



ELECTRICITY INDUSTRY GUIDELINE NO. 13
GREENHOUSE GAS DISCLOSURE ON ELECTRICITY
CUSTOMERS' BILLS

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1. BACKGROUND

1.1 Purpose

The purpose of this guideline is to specify the minimum information concerning greenhouse gas emissions connected with the generation of electricity which a *retailer* must include in each bill issued to a *customer*.

In doing so, the regulatory objective is to increase *customer* awareness of the link between energy use and greenhouse gas emissions and to enable *customers* to monitor over time the emissions associated with their energy consumption.

1.2 Authority

This guideline is prepared and issued by the *Commission* under section 23A(2) of the *Act*.

Disclosure of the information specified by this guideline is required by clause 8.1(d) of each *retailer's retail licence* and by section 23A(1) of the *Act*.

1.3 Consultation

The Commission has consulted with *SEAV* before issuing this guideline and will do so before issuing any amendment to it.

1.4 Application

This guideline applies to all bills issued by a *retailer* which relate in part or in whole to a period from or after 1 February 2003.

1.5 Copies of this guideline

Each *retailer* must:

- (a) publish a copy of this guideline on its website;
- (b) give a copy of this guideline to any person, on request by that person;
and
- (c) refer to this guideline in its customer charter.

2. ELECTRICITY BILLS

2.1 Minimum content requirement

A *retailer* must include at least the following information in a *customer's* bill:

- (a) the amount of *disclosable emissions* associated with the amount of electricity to which the bill relates;

- (b) to the extent that data is available as to the amount of electricity, the amount of *disclosable emissions* associated with the amount of electricity to which each previous bill related within the past 12 months;
- (c) a graphical representation of the data referred to in paragraphs (a) and (b), with adequate explanation of the graph;
- (d) the website address: “www.greenhousegases.gov.au”

2.2 Format requirement

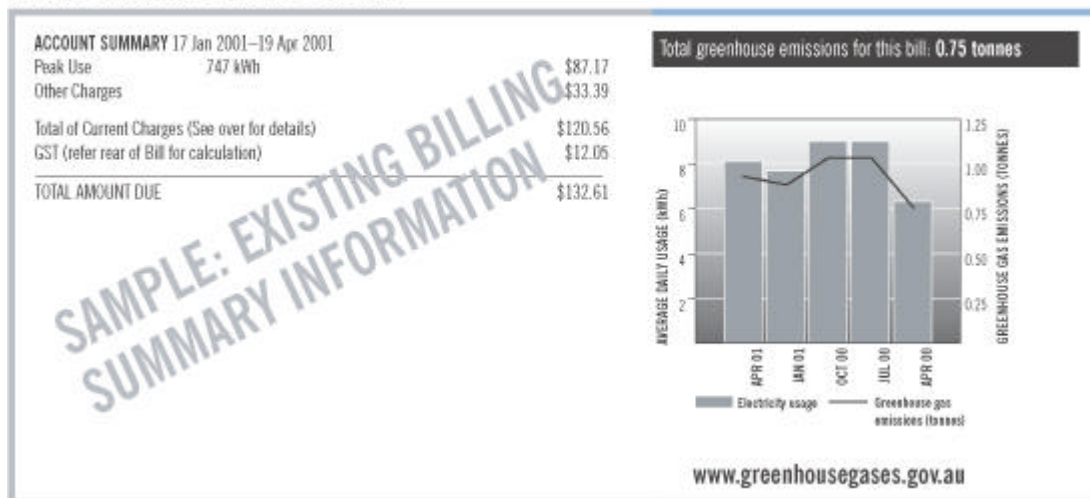
A *retailer* must present the information set out in clause 2.1 and any associated information on greenhouse gas emissions, including the format of the graph, in a manner approved by the *Commission*. The *Commission* will consult with *SEAV* before giving or refusing its approval.

2.3 Acceptable formats

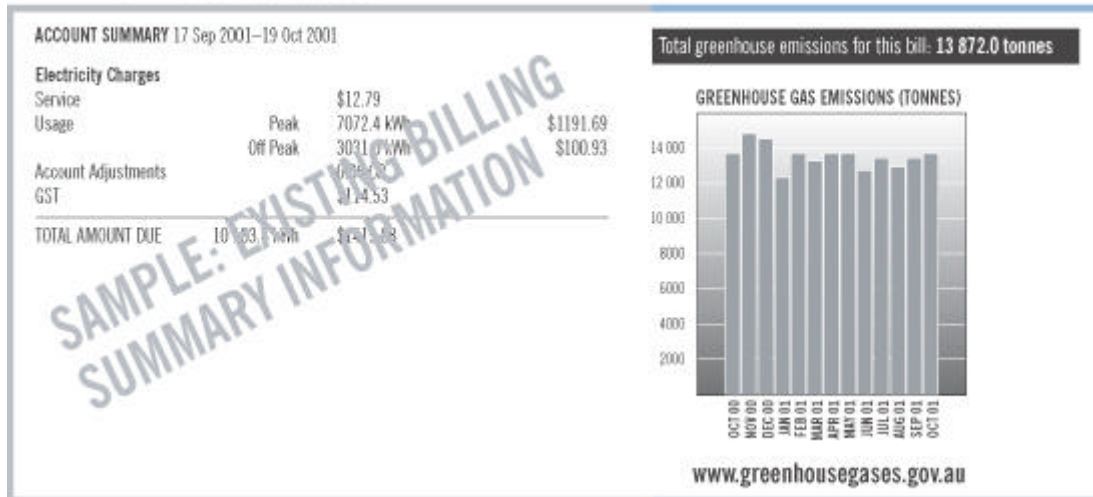
Figure 1 contains three examples of narrative and graphical formats which will best meet the regulatory objective if the disclosure information is shown on the front of the *customer’s* bill. Adoption of one of these formats (or another format) nonetheless requires formal approval under clause 2.2

Figure 1

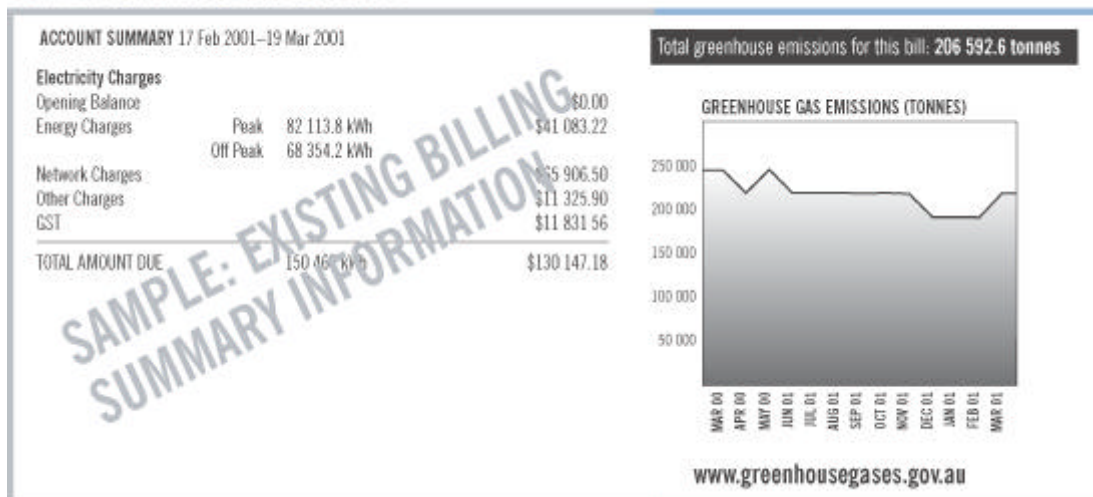
EXAMPLE 1: GREENHOUSE GAS DISCLOSURE



EXAMPLE 2: GREENHOUSE GAS DISCLOSURE



EXAMPLE 3: GREENHOUSE GAS DISCLOSURE



3. ROLE OF SEAV¹

3.1 Calculation of co-efficient

SEAV will use best endeavours to calculate the *co-efficient* for a calendar year by the end of October in the preceding calendar year, and will supply it to *retailers* promptly after its calculation.

3.2 Maintenance of website

SEAV will use best endeavours to ensure the maintenance of the “www.greenhousegases.gov.au” website containing up-to-date and readily accessible information which includes the following information:

¹ Neither the *Commission* nor this guideline can bind SEAV in the discharge of its functions, however clause 3 has been included following consultation with SEAV to properly inform *retailers* and *customers* of the role which SEAV proposes to undertake in the scheme for increasing *customer* awareness through electricity bills which is set out in this guideline.

- the rationale of the scheme for increasing *customer* awareness through electricity bills;
- the means of calculation of greenhouse gas emission information;
- action which *customers* can take to reduce energy use and emissions;
- information about *green power*; and
- website links to *retailers'* and other relevant websites.

3.3 Advice to *Commission* and *retailers*

SEAV will advise the *Commission* and *retailers* in their endeavours to operationalise this guideline and generally in their efforts directed toward attainment of its regulatory objective (see clause 1.1).

4. COMPLAINTS AND DISPUTE RESOLUTION

4.1 *Customer concerns*

A *retailer* must handle a complaint by a *customer* relating to the subject-matter of this guideline in the same manner as it is obliged to handle complaints or resolve disputes in relation to bills generally under its *retail licence* and under the terms of its retail contract with the *customer*.

4.2 *Retailer concerns*

If a *retailer* has a complaint about a *Commission* or *SEAV* decision taken under or pursuant to this guideline, or it has an unresolved customer complaint which properly relates to such a *Commission* or *SEAV* decision, it must raise the matter with the *Commission* (after first attempting to resolve the matter with *SEAV* in the case of a decision made by *SEAV*).

5. DEFINITIONS

In this guideline:

Act means the *Electricity Industry Act 2000*.

customer means a person who buys electricity from a *retailer*.

co-efficient means:

- (a) for 2003 – 1.39 tonnes CO₂e/MWh; and
- (b) for each subsequent calendar year – a figure to be calculated and supplied to the relevant *retailer* by *SEAV*. The figure is to be derived from relevant data in the then latest National Greenhouse Gas Inventory published by the Australian Greenhouse Office (a Commonwealth Government agency) and other relevant documents so as to reflect average greenhouse gas intensity of electricity sold in Victoria (in the absence of which the previous year's figure applies).

Commission means the Essential Services Commission, Victoria.

disclosable emissions for a period means the number of tonnes for the period calculated by applying the formula:

$$\textit{co-efficient} \times (\text{MWh of electricity} - \text{MWh of } \textit{green power})$$

(and where the period encompasses two calendar years the formula is to be applied using the *co-efficient* which is current at the end of the period).

green power means electricity which is accredited as “Green Power” under the national Green Power Accreditation Program conducted by **SEAV** and other authorities.

retailer means a person who holds a **retail licence** under the **Act**.

retail licence means a licence granted under the **Act** to sell electricity otherwise than through the wholesale electricity market.

SEAV means the Sustainable Energy Authority, Victoria.

6. INTERPRETATION

In this guideline:

- (a) headings and footnotes are for convenience only and do not affect the interpretation of this guideline;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (e) a reference to a clause is to a clause of this guideline;
- (f) a reference to any statute including an **Act** and regulation, proclamation, order in council, ordinance or by-law includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute;
- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (h) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;

- (i) when italicised, other parts of speech and grammatical forms of a word or phrase defined in this licence have a corresponding meaning.