

2020/2021 INFORMATION PROVISION FOR PORTS NORTH EMBEDDED CUSTOMERS ON-SUPPLY OF ELECTRICITY

Background

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

The information provision statement is made in accordance with the *National Energy Retail Law Act 2014 (Qld) and Regulation 2014, in force on 19 December 2014*, National Energy Retail Law, National Energy Retail Rules as updated on 1 July 2020 and National Energy Retail Regulations, under the responsibility of Australian Energy Regulator (AER) which operates under Part IIIAA of the Competition and Consumer Act 2010.

Far North Queensland Ports Corporation Limited trading as Ports North is an exempt seller -pursuant to deemed exemption classification D10 under the AER (Retail) Exempt Selling Guideline (March 2018), Version 5.

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

Definitions

Exempt seller – an entity holding the exemption classification

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

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

1. Obligation to on-supply electricity

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

You may be able to elect to purchase energy from a retailer of your choice by accessing retail competition through a parent metering installation serving an exempt embedded network service provider.

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

2. **Dispute Resolution**

Customer complaints should be submitted in writing addressed to:

Electricity Account Enquiries - Ports North

PO Box 594

CAIRNS QLD 4870

OR

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

The following information must be provided:

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

For further information on our complaints handling policy and procedures, please refer to our website at:

Complaints Handling Policy https://os-data-2.s3-ap-southeast-2.amazonaws.com/portsnorth-com-au/bundle3/complaints_management_policy_sept_2018.pdf

Complaints Handling Procedure https://os-data-2.s3-ap-southeast-2.amazonaws.com/portsnorth-com-au/bundle3/complaints_management_procedure_dec_2018.pdf

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

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

3. **Conditions applicable to the exemption**

A link to the conditions applicable to the exemption class D10 is included in Attachment 1.

Further information on exemption conditions is available at:

<https://www.portsnorth.com.au/cp/cairns-port-services-facilities/cairns-port-electricity/>

4. **Energy tariffs, fees and charges**

Payment options include electronic bank transfer, in person or by cheque.

The due date for payment of charges is 30 days from the date of invoice. Should you experience financial difficulty in attending to payment of an electricity invoice, you are required to submit, in writing, a request for a payment extension. This request is to be emailed as per the contact details in Item 5 (page 4).

The payment extension options are to be reviewed on a case by case basis and terms agreed upon review of each request.

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

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

The Ports North energy tariffs and associated charges document detailing all tariff fees are available at: <https://www.portsnorth.com.au/cp/cairns-port-services-facilities/cairns-port-electricity/>

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

5. **Further Information**

Ports North

Account enquiries

Business Hours 8.30-5.00pm Monday – Friday

Phone: 4052 3888

Email: Accounts.Receivable@portsnorth.com.au

Complaints

Email: accounts.receivable@portsnorth.com.au

Supply fault or emergency

Business Hours: 07 4051 2558

After hours: 0407 379 227

Australian Energy Regulator (AER)

Email: aer inquiry@aer.gov.au

Phone: 1300 585 165

Further and alternative details at: <https://www.aer.gov.au/about-us/contact-us>

6. **Privacy**

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

Further information on privacy is available at: https://s3-ap-southeast-2.amazonaws.com/os-data-2/portsnorth-com-au/documents/rti_and_information_privacy_policy_nov_2017.pdf

and

https://s3-ap-southeast-2.amazonaws.com/os-data-2/portsnorth-com-au/documents/rti_and_information_privacy_procedures_november_2018.pdf

Date: July 2020

Version 6

ATTACHMENT 1

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

The following link refers to the AER (Retail) Exempt Selling Guideline, including the conditions applicable for deemed exemption class D10:

<https://www.aer.gov.au/system/files/AER%20Retail%20Exempt%20Selling%20Guideline%20-%20version%205%20-%20March%202018.pdf>