

# Frequently asked questions

## Retailer of Last Resort scheme

### Pooled Energy Pty Limited (ACN 163 873 078)

On 25 May 2022, Pooled Energy Pty Limited (Pooled Energy) was suspended from the wholesale electricity market for failing to settle its accounts with the Australian Energy Market Operator (AEMO) and can no longer supply its customers with electricity.

If you are a customer of Pooled Energy, you will not be disconnected.

The Australian Energy Regulator (AER) has the power to appoint a new retailer to you under the Retailer of Last Resort (RoLR) scheme.

Your electricity will continue to be supplied by another retailer without you having to do anything.

## About the retailer

### 1. Who is my new retailer?

You will be transferred automatically to the retailer of last resort in your area

State	Distribution system	New retailer
New South Wales	Endeavour Energy	Origin Energy
	Essential Energy	Origin Energy
	Ausgrid	Energy Australia

An old electricity bill may tell you who your distributor is (this will not change). If you need help to work out who your new retailer is, and you live in New South Wales please call the AER on 02 6243 3065.

### 2. Do I need to contact my new retailer, or will they contact me?

You can expect your new retailer to contact you, usually by mail, within about five weeks (end of June 2022). You don't have to contact your new retailer yourself, but in some cases, it is a good idea.

#### Contact details for your new retailer

Retailer	Website	Phone number
EnergyAustralia	<a href="http://www.energyaustralia.com.au">www.energyaustralia.com.au</a>	133 466
Origin Energy:	<a href="http://www.originenergy.com.au">www.originenergy.com.au</a>	13 24 61

### 3. What price will my new retailer charge?

If you are a residential customer or a small business customer, your new retailer must charge you the standing offer tariff (subject to any RoLR cost recovery arrangements), which is the prices that a retailer offers under a standard retail contract. The standing offer tariff may be more than the price you were being charged under a market retail contract that you negotiated with Pooled Energy.

In some states and territories, the standing offer tariffs have been approved by an independent regulator or government.

#### **4. Can I change to a different offer or a different retailer?**

Your new retailer must automatically charge you the standing offer tariff (if you are a small customer), but when you become their customer, you can ask them about their market contracts, which may be cheaper than their standing offer.

You can also change to a different retailer. Visit our energy price comparison website, [Energy Made Easy](#), to compare offers from all of the retailers in your area.

If you do nothing, after three months you will be transferred onto the retailer's standard contract.

You can transfer anytime from your new retailer to another retailer of your choice and the transfer should happen within the same timeframe as any other transfer.

#### **5. What if I have special requirements for life support equipment?**

You should contact your new retailer **urgently** to advise that you have life support equipment, even if you have previously advised Pooled Energy. You will need to provide your new retailer with confirmation from a medical practitioner. The new retailer must then register you as having life support equipment at your premises and make sure that your distributor is aware of this.

## Billing and payment arrangements

#### **6. Will I receive a final bill from Pooled Energy?**

You should receive a final bill from Pooled Energy for any energy you used up until you were transferred to your new retailer. Your new retailer will bill you for any energy you use after you were transferred to them. The new retailer's prices will apply from the date that you become their customer.

#### **7. I was paying Pooled Energy by direct debit. Will my direct debit automatically cease?**

Pooled Energy has an obligation under the Retail Law to take steps to cancel direct debit authorisations. You should contact your financial institution to confirm that the direct debit arrangement with Pooled Energy has been cancelled. If you wish to pay your new retailer by direct debit, you will need to set up new direct debit arrangements with them.

#### **8. I was paying Pooled Energy by Centrepay deductions. Will my Centrepay deductions automatically cease?**

Pooled Energy has an obligation under the Retail Law to take steps to cancel Centrepay deductions. You should contact Centrelink to confirm that Centrepay payments to Pooled Energy have been cancelled. If you wish to pay your new retailer by Centrepay, you will need to set up new arrangements with Centrepay.

#### **9. I was participating in Pooled Energy's hardship program. Can I continue this arrangement?**

We recommend that you contact your new retailer to advise that you were on a hardship program, and to talk to your new retailer about your eligibility for payment plans or other assistance. Your new retailer has an AER approved hardship policy in place to assist customers who are experiencing financial difficulty or who are otherwise having trouble paying their bill.

### **10. I was on a payment plan with Pooled Energy. When Pooled Energy sends the final bill, can I pay the outstanding amount in instalments?**

Yes. Pooled Energy must continue with the payment plan if it provides the final bill you owe to Pooled Energy before they failed.

### **11. Pooled Energy required me to pay a security deposit when I signed up with them. Can I get it back?**

Yes. Pooled Energy or their insolvency official is required to refund any security deposit (including any interest accrued on that deposit) without any deduction other than in respect of energy consumed (but not paid for) before the date of the retailer's failure.

### **12. I owe money to Pooled Energy and was not on a payment plan. Do I still need to pay my debt?**

You will still need to pay Pooled Energy for any energy that you consumed while they were your retailer. If you are not able to pay off the debt in full, you may contact Pooled Energy or their insolvency official and request a payment plan. However, Pooled Energy or its insolvency official is not required to set up a payment plan with you.

### **13. I made advance payment amounts towards my energy bill to Pooled Energy. What happens now?**

Pooled Energy is required to apply those amounts to the payment of your account, but only insofar as that payment is for energy consumed before you were transferred to your new retailer. Any remaining balance is required to be repaid to you. However, if Pooled Energy is in or goes into liquidation, you may only receive some or none of the money owed.

### **14. I had a solar feed-in tariff arrangement with Pooled Energy. What happens to any credits or payments I am owed under the feed-in tariff arrangement I had with Pooled Energy?**

If you had a feed-in tariff arrangement with Pooled Energy, and they owed you credits or payments from the feed-in tariff arrangement before they failed, then Pooled Energy is still required to apply those credits to your account or pay you the outstanding amount in accordance with the terms of the feed-in tariff arrangement. However, if Pooled Energy is in, or goes into liquidation, you may only receive some or none of the money owed.

Your new retailer must, after the transfer date, comply with the feed-in tariff arrangement for the relevant jurisdiction that you are in.

### **15. I was disputing my last bill with Pooled Energy and they said they would look at it. What will happen now?**

You should still contact Pooled Energy as they or their administrator should have processes for handling unresolved customer complaints. If you have contacted them and you are dissatisfied with the outcome, you should contact the energy ombudsman in your state or territory.

State or Territory	Ombudsman	Website	Phone number
New South Wales	Energy & Water Ombudsman NSW	<a href="http://www.ewon.com.au">www.ewon.com.au</a>	1800 246 545

## **16. I have paid Pooled Energy in whole or part for a service order with my distributor (e.g., special meter read). What happens now?**

You do not have to pay for the service order again. Your new retailer may place the order with the relevant distributor or, if the order has been placed by Pooled Energy, your new retailer will take steps to ensure its completion. You should speak directly to your new retailer regarding the status of your service order.

## **17. I had credit on my prepayment meter / card-operated meter when Pooled Energy failed. Are they required to refund the amount owing?**

Yes. The value of any credit remaining in the prepayment meter / card-operated meter system account at the time you were transferred to your new retailer must be returned by Pooled Energy to you without any deduction.

## Your new supply arrangements (prices and contracts)

## **18. I had a solar feed-in tariff arrangement with Pooled Energy. Will I have a feed-in tariff arrangement with my new retailer?**

Under some feed-in schemes, minimum feed-in tariff amounts are mandated. Your new retailer will determine your eligibility for feed-in tariffs based on information they receive from your distributor. To preserve your eligibility, you should ensure that your name remains on the electricity account for your premises.

## If you were switching when Pooled Energy failed

## **19. I was in the process of transferring from Pooled Energy to a different retailer at the time Pooled Energy failed. Who will I be transferred to?**

Provided that your chosen new retailer had commenced the transfer process within the market systems before Pooled Energy failed, your transfer to your chosen new retailer will be fast-tracked so that you do not transfer to a RoLR. If your chosen new retailer had not commenced the transfer process within the market systems before Pooled Energy failed, you will be transferred to a RoLR, and your chosen retailer will need to arrange for you to transfer to them.

## **20. I was in the process of switching to Pooled Energy at the time they failed. Who will I be transferred to?**

If you were in the process of transferring to Pooled Energy, this transfer will not be completed. You will remain a customer of the retailer you were in the process of transferring away from, on your current contract. Your retailer will send you a letter to confirm this.

## Information on large and small customers

## **21. How do I know if I am a “small” customer?**

If you are a residential customer, you will be a small customer. Many small businesses will also be small customers, however the threshold (based on energy consumption) for small customers varies

across jurisdictions for electricity customers. In New South Wales, small customers are customers consuming less than 100MWh per annum of electricity.