

EnergyAustralia

Consumer Data Right Policy



EnergyAustralia
LIGHT THE WAY

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1. Introduction

1.1 What is the CDR?

The Consumer Data Right (**CDR**) is an Australian law which allows you to securely share your data with accredited third parties, so you can compare and access products and services that are tailored to your needs. The CDR is regulated by the Australian Competition and Consumer Commission (**ACCC**) and the Office of the Australian Information Commissioner (**OAIC**).

In this Policy, we will refer to EnergyAustralia as 'us', 'our', or 'we'.

EnergyAustralia is a **data holder** under the CDR. As your energy retailer, we hold certain data about you and your energy account. This is your **CDR data**.

If you request it, we will share your CDR data with organisations called Accredited Data Recipients (**ADRs**). These ADRs must be accredited to take part in the CDR, we will confirm this before we share your data.

It is important to know that when you give consent to share your data with another organisation, you are entering into a separate agreement with them. Before giving your consent, you may want to find out how the organisation will manage the CDR data they collect. The ADRs that we share CDR data with must have their own CDR policy which explains their obligations, and you can ask an ADR that collects your CDR data about their policy.

Once your data is shared, the data recipient can then use your CDR data to provide you with information about products and services which may suit your needs.

1.2 About our CDR Policy

This Policy explains how you can:

- Ask us to share your CDR data with ADRs;
- Ask to access and/or correct your CDR data; and
- Make a complaint if you are not satisfied.

We'll review and update this Policy from time to time. The most up-to-date version will be on our website.

You can also request us to send you an electronic or hard copy of this Policy at no charge, or give us feedback about this Policy, by contacting us using the details in this Policy.

1.3 Are you eligible to share your CDR data?

This Policy applies to EnergyAustralia customers who are eligible to share their CDR data. You are eligible if:

- you have an active residential or small business electricity account with us, or your account has been active in the last 24 months;
- you are over 18 years old;
- you are either a primary or secondary account holder on a residential account;
- the electricity usage on your account is under 5 gigawatt hours (**GWh**) in the last 12 months, or your estimated usage is under 5GWh if your account is less than 12 months old; and
- you are not an off-market embedded network customer.

Please note that we don't currently accept CDR data sharing requests from customers who are on an 'innovative' or 'trial' plan (this may be noted in the terms and conditions provided when you first signed up to the plan).

If you are not eligible to share CDR data, this Policy does not apply to you.

If you have informed us that you may be affected by family and domestic violence, please contact us using the details in this Policy if you would like to discuss sharing of your CDR data.

1.4 What about privacy and 'personal information'?

As your energy retailer, we will also manage your 'personal information' in accordance with privacy laws. 'Personal information' is a broad range of information, or an opinion that could identify a person—for example, a person's home address or date of birth.

Information can be both 'CDR data' and 'personal information'—for example, your name and phone number. Different protections and policies will apply to your information depending on what type it is.

Our Privacy Policy (available at www.energyaustralia.com.au/privacy) explains how we manage your personal information, and how you can:

- Access the personal information we hold about you—we'll provide this to you where possible.
- Ask us to correct your personal information if it's inaccurate, incomplete, or out of date.

We're also committed to actively supporting our customers and employees who may be affected by family and domestic violence. You can find our Family Violence Policy (available at www.energyaustralia.com.au/home/bills-and-accounts/family-violence-support) and resources on our website to see what support is available.

Please remember to always **call 000** if you're experiencing an emergency or feeling unsafe.

2. How we manage your CDR data

2.1 What CDR data will we share?

'**CDR data**' means certain information about you and the energy services that we provide to you. This could include information about your electricity plan and how much electricity you use at different times of the day.

We must share certain CDR data which we hold if you request it (called 'required consumer data'). Examples of what we might share are listed below.

- Name and contact details
- Account and plan details
- Concessions, rebates, or grants on your account
- Information about your bills and the payment methods you use

Other CDR data, which we will also share if you request it, is provided to us by the Australian Energy Market Operator (**AEMO**). This includes:

- Your electricity usage, called **metering data**.
- Data about your electricity national meter identifier, called **NMI standing data**.
- Information about your distributed energy resources (**DER**), which are devices installed at your residential or business premises that generate or store electricity. This information is sourced from AEMO's **DER register**.

Please note that we don't currently accept requests to share other types of CDR data which we are not required to share (called 'voluntary consumer or voluntary product data').

2.2 How can you access and share your CDR data?

Sharing your CDR data

You can share your CDR data with accredited third parties so they can provide you with products and services, recommendations, or other advice. If an organisation wants to use CDR to access your data held by EnergyAustralia:

- They'll ask for your permission to access your data via a website or app hosted by an ADR.
- The ADR will request us to share your CDR data with them.
- We'll check that you have made this request by sending a one-time password to the email address on your EnergyAustralia account. For us to be able to verify your identity, this email address must be unique to you and not be shared with others.
- Once you have verified your identity, we'll ask you to provide your consent for the account/s you want to share with the ADR.
- We'll confirm what CDR data we will share and ask you to authorise us to share it.
- We'll also check how long you want to share this data for - it could be one-off or ongoing for up to 12 months.

Managing your CDR data

Once you've set up a CDR data sharing arrangement, we'll provide you with an online dashboard (available at **www.energyaustralia.com.au/cdr/authenticate**) which shows what CDR data you have authorised us to share, and which ADRs have been authorised to receive your CDR data.

We'll use your online dashboard to notify you when we have received a request to share your CDR data with an ADR, and as soon as practical after we have shared your CDR data.

If you no longer want to share your CDR data with an ADR, you can request us to stop sharing your CDR data through your online dashboard. Once we have received this request, we will let you know on your online dashboard. You can also use our contact details in this Policy to ask us to stop sharing your CDR data.

2.3 How can you ask us to correct your CDR data?

If you think any of your CDR data is incorrect or incomplete, you can ask us to correct it using our contact details in this Policy. We'll then:

- Confirm we have received your request by acknowledging it verbally or in writing.
- Aim to correct your CDR data within 10 business days.
- Respond to your request in writing to tell you whether the correction was made, and if not, give you the reasons why.

If you're not happy with how we managed your request, we'll give you options to make a complaint.

If we realise that we have shared incorrect CDR data about you with an ADR, we will tell you in writing within 5 business days. When the data has been corrected, we will share the corrected data the next time your data recipient requests it.

If you would like to correct CDR data which is provided by AEMO, please tell us which data needs to be updated and we'll take the following steps:

- If the request is about your metering data or NMI standing data, we'll initiate a correction request under the National Electricity Rules.
- If the request is about your DER data, we'll tell you how you can ask your distributor to correct this data. Your distributor is the company that owns the electricity poles and wires in your area.

3. Complaints

3.1 How to make a complaint.

We always aim to provide the best possible service, and we'll do our best to resolve any concern you have with efficiency and fairness.

If you have any concerns about the way we manage your CDR data, our obligations as a CDR data holder, the way we manage your personal information, or another matter, please contact us using the details in this Policy.

3.2 What information do we need to help with your complaint?

Please tell us:

- Your name and contact details.
- What your complaint is about.
- What you would like us to do.
- Any supporting information (including any documents you have).

3.3 What happens after we receive your complaint?

We'll handle your complaint in accordance with our standard complaints and dispute resolution procedure. This means we will:

- Acknowledge your complaint within 5 business days via your preferred communication channel.
- Update you on the progress of the complaint.
- Discuss options to help resolve your complaint, which may include helping you manage your CDR data sharing arrangements or seeking correction of your CDR data if needed.
- Close your complaint if you are satisfied with the outcome, or where we have taken all reasonable steps to resolve the issue.
- Provide evidence of the actions we have agreed to resolve the issue.

3.4 What if you're not happy with how we manage your complaint?

If you're not satisfied with our response, you can contact us at the details in this Policy to discuss your concerns. You can also lodge a complaint with the Energy Ombudsman in your state, or you can contact the Office of the Australian Information Commissioner (**OAIC**) at the details listed below.

Ombudsman details:

Refer to the link on our website here (www.energyaustralia.com.au/home/help-and-support/contact-us/complaints-and-feedback)

OAIC details:

Office of the Australian Information Commissioner

Online: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

4. Contact us

Phone:

133 466

For residential customers.

Monday to Friday 8.00am to 8.00pm AEST/AEDT

1800 146 749

For small business customers.

Monday to Friday 8.00am to 8.00pm AEST/AEDT

1300 362 466

For large business customers.

Monday to Friday 8.00am to 5.00pm AEST/AEDT

1300 622 718

If you need the help of our **interpreter services**.

Monday to Friday, 9.00am to 5.00pm AEDT/AEST

خدمة الترجمة الشفوية Servizio Interpreti Dịch vụ Thông dịch
傳譯員服務 Υπηρεσία Διερμηνέων Tumačka služba
Servicio de intérpretes Служба на Преведувачки на
Служба за Тумачење Pomoc tłumaczy

Email:

For enquiries: enq@energyaustralia.com.au

For complaints: resolutions@energyaustralia.com.au

Post:

EnergyAustralia
Locked Bag 14060
Melbourne City Mail Centre
VIC 8001

Use our website and online chat:

Website and online chat: www.energyaustralia.com.au/home/help-and-support/contact-us

See your CDR dashboard:

CDR dashboard: www.energyaustralia.com.au/cdr/authenticate (for existing CDR data sharing arrangements)

EnergyAustralia

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EnergyAustralia Pty Ltd

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energyaustralia.com.au