

EnergyAustralia

Consumer Data Right Policy



EnergyAustralia
LIGHT THE WAY

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1. Introduction

1.1 About the Consumer Data Right (CDR)

The Consumer Data Right (**CDR**) is a reform that enables you to securely share your data with accredited third parties, allowing you to compare and access products and services 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, referred to as your **CDR data**.

Upon your request, we will share your CDR data with other organisations known as Accredited Data Recipients (**ADRs**). These ADRs must be accredited to take part in the CDR, we will verify their accreditation before sharing your data.

If you give consent to share your data with ADR, 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. Any company that we share your CDR data with must have their own CDR policy, which explains its obligations. You can ask them 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 and other companies who receive your data;
- Access and/or ask us to update or correct your CDR data; and
- Make a complaint or give feedback 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 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. If we determine that an update is necessary based on your feedback, we will publish the revised version of this Policy on our website.

This Policy was last reviewed in November 2024.

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 a residential or business electricity account with us;
- 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. In some circumstances, if CDR data sharing is not available to you, you may see an error code in response to your request to share 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 you—for example, your 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 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 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 may be shared?

CDR data refers to specific information about you and the energy services that we provide. 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

Some 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, referred to as 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.

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

2.2 How can you share, manage and access your CDR data?

Sharing your CDR data

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

- Ask for your permission to access your CDR data via a website or app.
- Request us to share your CDR data with them.

Once this happens, we will:

- 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 registered to your energy account, and should not be shared with others.
- Once you have verified your identity, we'll ask you to choose which of your account/s you want to share CDR data with the data recipient.
- Confirm what CDR data we will share and ask you to authorise us to share it.
- Check how long you want to share this CDR data for - it could be one-off or ongoing for up to 12 months.

There may be some accounts where CDR data sharing is unavailable. If one of your accounts is unavailable for CDR data sharing and you would like to discuss this, please contact us using the details in this Policy.

Important: To set up CDR data sharing, you must have an email address registered for the energy account or accounts that you would like to share data for. When you make a request to share your CDR data, we will confirm that you would like to do this by sending a one-time password to your email address. Please note that anyone who has access to your email account and one-time passwords will be able to access your CDR dashboard, so please keep your email account confidential. If you think someone else may have accessed your CDR dashboard without your consent, please let us know as soon as you can.

Accessing and managing your CDR data

Once you've set up a CDR data sharing arrangement, we'll provide you with an online CDR dashboard (available at energyaustralia.com.au/cdr/authenticate) which shows what CDR data you have authorised us to share, including data provided by AEMO, 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.

Stop sharing your CDR data

If you no longer want to share your CDR data with an ADR, you can stop your data sharing at any time by using your online CDR dashboard. Alternatively, you can contact us using the details in this Policy, and we'll be able to help.

Adding an authorised representative for your CDR data

For residential accounts: As the account holder for your residential energy accounts, you have the option to add another authorised representative to manage CDR data sharing on your behalf. This person is called a Secondary User under the CDR rules.

Before a person can become a secondary user, they must be at least 18 years old, and must already be nominated as an authorised representative on your energy account, meaning they are permitted to ask us for certain information about your energy account, for example, information about your energy consumption. Please contact us if you would like to set up a Secondary User for your accounts.

You can remove a Secondary User's authority to act on your behalf at any time through your CDR dashboard. Alternatively, you can contact us using the details in this Policy, and we can do this for you.

For business accounts: If you would like to nominate an authorised representative to your business account for CDR purposes, please contact us using the details in this Policy. You can later remove this representative's authority by contacting us.

When will we terminate your CDR data sharing, or refuse to share your CDR data?

Your CDR data sharing arrangements will terminate automatically if you have closed all of your electricity accounts with us.

We may also refuse to share your CDR data under the following circumstances:

- If we have reasonable grounds to believe that sharing your data could lead to physical, psychological, or financial harm or abuse.
- If we have reasonable grounds to believe that disclosing some or all your CDR data could negatively affect the security, integrity of your data.
- If we are otherwise required to do so under CDR rules, or other relevant laws or regulations.

2.3 How to request correction of your CDR data or personal information

Correcting your CDR data

If you think any of your CDR data is incorrect or incomplete, you can ask us to update or correct it using our contact details in this Policy. You can also ask us to correct your data if you think your CDR data might be misleading, or that it's mostly correct, but we need to add more detail to your information to better explain it.

If you'd like us to correct your data, please include the following details with your request:

- What information is incorrect or incomplete.
- Why the information is incorrect or incomplete.
- Your contact details

We'll then:

- Confirm we have received your request by letting you know verbally or in writing, as soon as practicable after we receive it.
- Aim to correct your CDR data within 10 business days. This may include keeping most of your CDR data the same, but adding an additional statement which helps to explain or qualify your CDR data.
- 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 to AEMO in accordance with 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.

Correcting your personal information

Some of your CDR data may also be personal information that we hold about you. In addition to your rights explained in this Policy, you also have the right to ask us to correct your personal information. Our [Privacy Policy](#) explains how you can do this.

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 either by phone, or in writing using our contact 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 resolution you are seeking.
- Any supporting information. This might include the time and date of any incident that your complaint is about, any reference numbers that you have, whether you have spoken to any of our staff about the complaint or any relevant 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 as soon as practicable, within 5 business days, via your preferred communication channel.
- Review, investigate and respond to your complaint. We generally aim to respond within 30 days, however, if we're unable to do this – for example, where your complaint is complex – we'll tell you about the delay and continue to update you on our progress.
- Provide regular updates on the progress of the complaint until it is closed.
- Discuss options to help resolve your complaint. This may include assisting you in managing your CDR data sharing arrangements and correction of your CDR data. Where appropriate, we will also consider other options to help resolve your complaint, including an apology from us, giving you a better explanation of the things that your complaint is about, or offering you other reasonable assistance and support.
- Close your complaint only 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 and taken 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 request us to do an internal review by contacting us using the details provided in this Policy. You can discuss your concerns with us and request a review of the outcome of your complaint, or the way we handled it.

You can also choose to contact an external dispute resolution body, including where you ask us for an internal review of your complaint and are not satisfied with our response.

Your options for external dispute resolution include the Energy Ombudsman in your state, or the Office of the Australian Information Commissioner (OAIC). The Energy Ombudsman can address all complaints, including complaints about privacy, while the OAIC can handle privacy complaints related to your CDR data or personal information.

You can find the contact details for these bodies below:

Ombudsman details:

The contact details for your state or territory's Energy Ombudsman are listed below. You can also find them on our [website](#).

Victoria

Energy and Water Ombudsman Victoria

GPO Box 469, Melbourne, Vic 3001

Free call (except mobile phones): **1800 500 509**

Email: ewovinfo@ewov.com.au

Translating and Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**

New South Wales

Energy and Water Ombudsman New South Wales

Reply Paid 86550, Sydney South NSW 1234

Free call: **1800 246 545**

Free fax: **1800 812 291**

Email: complaints@ewon.com.au

Translating and Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**

Queensland

Energy and Water Ombudsman Queensland

PO Box 3640, South Brisbane, QLD 4101

Free call: **1800 662 837**

Enquiries email: info@ewoq.com.au

Complaints email: complaints@ewoq.com.au

Translating and Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**

Australian Capital Territory

Civil and Administrative Tribunal (Energy and Water)

GPO Box 370, Canberra, ACT 2601

Call: **+612 6207 1740**

Email: acatenergyandwater@act.gov.au

Translating and Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**

South Australia

Energy and Water Ombudsman South Australia

GPO Box 2947, Adelaide, SA 5001

Free call (from Australia): **1800 665 565**

Free fax: **1800 665 165**

Overseas fax: **+618 8216 1844**

Translating and Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**

OAIC details:

Office of the Australian Information Commissioner

Online: <https://www.oaic.gov.au/contact-us>

Phone: **1300 363 992**

Post: GPO Box 5288, Sydney NSW 2001

4. Contact us

You can use the details below to get in touch with us, request correction of your CDR data, make a complaint, provide feedback or to ask for a copy of this Policy.

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 and CDR data correction requests: 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: energyaustralia.com.au/contact-us

See your CDR dashboard:

CDR dashboard: 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](https://www.energyaustralia.com.au)