Western Australia

Electricity Industry Act 2004

# Alternative Electricity Services Code of Practice 2026

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Western Australia

# Alternative Electricity Services Code of Practice 2026

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Electricity Industry Act 2004

# Alternative Electricity Services Code of Practice 2026

Issued by the Minister.

## Part 1 — Preliminary

### 1. Citation

This code is the *Alternative Electricity Services Code of Practice 2026*.

### 2. Commencement

This code comes into operation as follows —

(a) Part 1 (other than clause 3) — on the day on which this code is published on the WA legislation website;

(b) the rest of the code — on 1 February 2027.

### 3. Terms used

(1) In this code —

***ABN*** means ABN (Australian Business Number) as defined in the *A New Tax System (Australian Business Number) Act 1999* (Cth) section 41;

***AES provider*** means a person registered to provide an alternative electricity service under Part 3A of the Act;

***business day*** means a day other than a Saturday, a Sunday or a public holiday throughout the State;

***complaint*** means an expression of dissatisfaction made to or about a person, related to their products, services, staff or the

handling of a complaint, for which a response or resolution is explicitly or implicitly expected or legally required;

***customer details***, of a customer, means —

(a) the customer's name; and

(b) the customer's email address; and

(c) the customer's supply address; and

(d) whether the customer is an individual or a body corporate;

***electricity ombudsman*** has the meaning given in section 92(1) of the Act;

***family violence*** has the meaning given in the *Restraining Orders Act 1997* section 5A(1);

***GST*** has the meaning given in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) section 195-1;

***hardship customer*** means a residential customer identified by the customer's AES provider as a customer experiencing payment difficulties due to financial hardship;

***non-residential customer*** means a customer other than a residential customer;

***payment plan*** has the meaning given in clause 4(1);

***residential customer*** means a customer who uses electricity solely for domestic use;

***supply address***, of a customer, means the land on which an OPS system used to provide an OPS AES to the customer is, or will be, installed;

***vulnerable customer*** means a customer affected by family violence.

Note for this subclause:

A word or expression used in this code has the same meaning as it has in the Act. See section 59Y(1) of the Act and the *Interpretation Act 1984* section 44.

(2) A word or expression used in this code has the same meaning as it has in the *Electricity Industry (Alternative Electricity Services) Regulations 2026*.

# Part 2 — General requirements

## 4. Payment plans

(1) A ***payment plan*** is an arrangement between an AES provider and a customer for the customer to pay, by periodic instalments, any amounts payable by the customer to the provider for, or in relation to, the provision of an alternative electricity service.

(2) A payment plan must not include —

(a) fees or other charges for the establishment or ongoing administration of the payment plan; or

(b) any interest on amounts payable under the payment plan.

## 5. AES provider must ensure third party complies with code

(1) In this clause —

***AES marketing agent*** means a person, or a representative, agent or employee of the person, who acts on behalf of an AES provider —

(a) for the purpose of obtaining new customers for the provider; or

(b) in dealings with existing customers in relation to agreements for the provision of an alternative electricity service.

(2) An AES provider must ensure that any person engaged by the provider to act on its behalf, including an AES marketing agent, complies with this code as if the code applied to the person.

(3) Anything done or not done by the person on behalf of the provider, that if done or not done by the provider would be a breach of this code, is taken to be a breach of this code by the provider.

## 6. Contact for purposes of marketing

(1) In this clause —

***identifying details***, of an AES provider, means the provider's name, telephone number and ABN.

(2) An AES provider must —

(a) comply with any clearly visible signs at premises that indicate that —

(i) canvassing is not permitted; or

(ii) no advertising or marketing material is to be left at the premises;

and

(b) when contacting a customer or a potential customer for the purposes of marketing, provide —

(i) the identifying details of the provider to the customer or potential customer; and

(ii) at the request of the customer or potential customer, the contact details of the electricity ombudsman.

(3) A person who carries out face-to-face marketing for an AES provider must wear a visible and legible identification card displaying the following —

(a) the name of the person;

(b) a photograph of the person;

(c) the name of the provider.

## 7. Policies must be published on website

(1) An AES provider that maintains a website must publish the following information on its website —

(a) the provider's complaints and dispute resolution procedure;

(b) the contact details for the electricity ombudsman;

(c) an electronic link to access a copy of this code;

(d) if applicable, the provider's hardship policy and family violence policy.

(2) The provider must, at a customer's request and without charge —

(a) send an electronic copy of the information to the customer by an electronic means nominated by the customer; or

(b) give a hard copy of the information to the customer.

## 8. Written information

Written information given to a customer by an AES provider under this code must be —

(a) expressed in clear, simple and concise language; and

(b) provided in a format that is easy to read.

# Part 3 — OPS AES

## Division 1 — Preliminary

### 9. Term used: OPS meter

In this Part —

***OPS meter***, for an OPS system, means a meter used to measure and record —

(a) electricity produced or stored by the OPS system; and

(b) electricity used from the OPS system.

## Division 2 — OPS service provider requirements

### 10. Disclosure statement

(1) In this clause —

***ACL*** means —

(a) the Australian Consumer Law as defined in the *Competition and Consumer Act 2010* (Cth) section 4(1); and

(b) the Australian Consumer Law (WA) as defined in the *Fair Trading Act 2010* section 17(1).

(2) Before entering into an OPS agreement with a person who will be a customer under the OPS agreement, an OPS service provider must give the person a written disclosure statement.

(3) The disclosure statement must contain the following information —

(a) the OPS service provider's name (including any trading name), ABN, contact details and registration number;

(b) a statement that the OPS agreement is separate from, and additional to, any other agreement or contract for the supply of electricity to the customer from a licensed network, nested network or private network;

(c) a statement that this code and the ACL apply to the provider;

(d) how a customer can access a copy of this code;

(e) a summary of the main rights and obligations of the customer and the provider under the OPS agreement, including the rights of each party to vary or terminate the OPS agreement;

(f) the circumstances under which a customer may, or may be required to, purchase an OPS system outright;

(g) the following amounts payable by a customer —

(i) the estimated costs over the first 12 months of an OPS agreement, including how the costs are calculated;

(ii) the price per unit for electricity produced or used by the customer;

(iii) any applicable subscription fees, membership fees or other charges, including their frequency;

(iv) any other fees and charges (such as late payment fees or early termination fees) that might be charged under the OPS agreement;

(h) a description of a customer's entitlement to use electricity from an OPS system and, if the entitlement is limited in any way, a clear summary of the limitation and the circumstances in which the limitation applies;

(i) whether the OPS system can operate independently of the supply of electricity to a customer from a licensed network, nested network or private network;

(j) who will own the data from the OPS system;

(k) how the data will be used, stored or shared, including how the customer can access the data;

(l) a general schedule of maintenance for an OPS system, including —

(i) the type of access that is required to be provided by a customer for the provider to maintain the OPS system; and

(ii) how the customer will be notified about maintenance work on the OPS system;

(m) the contact details of the person who will perform maintenance of, or repairs to, the OPS system;

(n) how the provider will assist if a customer is —

(i) a hardship customer; or

(ii) experiencing family violence;

(o) how a customer can make a complaint to the provider;

(p) how a small use customer can refer a complaint or dispute to the electricity ombudsman;

(q) the telephone number for interpreter services, identified by the National Interpreter Symbol, and any other services that can assist customers with a speech or hearing impairment.

## 11. Content of OPS agreement

(1) An OPS service provider must ensure that an OPS agreement includes the following information —

(a) the prices, or the fees or charges (including membership or subscription fees), that apply in relation to the production, consumption or use of electricity under the agreement;

(b) any other fees or charges that may be payable by the customer under the agreement;

(c) the payment options available to the customer;

(d) the frequency at which the customer will be billed under the agreement;

(e) any right of the provider to unilaterally vary prices, fees or charges, including an explanation of the circumstances in which they may be varied;

(f) the rights of the parties to terminate, vary or assign the agreement;

(g) how the customer may, or may be required to, purchase the OPS system at the end of the agreement term and a description of the cost of the purchase (such as a depreciated schedule), if applicable;

(h) a description of the customer's entitlement to use electricity from the OPS system and, if the entitlement is limited in any way —

(i) a clear summary of the limitation (known as a ***control event***) and the circumstances in which the control event applies; and

(ii) an estimate of how often the control event may occur in a year; and

(iii) an outline of the practical impact of the control event on the customer; and

(iv) whether there are penalties or compensation for the customer in connection with the control event; and

(v) whether the customer will be notified before, during or after the control event;

(i) whether the OPS system operates independently of the supply of electricity to the customer from a licensed network, nested network or private network and, if it does, its capacity to supply electricity under those circumstances;

(j) the circumstances in which the provider may disrupt the supply of electricity from the OPS system to the customer.

(2) The agreement must —

(a) include a cooling-off period of at least 10 business days during which the customer may, by written notice to the provider, terminate the agreement; and

(b) be consistent with, and include all of the information contained in, the disclosure statement given to the customer under clause 10(2).

### 12. OPS service provider must give customer copy of OPS agreement

An OPS service provider who enters into an OPS agreement with a customer must give to the customer, at no charge, a copy of the OPS agreement when the OPS agreement is entered into.

### 13. Pricing

(1) An OPS service provider must, at any time on the request of a customer, give the customer information about the provider's prices, fees and charges.

(2) An OPS service provider must not charge unreasonable late payment fees for late payment of an amount due under the OPS agreement.

(3) An OPS service provider must not demand payment of any amount from a customer otherwise than in accordance with —

(a) the OPS agreement to which the provider and customer are both parties; or

(b) this code.

### 14. Variation to prices, fees or charges

(1) An OPS service provider must give a customer notice of any variation of the prices, fees or charges payable by the customer.

(2) The notice must be given to the customer at least 5 business days before the variation applies.

(3) The notice must include the following information —

(a) the date on which the variation will apply;

(b) the customer's existing prices, fees or charges;

(c) the customer's prices, fees or charges after the variation applies.

(4) The variation to the customer's prices, fees or charges must not apply before —

(a) the first day of the next billing period after the day on which the notice is given to the customer; or

(b) if another day is agreed between the provider and the customer — the agreed day.

### 15. Obligation to notify customer of change of OPS service provider

(1) This clause applies if —

(a) a person becomes the OPS service provider for an OPS system because the person is granted a registration for the OPS AES under Part 3A of the Act; and

(b) immediately before the person becomes the provider for the OPS system, another person was the provider for the OPS system.

(2) The person must, within 48 hours after becoming the provider for the OPS system —

(a) give the customer in relation to the OPS system written notice that the person is the provider for the OPS system; and

(b) provide the customer with the name and contact details of the provider.

### 16. Disruption of supply for maintenance or repairs

An OPS service provider carrying out maintenance or repairs on an OPS system must —

(a) at least 3 business days before the maintenance or repairs start, give the customer notice of any period during which the supply of electricity from the OPS system will be disrupted and the reason for the disruption; and

(b) as soon as reasonably practicable, restore the supply of electricity from the OPS system.

### 17. Faulty OPS system

(1) This clause applies during any period in which an OPS system is unable to produce or store electricity.

(2) The OPS service provider must not charge the customer any fee or charge for a subscription or membership in relation to the period unless —

(a) the OPS system is designed to both produce and store electricity; and

(b) the OPS system is able to either produce or store electricity; and

(c) the OPS service provider charges the customer a reasonably reduced fee or charge for the subscription or membership.

(3) The OPS agreement must not be extended or renewed only because the OPS system is unable to produce or store electricity.

## Division 3 — Metering

### 18. Installation of meter

(1) An OPS service provider must ensure that —

(a) an OPS meter is connected to an OPS system installed at a supply address; and

(b) the OPS meter accurately measures the following —

(i) if the OPS system stores electricity — the storage of electricity from the OPS system;

(ii) if the OPS system produces electricity — the production and use of electricity from the OPS system.

(2) The OPS meter must comply with —

(a) any applicable specifications or guidelines specified by the National Measurement Institute under the *National Measurement Act 1960* (Cth); and

(b) any other applicable standard that the OPS meter is required to comply with under a written law.

### 19. Meter testing

(1) This clause applies if a customer requests an OPS service provider to test an OPS meter.

(2) The provider must —

(a) advise the customer of the amount payable to the provider if the test determines that the OPS meter is not faulty; and

(b) test the OPS meter no later than 10 business days after the request is made.

(3) The test must —

(a) determine whether the OPS meter is measuring whichever of the following is applicable in relation to the OPS system —

(i) the production of electricity by the OPS system;

(ii) the storage of electricity by the OPS system;

(iii) the use of electricity from the OPS system;

and

(b) measure the accuracy of the OPS meter.

(4) If the test determines that the OPS meter is not faulty, the provider may require the customer to pay a reasonable fee for carrying out the test.

**20. OPS service provider must read meter on request**

(1) This clause applies if a customer requests an OPS service provider to read the customer's OPS meter.

(2) Subject to subclause (3), the provider must, as soon as reasonably practicable, read the customer's OPS meter.

(3) If the OPS meter will be read on a day other than a day on which the meter would have ordinarily been read, the provider —

(a) may charge the customer a reasonable fee for the meter reading; and

(b) must, before reading the meter —

(i) advise the customer of the amount payable for the reading; and

(ii) obtain the customer's consent to payment of the amount.

# Division 4 — Billing

## Subdivision 1 — Bills

### 21. Issue of bills

(1) An OPS service provider must issue a bill to a customer —

(a) if the provider and the customer agree to a billing period — once in each billing period; or

(b) otherwise — at least once every 2 months.

(2) The bill must be issued to the customer —

(a) in paper form or electronic form; or

(b) using a mobile application or an electronic communication portal, but only if the customer consents to its use.

(3) The provider must not charge the customer a fee to provide a bill in paper form.

### 22. Contents of bill

(1) An OPS service provider must include the following information on a bill issued to a customer —

(a) the provider's name (including any trading name), ABN and contact details;

(b) the customer details of the customer;

(c) the customer's account number or unique identifier;

(d) the meter identification number of any OPS meter installed at the supply address;

(e) the amount of electricity —

(i) produced by, or used by the customer from, the OPS system; or

(ii) if the bill is based on an estimate — estimated to be produced by the OPS system;

(f) the amount due under the bill;

(g) the telephone number for interpreter services, identified by the National Interpreter Symbol, and any other services that can assist customers with a speech or hearing impairment;

(h) a telephone number and email address for billing and payment enquiries;

(i) if the customer is a residential customer — information about the provider's hardship policy and family violence policy;

(j) if the customer is a small use customer — the telephone number for the electricity ombudsman.

(2) For the purposes of subclause (1)(f), the bill must include the following information in relation to the amount due under the bill —

(a) the total amount due;

(b) the start and end dates of the period covered by the bill;

(c) the date by which the amount due must be paid or, if the provider and customer have agreed that payment is to be made by direct debit, the date on which the amount due will be debited;

(d) the price per unit for the electricity used by the customer, if applicable;

(e) the amount owed by, or held to the credit of, the customer;

(f) a description of any other fees or charges payable, including the amounts payable;

(g) if the customer is under a payment plan — payments made under the payment plan and the total amount still owed under the payment plan;

(h) a statement that a late payment fee may be charged if payment is not made by the due date;

(i) the methods for paying the amount due.

(3) For the purposes of subclause (2)(c), the date for payment must not be earlier than 7 business days after the date on which the bill is issued.

(4) The bill must indicate, for each amount shown on the bill —

(a) the amount of GST payable in relation to the amount; and

(b) whether the amount as shown includes the GST.

### 23. Calculation of certain amounts for supply of electricity

(1) This clause applies to an OPS service provider required to calculate an amount payable for the production or use of electricity from an OPS system based on a cents per kilowatt hour rate.

(2) The provider must, for the purposes of calculating the amount payable —

(a) read the customer's OPS meter to determine the production or use of electricity from the OPS system; or

(b) if the provider is not reasonably able to read the OPS meter — estimate the production of electricity by the OPS system.

(3) If subclause (2)(b) applies, the customer's bill must be accompanied by —

(a) a statement that the amount due is based on an estimate of the production of electricity from the OPS system; and

(b) an explanation of the method used to determine the estimate.

### 24. Billing data

(1) In this clause —

***billing data*** means the information in relation to a customer that is required to be included in a bill issued to the customer.

(2) An OPS service provider must keep a record of the billing data for a customer for at least 2 years after the record is made.

(3) The provider must, on request by a customer, give the customer a copy of the customer's billing data.

(4) The provider may require the customer to pay a reasonable charge for the billing data only if the request is made within 6 months after the customer's previous request for the billing data.

### 25. Payment methods

(1) An OPS service provider must accept payment for a bill —

(a) by electronic funds transfer; and

(b) by at least 1 other method of payment nominated by the provider.

(2) This clause does not limit any other method for the payment of a bill that may be agreed between the provider and the customer, including the option of payment by direct debit.

### 26. Review of bill

(1) An OPS service provider must, on request by a customer, review a bill issued to the customer.

(2) If the provider determines that the bill is correct, the provider —

(a) may require the customer to pay the bill; and

(b) must advise the customer that the customer may request an OPS meter test; and

(c) must advise the customer about —

(i) the provider's complaints and dispute resolution procedure; and

(ii) if the customer is a small use customer — how to make a complaint to the electricity ombudsman.

(3) If the provider determines that the bill is incorrect, the provider must —

(a) determine whether the customer has been undercharged or overcharged in relation to the billing period; and

(b) advise the customer that the customer may request an OPS meter test; and

(c) if the customer has been undercharged — comply with clause 27 (if applicable); and

(d) if the customer has been overcharged — comply with clause 28.

### Subdivision 2 — Undercharging and overcharging

### 27. Undercharging

(1) This clause applies if a customer has been undercharged in relation to a billing period as a result of —

(a) an act or omission of an OPS service provider; or

(b) a fault in, or incorrect operation of, the OPS meter installed at the customer's supply address.

(2) The provider must, as soon as practicable after becoming aware of the undercharging, inform the customer about —

(a) the amount undercharged; and

(b) whether the customer must pay the amount; and

(c) if the customer must pay the amount — a description of the services covered by the amount.

(3) The customer is not required to pay —

(a) the amount undercharged if the amount has been undercharged more than 12 months before the customer was notified about the undercharging; or

(b) any interest on the amount undercharged.

(4) If the customer is a residential customer, the provider must offer the customer time to pay the amount undercharged under a payment plan for a period at least equal to the period during which the undercharging occurred.

### 28. Overcharging

(1) If a customer is overcharged by an OPS service provider, the provider must inform the customer of the overcharged amount within 10 business days after becoming aware of it.

(2) The provider must, within 20 business days after informing the customer —

(a) if requested by the customer — pay the overcharged amount into a bank account nominated by the customer; or

(b) otherwise — credit the overcharged amount to the customer, including towards payment of the customer's debt to the provider, if any.

(3) No interest is payable on an overcharged amount.

## Division 5 — Financial hardship and family violence

### Subdivision 1 — Financial hardship

### 29. Hardship policy

(1) An OPS service provider must develop, maintain and implement a ***hardship policy*** to assist hardship customers to manage their payments to the provider.

(2) A hardship policy must include the following information —

(a) a statement encouraging customers to contact the provider if they are experiencing difficulties paying their bill;

(b) processes for identifying hardship customers including —

(i) how a customer may nominate a person to communicate with the provider on their behalf; and

(ii) the information about a customer that the provider may reasonably request from the customer to assess whether the customer is a hardship customer; and

(iii) how and when the customer will be notified about whether the customer is a hardship customer;

(c) a statement that the provider will treat all customers sensitively and respectfully;

(d) a statement that the provider will offer hardship customers additional time to pay an amount due through a payment plan;

(e) a statement that the provider will consider reducing or waiving the fees, charges or debt of hardship customers;

(f) how to identify appropriate financial counselling services and programs to assist customers;

(g) how the provider will treat information disclosed by the customer to the provider and information held by the provider in relation to the customer.

(3) The provider must, as soon as practicable after identifying a customer as a hardship customer, inform the customer about the provider's hardship policy.

### 30. Non-residential customers

An OPS service provider must consider a reasonable request for a payment plan from a non-residential customer that is experiencing payment difficulties due to financial hardship.

## Subdivision 2 — Family violence

### 31. Family violence policy

(1) An OPS service provider must develop, maintain and implement a ***family violence policy*** to assist vulnerable customers.

(2) A family violence policy must contain the following information —

(a) a statement that the provider will, on the customer's request, take reasonable steps to protect the confidentiality of the vulnerable customer's information;

(b) processes to establish, record and use a safe method of communication with a vulnerable customer;

(c) flexible payment options (including payment plans) for the payment of bills by vulnerable customers;

(d) processes to ensure that a vulnerable customer does not have to refer to, or disclose, their situation during each contact with the provider or another person acting on behalf of the provider;

(e) processes to review the circumstances of a vulnerable customer before taking action for failure to pay an amount due;

(f) processes to review, and reduce or waive, any fees and charges payable by a vulnerable customer;

(g) processes to consider and minimise the potential impact of debt collection on a vulnerable customer;

(h) processes to determine whether another person is responsible for an amount owing for electricity supplied to a vulnerable customer's supply address.

### 32. Customers affected by family violence

(1) An OPS service provider must identify a residential customer as a vulnerable customer if —

(a) the customer informs the provider that the customer is affected by family violence; or

(b) the provider otherwise has reason to believe that the customer is affected by family violence.

(2) The provider must, as soon as practicable after identifying a customer as a vulnerable customer, inform the customer about its family violence policy.

(3) The provider must not require written evidence of family violence from a residential customer.

## Division 6 — Disconnection and reconnection of OPS system

### 33. Terms used

In this Division —

***disconnect***, in relation to an OPS system, means to take action in order to prevent the flow of energy from the OPS system to a customer's supply address;

***reconnect***, in relation to an OPS system, means to take action to enable the flow of energy from the OPS system to a customer's supply address.

### 34. Disconnection for failure to pay amount due

(1) This clause applies if a customer of an OPS service provider does not —

(a) pay an amount due to the provider by the date by which it is due to be paid, including any instalment required under a payment plan; and

(b) enter into a payment plan or other payment arrangement with the provider to pay the amount due.

(2) The provider must, at least 15 business days after the amount is due, give the customer a copy of the bill relating to the amount due accompanied by written notice of the following —

(a) the provider's telephone number for billing and payment enquiries;

(b) if the customer is a residential customer — the provider's hardship policy and family violence policy;

(c) a statement that the provider may, at least 10 business days after the notice is given, arrange to disconnect the customer's OPS system if the customer does not pay the amount due;

(d) the provider's complaints and dispute resolution procedure, including information about the electricity ombudsman.

(3) The provider may arrange for the customer's OPS system to be disconnected if, at least 10 business days after the notice is given, the customer has not paid the amount due or entered into a payment plan with the provider to pay the amount due.

(4) This clause does not apply to a customer if —

(a) the amount due does not relate to the supply of electricity; or

(b) the amount due is less than $100; or

(c) each of the following applies —

(i) the customer has made a complaint to, or lodged a dispute with, the OPS service provider;

(ii) the complaint or dispute is unresolved.

### 35. Obligation on OPS service provider to arrange reconnection

(1) This clause applies if —

(a) an OPS system at a customer's supply address is disconnected by, or on behalf of, an OPS service provider under clause 34; and

(b) the customer pays the provider the amount or instalment owed or enters into a payment plan or other payment arrangement with the provider for the amount owed.

(2) The OPS service provider for the OPS system must arrange for the OPS system to be reconnected within 2 business days after the customer —

(a) makes the payment; or

(b) enters into the plan or arrangement.

(3) The provider may charge a reasonable fee for reconnection of the OPS system.

## Division 7 — Complaints and dispute resolution

### 36. Complaints and dispute resolution procedure

(1) An OPS service provider must develop, maintain and implement a ***complaints and dispute resolution procedure***.

(2) A complaints and dispute resolution procedure must include the following information —

(a) how complaints may be made by customers;

(b) how complaints and disputes will be handled by the provider;

(c) how and when the provider will respond to the complaint or dispute, including the provider's obligation under clause 37;

(d) how the customer may escalate a complaint or dispute to the electricity ombudsman.

(3) The complaints and dispute resolution procedure must be consistent with AS 10002:2022 *Guidelines for complaint management in organizations* published by Standards Australia.

(4) The provider must not charge the customer a fee for dealing with a complaint or resolving a dispute.

### 37. Advice about outcome of complaint

An OPS service provider must, within 20 business days after receiving a written complaint from a customer, inform the customer of the following —

(a) the outcome of the customer's complaint, including the reasons for the outcome; and

(b) if the customer is a small use customer —

(i) that the customer may refer the complaint or dispute to the electricity ombudsman; and

(ii) the contact details for the electricity ombudsman.

A. SANDERSON, Minister for Energy and Decarbonisation

# Defined terms

*[This is a list of terms defined and the provisions where they are defined. The list is not part of the law.]*

| Defined term | Provision(s) |
|---|---|
| ABN | 3(1) |
| ACL | 10(1) |
| AES marketing agent | 5(1) |
| AES provider | 3(1) |
| billing data | 24(1) |
| business day | 3(1) |
| complaint | 3(1) |
| complaints and dispute resolution procedure | 36(1) |
| control event | 11(1) |
| customer details | 3(1) |
| disconnect | 33 |
| electricity ombudsman | 3(1) |
| family violence | 3(1) |
| family violence policy | 31(1) |
| GST | 3(1) |
| hardship customer | 3(1) |
| hardship policy | 29(1) |
| identifying details | 6(1) |
| non-residential customer | 3(1) |
| OPS meter | 9 |
| payment plan | 3(1), 4(1) |
| reconnect | 33 |
| residential customer | 3(1) |
| supply address | 3(1) |
| vulnerable customer | 3(1) |

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