: none"> • practical assistance to help the customer reduce their use of energy, based on the customer’s pattern of energy use and on the circumstances of where the customer lives, provided there is scope for action to be taken for that purpose • information about how the customer is progressing towards lowering their energy costs given at sufficient intervals for the customer to be able to adequately assess that progress. <p>Note: In the additional notes field at the end of the template for electricity and gas retailers can provide further information on the type and extent of practical assistance measures offered to their customers.</p>
AS061	Residential accounts no longer receiving tailored assistance due to their total arrears being \$0 or in credit	<p>The count of accounts that are no longer receiving tailored assistance and have total arrears of \$0 or are in credit at the end of their plan during the reporting month. Reported separately for electricity and gas.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p>
AS062	Residential accounts no longer receiving tailored assistance and total arrears above \$0	<p>The count of accounts that are no longer receiving tailored assistance and have total arrears that are above \$0 at the end of their plan during the reporting month. Reported separately for electricity and gas.</p> <p>Note: If an account is no longer receiving tailored assistance due to non-compliance, they should be reported against AS080 and not AS062. Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p>
AS070	Residential accounts no longer receiving tailored assistance due to switching, transferring or leaving the retailer	<p>The count of accounts that are no longer receiving tailored assistance because they switched / transferred to another retailer or otherwise left the retailer during the reporting month. Reported separately for electricity and gas.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p>
AS080	Residential accounts no longer receiving tailored	<p>The count of accounts that are no longer receiving tailored assistance because of not complying with requirements during the reporting month. Reported separately for electricity and gas.</p>

assistance for not complying with requirements	<p>As per clause 132(1)(a) and 132(1)(b) of the Energy Retail Code of Practice, which states that retailers must continue to provide assistance to a customer unless:</p> <ul style="list-style-type: none"> a) the customer has refused or failed to take reasonable action towards paying for their on-going energy use and repaying their total arrears or b) the customer has refused or failed to take on reasonable action towards making payments towards the cost of their on-going energy use, <p>following discussion between the retailer and the customer around varying the amount payable, or the frequency of those payments, or both, to give the customer more time to lower their energy costs.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutual exclusive and there should be no overlap or double counting.</p>
AS091	<p>Average duration (days) of residential accounts currently receiving tailored assistance (since 1 January 2019)</p> <p>Reported separately for electricity and gas, the average number of total days from 1 January 2019 an account has been receiving tailored assistance, starting from the plan creation date and is still currently receiving assistance as at the last day of the reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) customers who can pay at least their on-going usage, as defined in the definitions. b) customers who cannot pay their on-going usage, as defined in the definitions. <p>Note: This indicator should only measure accounts that are still receiving tailored assistance as at the last day of the reporting month. The duration should not count days an account was not receiving assistance due to completion or suspension of assistance.</p>
AS100	<p>Small business accounts receiving payment assistance</p> <p>Reported separately for electricity and gas, the count of small business accounts receiving such as payment flexibility to avoid getting into arrears or payment assistance to pay their ongoing usage, pay their arrears or lower their energy cost, as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. This indicator should be limited only to customers receiving their current round of payment assistance. Our definition assumes that customer arrears are based on the unpaid invoices of a customer.</p>

AS110	Residential accounts that deferred payments	Reported separately for electricity and gas, the count of residential accounts deferring payments as at the last day of the reporting month.
AS111	Small business accounts that deferred payments	Reported separately for electricity and gas, the count of small business accounts deferring payments as at the last day of the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year.
AS120	Other residential accounts with arrears	Reported separately for electricity and gas, the count of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month. This indicator should be reported into two subsets: <ul style="list-style-type: none"> a) Residential accounts that owe less than \$300 as at the last day of the reporting month b) Residential accounts that owe greater than or equal to \$300 as at the last day of the reporting month.
AS121	Other small business accounts with arrears	Reported separately for electricity and gas, the count of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts deferring payments, as at the last day of the reporting month. This indicator should be reported into two subsets: <ul style="list-style-type: none"> a) Small business accounts that owe less than \$300 as at the last day of the reporting month b) Small business accounts that owe greater than or equal to \$300 as at the last day of the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year.

3.3. Arrears indicators

Ref.	Indicators	Retailers are required to report the following data
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Performance indicator schedule – gas and electricity licensees

AR011	Average total arrears of residential accounts receiving tailored assistance (\$)	<p>Reported separately for electricity and gas, the average total arrears of each account receiving tailored assistance as at the last day of reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) accounts that can pay at least their on-going usage, as defined in the definitions. b) accounts that cannot pay their on-going usage, as defined in the definitions. <p>Note: These are the same accounts as referred to in AS022.</p>
AR021	Average total arrears of residential accounts commencing tailored assistance (\$)	<p>Reported separately for electricity and gas, the average total arrears of accounts upon commencement of tailored assistance during the reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) accounts that can pay at least their on-going usage, as defined in the definitions. b) accounts that cannot pay their on-going usage, as defined in the definitions.
AR031	Residential accounts that commenced tailored assistance and their totals arrears	<p>Residential accounts that commenced tailored assistance during the reporting month and their totals arrears. Reported separately for electricity and gas. The count of accounts commencing tailored assistance during the reporting month, with total arrears on commencement that were:</p> <ul style="list-style-type: none"> a) less than \$55 (including credits) b) greater than or equal to \$55 but less than \$1,000 c) greater than or equal to \$1,000 but less than \$2,000 d) greater than or equal to \$2,000 but less than \$3,000 e) greater than or equal to \$3,000 but less than \$5,000 f) greater than or equal to \$5,000. <p>Note: These are the same accounts as referred to in AR021.</p>
AR041	Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old	<p>Reported separately for electricity and gas. The count of accounts receiving tailored assistance that are in total arrears as at the last day of the reporting month of:</p> <ul style="list-style-type: none"> a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12 months old but less than 24 months old

- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old
- d) greater than \$5,000 where the total arrears is more than 12 months old but less than 24 months old.

Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR042 Residential accounts receiving tailored assistance, with aged total arrears older than 24 months

Reported separately for electricity and gas. The count of accounts receiving tailored assistance that are in total arrears as at the last day of the reporting month of:

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old.
- d) greater than \$5,000, where the total arrears is more than 24 months old.

Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR051 Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old

Reported separately for electricity and gas. The count of accounts not receiving tailored assistance that are in total arrears as at the last day of the reporting month of:

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12 months old but less than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old

		<p>d) greater than \$5,000, where the total arrears is more than 12 months old but less than 24 months old.</p> <p>Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.</p>
AR052	Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months	<p>Reported separately for electricity and gas. The count of accounts not receiving tailored assistance that are in total arrears as at the last day of the reporting month of:</p> <p>a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old</p> <p>b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old</p> <p>c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old</p> <p>d) greater than \$5,000 where the total arrears is more than 24 months old.</p> <p>Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.</p>
AR060	Average total arrears of small business accounts receiving payment assistance (\$)	<p>Reported separately for electricity and gas, the average total arrears of each small business account receiving such as payment flexibility to avoid getting into arrears or payment assistance to pay their ongoing usage, pay their arrears or lower their energy cost, as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS100.</p>
AR070	Average total amount deferred by residential accounts (\$)	<p>Reported separately for electricity and gas, the average total amount deferred by residential accounts as at the last day of the reporting month.</p> <p>Note: These are the same accounts as referred to in AS110.</p>

AR071	Average total amount deferred by small business accounts (\$)	Reported separately for electricity and gas, the average total amount deferred by small business accounts as at the last day of the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS111.
AR080	Average total arrears of other residential accounts with arrears (\$)	Reported separately for electricity and gas, the average total arrears of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month. This indicator should be reported into two subsets: <ul style="list-style-type: none"> a) The average arrears of residential accounts that owe less than \$300 as at the last day of the reporting month b) The average arrears of residential accounts that owe greater than or equal to \$300 as at the last day of the reporting month. Note: These are the same accounts as referred to in AS120(a) and AS120(b).
AR081	Average total arrears of other small business accounts with arrears (\$)	Reported separately for electricity and gas, the average total arrears of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts which have deferred payments, as at the last day of the reporting month. This indicator should be reported into two subsets: <ul style="list-style-type: none"> a) The average arrears of small business accounts that owe less than \$300 as at the last day of the reporting month b) The average arrears of small business accounts that owe greater than or equal to \$300 as at the last day of the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. These are the same accounts as referred to in AS121(a) and AS121(b).

3.4. Disconnection indicators

Ref.	Indicators	Retailers are required to report the following data
D050A	Disconnection for non-payment (residential NMI or MIRN)	<p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.</p> <p>Note: These disconnections are as per section 40SM(1)(f) of the Electricity Industry Act or section 48DO(1)(f) of the Gas Industry Act, requiring that residential customers are only disconnected as a last resort for non-payment. If an account was disconnected twice in the same month, this is counted as two disconnections.</p> <p>Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p>
D050B	Disconnection for non-payment (small business NMI or MIRN)	<p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.</p> <p>Note: If NMIs or MIRNs were disconnected twice in the same month, this is counted as two disconnections. Small business customers are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p> <p>Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p>
D051A	Other disconnections (residential NMI or MIRN)	<p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs disconnected during the reporting month that were not included in the indicator 'disconnections for non-payment' (residential accounts).</p> <p>If NMIs or MIRNs were disconnected twice in the same month, this is counted as two disconnections.</p> <p>Note: This indicator does not include disconnections due to non-payment (as per indicator D050A).</p>

		<p>Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p>
D051B	Other disconnections (small business NMI or MIRN)	<p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs during the reporting month that were not included in the indicator 'disconnections for non-payment'.</p> <p>Note: Small business customers are those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year. This indicator does not include disconnections due to non-payment (as per indicator D050B).</p> <p>Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p>
D060A	Reconnections within 7 days of disconnections for non-payment (residential NMI or MIRN)	<p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for non-payment (D050A) during the reporting month.</p> <p>Note: Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period. The 7 days are inclusive, with the day of disconnection being counted as the first day and include weekends.</p>
D060B	Reconnections within 7 days of disconnections for non-payment (small business NMI or MIRN)	<p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for non-payment (D050B) during the reporting month.</p> <p>Note: Small business customers; that is, those consuming less than 40 MWh of electricity or 1,000 GJ of gas a year.</p> <p>Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that</p>

		period. The 7 days are inclusive, with the day of disconnection being counted as the first day, including weekends.
D090	Disconnections on more than one occasion	Reported separately for electricity and gas, the number of accounts that have been disconnected for non-payment multiple times in the last 24 months.
D140	Disconnections for non-payment (NMI or MIRN) which did not receive tailored or standard assistance	Reported separately for electricity and gas, the number of NMIs or MIRNs which the supply was disconnected for non-payment during each month within the reporting period, which had not received tailored or standard assistance within the 6 months prior to the disconnection date.
D150	Residential accounts where their total arrears were referred or sold to a collection agency/third party after disconnection	<p>Reported separately for electricity and gas. The count of residential accounts for which total arrears were referred or sold after disconnection to a collection agency/third party after disconnection counted as at the date of the referral.</p> <p>Note: in accordance with clause 144(2) of the Energy Retail Code of Practice, the sale of debt cannot occur within 10 business days of disconnection.</p>
D161	Residential accounts with total arrears as at the time of disconnection that were disconnected for non-payment	<p>Reported separately for electricity and gas. The count of accounts disconnected for non-payment with total arrears as at the time of disconnection, during the reporting month:</p> <ul style="list-style-type: none"> c) less than \$300 (including zero or credit) d) greater than or equal to \$300 but less than \$1,000 e) greater than or equal to \$1,000 but less than \$2,000 f) greater than or equal to \$2,000 but less than \$5,000 g) greater than or equal to \$5,000 <p>Note: Our definition assumes that accounts' arrears are based on the unpaid invoices of a customer and covers the total arrears on an account.</p>

D170	Notices delivered to residential accounts related to unpaid bills and disconnection warning notices	<p>Reported separately for electricity and gas. The count of notices issued to an account where the amount outstanding is greater than \$300 (inclusive of GST), where the account is not disconnected in that month. Provide data separately for:</p> <ul style="list-style-type: none"> a) reminder notices about unpaid bills b) disconnection warning notices.
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3.5. Call centre indicators

Ref.	Indicators	Retailers are required to report the following data
CC010	Calls to account line	<p>The total number of calls to a retailer’s account line received during the month, including calls answered by an automated response service or IVR*, reported under a single ‘energy’ category.</p> <p>Excludes calls to sales, unless transferred after initial enquiry at the customer’s request.</p> <p>Only calls from Victorian retail customers (residential and business) should be reported.</p> <p>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</p> <p>*Integrated Voice Response (IVR) ~ technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.</p>
CC020	Calls to an operator	<p>The total number of calls to an operator or customer service officer received during the month, reported under a single ‘energy’ category. Where retailers use an automated or IVR telephone system, this includes those calls where the customer has selected the relevant operator option (that is, indicated they wish to be connected to an operator) and excludes all calls that do not require operator attention:</p> <ul style="list-style-type: none"> • any calls abandoned <i>before</i> the customer opts to speak to an operator • IVR calls where the customer does not select an operator option. <p>Excludes calls to sales, unless transferred after initial enquiry at the customer’s request.</p> <p>Only calls from Victorian retail customers (residential and business) should be reported.</p> <p>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</p>

Note: By default, this will also enable calculation of calls handled by an IVR.		
CC030	Calls to an operator responded to within 30 seconds	<p>The total number of calls to an operator during the month, reported under a single 'energy' category, that were responded to within 30 seconds.</p> <p>Includes calls abandoned within 30 seconds (on the basis that the caller has not allowed sufficient time for the retailer to meet its service standard).</p> <p>Where retailers use an automated or IVR telephone system, the measurement period is calculated from the time that the customer selects an operator option (that is, if the caller's enquiry is answered by the IVR, meaning they don't need to speak to an operator, the call is not counted). For non-IVR telephone systems, the measurement period commences when the call is received by the switchboard.</p> <p>Where a retailer provides an option to call the customer back within a specified time period (rather than have the customer wait on hold until the next operator is available), the call will be considered to have been answered within 30 seconds providing the caller selected the option within 30 seconds and the telephone call was returned by the call centre within the specified time.</p> <p>Only calls from Victorian retail customers (residential and business) should be reported.</p> <p>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</p>
CC040	Average waiting time (in seconds)	<p>The average time in seconds waited by callers before an operator answered their call, during the month; reported under a single 'energy' category and calculated as follows:</p> $\frac{\text{total time waited by callers during the month}}{\text{Calls to an operator} \textit{ minus } \textit{Abandoned calls}}$ <p>This indicator requires a retailer to report on the time waited by callers before a call is answered and so only answered calls are relevant. This indicator should not include abandoned calls, nor include the average waiting time before a call is abandoned.</p> <p>Where an IVR system operates, it is not appropriate to regard the call as answered as soon as the IVR system accepts the call.</p>

Only calls from Victorian retail customers (residential and business) should be counted.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

CC050 Abandoned calls

The total number of calls abandoned during the month while awaiting operator response after being forwarded to an operator, reported under a single 'energy' category. For retailers with an IVR telephone system, only those calls where the customer had already selected the operator option before abandoning the call are counted.

Only calls from Victorian retail customers (residential and business) should be reported.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

3.6. Complaints indicators

Ref.	Indicators	Retailers are required to report the following data
C010	Complaints – billing	<p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) those regarding:</p> <ul style="list-style-type: none">• prices• overcharging (including incorrect meter readings)• high bills• billing errors• payment terms and methods• failure to receive government rebates• failure to provide advance notice of changes to price and benefits• debt recovery practices

- imminent and actual disconnection
- best offer.

Provide data separately for:

- a) Residential
- b) Small business

* If a customer has both electricity and gas accounts with a retailer and makes a single billing complaint of a general nature (for example, relating to the retailer's debt recovery practices), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

C020	Complaints – marketing	<p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) complaints associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service, and complaints regarding:</p> <ul style="list-style-type: none"> • sales approach or conduct • advertising campaigns • energy fact sheets • contract terms • sales techniques • unclear advice • misleading conduct. <p>Provide data separately for:</p> <ul style="list-style-type: none"> a) Residential b) Small business
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* If a customer makes a single complaint regarding the marketing of both electricity and gas, retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

C030 Complaints – customer transfers The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, regarding the financial responsibility for a customer’s electricity and/or gas account being transferred to either an existing or new retailer, and includes (but not limited to):

- failure to transfer within a certain time period
- disruption of supply due to transfer
- billing problems directly associated with transfer (for example, billing delays).

Provide data separately for:

- a) Residential
- b) Small business

* If a customer makes a single complaint of a general nature regarding the transfer of both their electricity and gas accounts to a retailer (for example, failure to transfer within a certain time period), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

C040 Complaints – other The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, that do not classify as a billing, marketing or customer transfer complaint. Examples include (but are not limited to):

- poor customer service
- privacy issues
- failure to respond to complaints
- health and safety concerns.

Provide data separately for:

- a) Residential
- b) Small business

* If a customer makes a single complaint of a general nature not specific to either electricity or gas (for example, a privacy concern), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.