

## 2021/2022 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 in Queensland. This framework encompasses a set of national laws, rules and regulations governing the sale and supply of energy to retail customers.

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 20 May 2021 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 holds an embedded network registrable exemption - pursuant to network registrable exemption classification NR1 and NR5, under the AER Electricity Network Service Provider – Registration Exemption Guideline (March 2018), Version 6.

Far North Queensland Ports Corporation Limited trading as Ports North holds a registrable retail exemption - pursuant to retail registrable exemption classification R1 and R5, under the AER (Retail) Exempt Selling Guideline (March 2018), Version 5.

In accordance with the AER documents Electricity Network Service Provider – Registration Exemption Guideline and (Retail) Exempt Selling Guideline the following information is provided.

### **Definitions**

*Embedded network* – a distribution system, connected at a parent connection point to a distribution system that forms part of the national grid.

*Exempt seller* – an entity who is exempted by the AER under a deemed, registered or individual exemption

*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](mailto: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* [Complaints Management Policy \(Sept 2018\).pdf](#)

*Complaints Handling Procedure* [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>	<a href="mailto:complaints@ewoq.com.au">complaints@ewoq.com.au</a>
<u>Online</u>	<a href="http://www.ewoq.com.au">www.ewoq.com.au</a>

### 3. **Conditions applicable to the exemptions**

A link to the conditions applicable to the exemption classes R1, R5, NR1 and NR5 is included in Attachment 1.

Further information on exemption conditions is available at: [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: [Cairns Port Electricity](#)

More detailed information on electricity on tariffs is available at [www.ergon.com.au/retail/business](http://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](mailto:accounts.receivable@portsnorth.com.au)

##### *Complaints*

Email: [accounts.receivable@portsnorth.com.au](mailto: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](mailto: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: [Right to Information, Information Privacy and Privacy Act Policy Nov 2020.pdf](#)

and

[Right to Information, Information Privacy and Privacy Act Procedures Nov 2020.pdf](#)

Date: July 2021

Version 7

## ATTACHMENT 1

### A. **Conditions applicable to Retail Registrable Exemption Class R1 and R5**

*(original location [www.aer.gov.au](http://www.aer.gov.au))*

The following link refers to the AER (Retail) Exempt Selling Guideline, including the conditions applicable for retail registrable exemption class R1 and R5:

[Retail Exempt Selling Guideline - March 2018 | Australian Energy Regulator \(\[aer.gov.au\]\(http://aer.gov.au\)\)](#)

### B. **Conditions applicable to Network Registrable Exemption Class NR1 and NR5**

*(original location [www.aer.gov.au](http://www.aer.gov.au))*

The following link refers to the AER Electricity Network Service Provider – Registration Exemption Guideline, including the conditions applicable for network registrable exemption class NR1 and NR5:

[Network service provider registration exemption guideline - March 2018 | Australian Energy Regulator \(\[aer.gov.au\]\(http://aer.gov.au\)\)](#)