

Anyone who supplies energy must hold a licence issued by the Economic Regulation Authority, unless they are exempt by law from holding a licence ('exempt retailer' or 'exempt distributor').

The Office of Energy manages exemptions. The following persons may be exempt from holding a licence:

Electricity	Gas
<ul style="list-style-type: none"> • Persons who on-supply electricity to residential or business customers • Some mining companies • Some Aboriginal communities • Persons supplying the town of Eucla • Generators generating less than 30MW capacity 	<ul style="list-style-type: none"> • Persons who on-supply gas to residential customers

What is on-supply?

On-supply is usually a situation where a licensed retailer supplies the exempt retailer. In this case, a licensed retailer supplies electricity or gas to a property through a single meter (master meter). The energy is then 'sold on' by the person or corporation who owns or manages the property (the 'exempt retailer').

In cases of on-supply, the energy user will receive a bill from the exempt supplier, that is, the person or corporation who owns or manages your property.

In many cases, each unit supplied by the exempt retailer will still have its own sub-meter and the exempt retailer will read the sub-meter. If there are no sub-meters, the amount to be paid is usually worked out using an average, or on the basis of how much space each unit in the complex takes up.

Examples of on-supply may include:

Residential	Commercial
<ul style="list-style-type: none"> • Caravan parks • Some strata units • Some retirement villages • Some apartment blocks • Some Aboriginal communities 	<ul style="list-style-type: none"> • Office buildings • Shopping malls

Your electricity on-supplier must provide you with information on the quantity of electricity you have used and the fees and charges you must pay.

If you are a residential customer of an electricity or gas on-supplier, you have the following rights:

- If the on-supplier buys electricity from Synergy or Horizon Power, you may not be charged more for your electricity than a residential customer of Synergy or Horizon Power would be charged.
- If the on-supplier generates its own electricity, you may not be charged more for the electricity you use than the cost the on-supplier incurs in generating your electricity.
- If the on-supplier supplies you with reticulated gas (i.e. gas from pipelines, not bottled gas), you may not be charged more for your gas than your on-supplier is charged by the retailer.

If you are a permanent caravan park resident, and Synergy or Horizon Power sells electricity to the caravan park owner, who then on-sells the electricity to you, you may be eligible for WA Government energy concessions (see sheet #7 for further information).

exempt retailers and distributors

Customers of mining companies

If you reside in Cape Lambert, Dampier, Leinster, Newman, Pannawonica, Paraburdoo, Tom Price or Wickham, you will be supplied with electricity by the local mining company. These mining companies are exempt from the requirement to hold a licence.

Although you receive supply from an exempt retailer/distributor, many of the protections described in this guide for customers of licensed retailers will also apply to you. For example, your mining company will have to adhere to most of the protections in relation to billing, payments, payment difficulties and financial hardship, disconnection and reconnection. There are also some protections in relation to information, communication, complaints and disputes handling that must be followed.

Not sure?

To find out whether or not you are a customer of an exempted supplier; or if you have concerns or questions regarding your exempt supplier, contact the Office of Energy on 08 9420 5600.

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