

1st Energy | Consumer Data Right Policy

The Consumer Data Right (CDR) for energy enables consumers to authorise third parties to access their energy data; empowering consumers to more easily share their data to get a better deal on a range of energy products and services.

Eligible 1st Energy customers can ask us to share data we hold about them and their energy account (CDR data) with approved third parties called Accredited Data Recipients (ADRs). The ADRs can then use this CDR data to provide information about products and services.

1st Energy as an energy retailer is a data holder of energy sector data that retails electricity to connection points in the National Electricity Market (NEM).

The CDR is regulated by the Australian Competition and Consumer Commission (ACCC) and the Office of the Australian Information Commissioner (OAIC).

About this policy

This CDR Policy explains how we manage your data under the Consumer Data Right (CDR Regime) and describes how you can access and correct your data or make a complaint regarding our CDR practices when we are acting as an accredited person.

There are other policies which may apply to you which include our [Privacy Policy](#) which contains more information which you should read alongside this CDR Policy. It will tell you more details about how 1st Energy uses, handles, and discloses your personal information.

Eligible customers

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.

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

Our role

1st Energy has 3 main roles under CDR:

1. We provide the necessary CDR infrastructure for dealing with requests to share consumer data.
2. With a consumer's authorisation and when we receive a valid request, we securely transfer the consumer's data in a machine-readable format.
3. We manage a consumer's authorisation to disclose CDR data, and any amendment or withdrawal of that authorisation.

It is our role to disclose consumer data, establish dispute resolution arrangements, keep appropriate records, report at scheduled intervals, comply with the relevant privacy safeguards.

Collection, storage, and handling of data

Under the CDR, we will only share your 1st Energy CDR data with another organisation if you give us permission to do so, unless required by law.

Depending on the energy services we are providing you, we may collect, use, and disclose the following data:

- your name, contact details and supply address
- account and plan details, which includes your account number, fuel type, product data, usage patterns and concession
- payment types
- billing and invoicing data
- Australian Energy Market Operator (AEMO) data, which includes metering data (usage data), National Meter Identifier (NMI) standing data and distributed energy resources (DER) data.

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').

Access to your data

You may access the data we collect by logging on to our consumer dashboard and following the required steps.

Correction of your data

If any of your data that is shared with us is incorrect, you may request a correction of your data that we hold. To request a correction, please contact us using the details listed under "How to Contact Us" below. No fee will be charged for responding to a correction request.

For CDR data that is AEMO data

1. Contact us using the details listed under "How to Contact Us" below.
2. We will acknowledge your request and then as soon as practicable:
 - a. If data is metering data (usage data) or NMI (national meter identifier) standing data, we will initiate the relevant correction procedures under the National Electricity Rules by advising AEMO of your request; or
 - b. If the data is DER register data, we will provide you with information about how you can contact the distributor directly to have the data updated (we cannot do this).

Withdrawing consent and deleting your data

You may withdraw your consent at any time by:

- logging on to your consumer dashboard and managing your consent through the options provided within the dashboard or by sending an email to support@1stenergy.com.au.

If you use the customer dashboard to withdraw your consent, the status of your consent will be updated in near real-time and reflect your change almost immediately. If you choose to withdraw your consent via email, this will be completed within 5 business days.

If the customer requests an ADR delete the data once the request is received the data is deleted as soon as the consent is revoked.

1st Energy will retain records that are required by the CDR Regime to allow us to track activities such as consents, consent withdrawal and data sharing in accordance with our obligations under the CDR Regime.

Outsourced service providers

If we share your data with an ADR, we will have a written agreement with them to collect data on their behalf in accordance with the CDR Regime. You will be notified of this arrangement when you grant consent.

Making a complaint

If you're not happy with how we manage your requests, you can make a complaint.

Let us know if we haven't got something quite right and contact our helpful Customer Service Team on 1300 426 594. We'll do our best to help you and you can ask to speak to a Team Leader if we haven't sorted out the problem.

Any complaints we receive from our customers are handled in line with the [1st Energy Complaint Dispute Resolution Policy](#). We aim to review and resolve these enquiries as quickly and as fairly as possible and we will keep you informed of our progress.

How to contact us

It is our goal to make it as easy as possible for our customers to contact us to raise any concerns, so you can get in touch with us in several ways.

1. Online [here](#) by completing the complaints form. This will go directly to our complaints team who will contact you to discuss your concerns.
2. Call us on 1300 426 594
3. Via Mail, Customer Advocacy, 1st Energy Australia, PO Box 16029, Collins Street West, VIC 8007

Ombudsman

If you feel we have not resolved your complaint and are still unhappy with your situation, you can lodge your complaint with your relevant State Energy Ombudsman, an independent, free service. They will investigate and resolve disputes between our customers and us. All complaints and/or disputes received by an Ombudsman Scheme on behalf of you will be referred directly to our Customer Advocacy Team.

You may also raise your concern directly with the Office of the Australian Information Commissioner:

Website: www.oaic.gov.au

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Address: GPO Box 5218, Sydney NSW 2001

Availability of the CDR Policy

This CDR Policy is available electronically at: 1stenergy.com.au
To request a hard copy of this CDR Policy, please email this request to: support@1stenergy.com.au.
There is no charge to access this policy.

Updates to this CDR Policy

This CDR Policy may be updated periodically to reflect changes in our CDR data handling practices and will be reviewed annually.

How to Contact Us

Email: support@1stenergy.com.au
Online: 1stenergy.com.au/contact-us
Call: 1300 426 594

Safe Support and Family Violence

We're committed to providing safe support to our customers and employees impacted by domestic and family violence. Through raising an awareness about family violence, shared knowledge, ongoing training we are determined to win trust and provide tailored assistance for our employees and customers exposed to domestic and family violence.

Click [here](#) to access our Family Violence Policy.