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# ENERGY AND YOUR BUSINESS

Make your energy service work for you



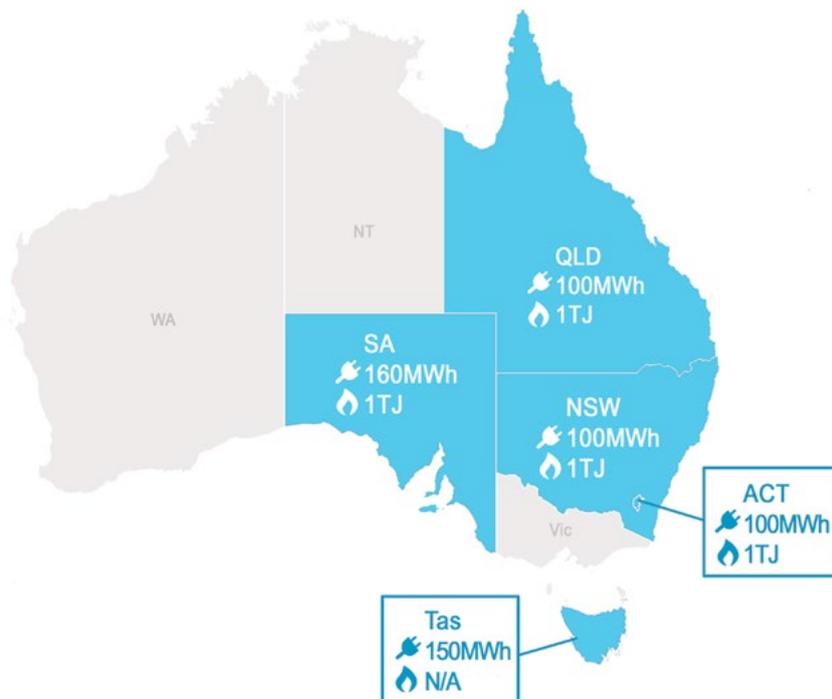
**ENERGY MADE**

The power to compare

**easy**

## Am I a small energy customer?

- Under national energy laws, businesses that are **small customers** get a range of protections similar to residential customers. Currently, these laws operate in NSW, QLD, SA, the ACT and Tasmania (for electricity only).
- Whether your business is a small customer depends on how much energy you use.
- For gas, you are a small customer if you use less than one terajoule (1TJ) per year.
- For electricity, check the map below for the threshold in your state or territory.



### Tip

Not sure how much energy you use each year?

Check your most recent bills or ask your retailer.

For more information on energy usage and understanding your bill, visit [Energy Made Easy](#)

Note: Electricity usage is measured in kilowatt hours (kWh) and megawatt hours (MWh). 1 MWh = 1000 kWh. Gas usage is measured in Megajoules (MJ) and Terajoules (TJ). 1 TJ = 1 million MJ

## Energy usage for new businesses

- If you start a new business, your energy retailer may look at the previous energy use of your premises to estimate your annual usage.
- For example, if you are opening a restaurant on a site that has been used as a restaurant before, the retailer may assume your business will use similar amounts of energy.

## What are my rights as a small energy customer?

An energy retailer must:

- give you a written offer summary when you sign up
- notify you of any changes to a contract, including the price
- give you bills that clearly explain your energy charges

## Buying energy in a commercial building – customers of exempt sellers

- Many businesses in shopping centres and industrial parks buy their energy from the owner of the property on which their business operates. These sellers are known as **exempt sellers**.
- Customers of exempt sellers have different protections than customers of energy retailers. However, these customers still have rights. For example, exempt sellers:
  - cannot refuse to supply you
  - must give clear timeframes for receiving and paying bills
  - must have complaints handling arrangements
  - must have clear and reasonable disconnection procedures.
- If you are a customer of an exempt seller and would like to choose your own retailer, contact the retailer you want to sign up with and ask what you need to do to transfer your account to them. You may need to take some additional steps to complete the transfer.

### Tip

If you are a customer of an exempt seller and have an issue with your energy service that you cannot resolve with your supplier directly, call the AER Infoline on 1300 585 165.

## Finding a great energy deal

You might be surprised by how much money you can save just by switching to a new retailer or offer.

Energy Made Easy is a free government website that can help you shop around and compare offers. It lets you quickly see if you can save on your energy by estimating an annual bill for each offer and allowing you to compare the details of up to three offers side-by-side.

Energy Made Easy is operated by the Australian Energy Regulator. You can trust that the information we provide is independent.

### Before you switch checklist

- ASK your current retailer if they can give you a better deal.
- CHECK with your current retailer whether you will have to pay fees to end your contract.
- REMEMBER: a 10-day cooling off period applies, meaning you can cancel the contract without cost during this time.



## Five easy energy efficiency tips

Making your business more energy efficient can have a real impact on your energy costs, and is also good for the environment. There are plenty of changes you can make that will reduce your energy usage, and many of them are easy to do. Here are a few simple tips.

1. Turn off computers, monitors, printers, copiers and lights at the end of each work day.
2. Turn off the lights when a room is empty for more than a few minutes—for example, in meeting rooms and bathrooms.
3. Keep room temperatures at 18° C during winter and 25° C during summer.
4. When possible, turn the air conditioning off for the last hour of each work day.
5. Position fridges in locations that are well ventilated and not exposed to direct sunlight or heat from other equipment.

## Resolving problems

- If you have an issue with your energy service, contact your retailer as soon as possible. Explain the problem and the outcome you want.
- If you can't sort out the problem, ask to speak with a senior officer or manager. Keep a record of the call, including who you spoke to and what was discussed.
- If the problem is still unresolved, contact the energy ombudsman in your state or territory. Energy ombudsmen provide a free and independent dispute resolution service for energy customers. Contact details for the ombudsmen can be found on Energy Made Easy.

## Energy Made Easy can help your business

Energy Made Easy ([www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)) offers:

- a free and independent price comparison service
- energy saving tips that can save you money
- information about your rights
- information to help you understand your energy bills and usage.

### Important notice

The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

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