

2025/2026 INFORMATION PROVISION FOR PORTS NORTH CUSTOMERS THAT ARE SUPPLIED WITH ELECTRICITY FROM OUR EMBEDDED NETWORK

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, current as at 01 July 2025*, National Energy Retail Law, National Energy Retail Rules and National Energy Retail Regulations, under a regulatory framework set out by the 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's Network Exemptions Guideline (also referred to as Electricity Network Service Provider – Registration Exemption Guideline).

Far North Queensland Ports Corporation Limited trading as Ports North also holds a registrable retail exemption - pursuant to retail registrable exemption classification R1 and R5, under the AER's Retail Exempt Selling Guideline.

In accordance with the Network Exemptions Guideline and Retail Exempt Selling Guideline the following information is provided.

Definitions

Embedded network – a privately owned energy network, connected to the distribution network by one or more meters. Energy is delivered to customers via the private network. For the purposes of the retail exemption guideline, a private network connected to another private network is also considered an embedded network.

Exempt seller - a person who is exempted by the AER under a deemed registered or individual exemption from the requirement to hold a retailer authorisation.

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

Onselling – 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. Please refer to the AER customer factsheet, Buying energy from an exempt seller – your rights and protections as a small business customer at www.aer.gov.au/consumers/understanding-energy/embedded-networks-customers

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 authorised 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 management policy and procedures, please refer to our website at <https://www.portsnorth.com.au/cp/cairns-port-services-facilities/cairns-port-electricity/>

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>In Person</u>	Level 1, 15 Lake Street, Cairns City, Qld
<u>Email</u>	complaints@ewoq.com.au
<u>Online</u>	www.ewoq.com.au

From: www.business.qld.gov.au/running-business/energy-business/energy-pricing/dispute-resolution:

Embedded network customers

If you are unable to resolve your billing dispute with your embedded network owner, there are a range of dispute resolution services available, depending on your situation.

- Contact the [Office of Fair Trading](#) for further information and advice about your consumer rights.
- Contact the [Queensland Civil and Administrative Tribunal](#) for mediation services for debt disputes.

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.

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

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: [Release of Information | Ports North](#)

7. Rebates and Concessions

You may be eligible to receive government or non-government energy rebates, concessions or assistance under a relief scheme. More information can be found here:

www.ergon.com.au/retail/business/tariffs-and-prices/small-business-energy-bill-relief-rebate

Energy Efficiency and Energy Management advice for businesses can be found here:

www.energy.gov.au/business

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ATTACHMENT 1

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

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

www.aer.gov.au/industry/registers/resources/guidelines/retail-exempt-selling-guideline

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

The following link refers to the AER Network Exemptions Guideline, including the conditions applicable for network registrable exemption class NR1 and NR5:

www.aer.gov.au/industry/registers/resources/guidelines/network-exemptions-guideline