

# Consumer Data Right Policy

AGL Energy Electricity  
All States



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# Table of Contents

<b>About Us</b>	<b>4</b>
<b>About the Consumer Data Right</b>	<b>5</b>
<b>About this policy</b>	<b>6</b>
<b>What data is available?</b>	<b>7</b>
<b>How to share your CDR data</b>	<b>8</b>
<b>Consumer Data Right Customer Relationships</b>	<b>10</b>
<b>How to access and manage CDR data</b>	<b>12</b>
<b>How to correct your CDR data</b>	<b>15</b>
<b>Your privacy is important to us</b>	<b>16</b>
<b>Contact Us</b>	<b>17</b>
<b>Making a CDR complaint</b>	<b>18</b>

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## Document revision history

Published Date	Version
15.11.2022	1.0
15.04.2023	2.0
15.11.2023	3.0
15.05.2024	4.0
20.09.2024	4.1



## About Us

AGL Energy Limited and its related companies provide gas, electricity and energy-related products and services, telecommunications products and services, including broadband internet, mobile and home phone services, and other products and services. You can find out more about AGL [here](#).

This Consumer Data Right Policy applies to the AGL legal entities that are electricity retailers within the National Electricity Market (the **NEM**) which covers Queensland, New South Wales (which includes the ACT), Victoria, Tasmania and South Australia, in their capacity as a data holder. Specifically:

- AGL Sales (Queensland Electricity) Pty Limited – ABN 66 078 875 902
- AGL South Australia Pty Ltd – ABN 49 091 105 092
- AGL Sales Pty Limited – ABN 88 090 538 337

In this policy, when we refer to **AGL**, **we**, **us** or **our**, we are referring to all of the above AGL entities.

# About the Consumer Data Right

## **What is the Consumer Data Right?**

The Consumer Data Right (CDR), sometimes called Open Energy, is a regulatory regime that the federal government has introduced to give electricity energy consumers greater transparency around energy usage and costs. By allowing eligible providers access to your energy data, the CDR enables you to make informed decisions about your energy service by giving you the power to compare the market and get a more detailed understanding of how and when you use energy, empowering you to find the right energy deal for you.

Under the CDR, you can permit AGL to share data with accredited third parties on your behalf. The data that you may share relates to your electricity contract, as well as information about you, your accounts and billing arrangements, as set out in more detail under '**What data is available?**'

## **Is my data safe?**

There are strict protocols that apply to both the collection of CDR data and subsequent use of that data under the Competition and Consumer Act, and the CDR Rules. See <https://www.cdr.gov.au/what-is-cdr> for more details about the CDR and how it works.

To request access to your data through third parties, they must be accredited by the Australian Competition and Consumer Commission (ACCC). They have set strict accreditation criteria and privacy and information security standards. The privacy of CDR data is also regulated by the Office of the Australian Information Commissioner (OAIC). See '**Your privacy is important to us**' below for more detail.



## About this policy

This policy describes how AGL manages your CDR data and your relevant rights under the CDR laws, including your rights to access and correct your CDR data, or make a complaint, if needed.

Importantly, this policy does not govern how AGL manages your personal information generally. Rather, our [Privacy Policy](#) continues to govern how your personal information is managed by AGL outside of the CDR.

We review our CDR policy at least annually and when our practices or applicable laws or regulations change. You can always find the most up-to-date version on our website, and you can ask us to send you a paper or electronic copy of the latest version at no charge.

You can also provide any feedback about this policy, or how we apply this Policy, by contacting us in writing or by phone – see Contact Us.

# What data is available?

As a data holder under the CDR, we are required to make the following sets of data available for sharing:

- Name and contact details
- Organisation profile and contact details
- Account and plan details
- Concessions and assistance
- Payment preferences
- Billing payments and history
- Electricity connection and meter
- Energy generation and storage
- Electricity usage

Name and contact details can include details of the Account Holder or other individuals associated with the Account Holder's account. See '[Consumer Data Right Customer Relationships](#)' below for more information.

Details about the CDR data that you have authorised us to disclose can be accessed via your online AGL CDR dashboard.

We'll share the CDR data that we're required to under the CDR, this is known as 'required consumer data'. We currently do not accept requests for voluntary consumer data that we're not required to provide. We do not accept requests for product data.

Product data requests in the energy sector are fulfilled by the government-operated services [Energy Made Easy](#) or [Victorian Energy Compare](#).

We don't charge a fee to share your CDR data, and we share your data only if you provide consent.

A data request made to us may cover data that is collected and held by the Australian Energy Market Operator (**AEMO**), such as electricity usage data or energy generation and storage data.

AEMO is a secondary data holder, which means they cannot directly respond to data requests. Where required, we will request the relevant data from AEMO where the information is needed to respond to a data request.

# How to share your CDR data

You can access and share your CDR data with accredited third parties so they can provide you with a product or service. You can check the list of accredited third parties [here](#).

The accredited third party will ask for your consent to collect your CDR data (on their site or app).

- Once you give your consent to the third party, a redirection to AGL will occur and we'll ask you to enter the email you have registered with us. We will then send you a One Time Password to the email you have entered.
- Some customers may have multiple profiles such as a personal and business representative profile, and you will be able to choose which profiles you want to access. You can then choose which accounts you'd like to share, and we'll confirm with you what CDR data will be shared.
- Your customer details must align across your AGL services and CDR profile(s). If your customer details do not align, you may be blocked from CDR participation as a security measure and you will need to Contact Us to have your details confirmed.
- There may be some accounts that you cannot see when you are asked to authorise data sharing with an accredited third party. These accounts are 'unavailable' for data sharing. Let us know if you have a question about an unavailable account.
- You'll then be asked to authorise us to share your CDR data and verify the period of time that the data will be shared – this could be once-off or ongoing.
- You can view your authorisations, or stop them at any time, using My Account, or the online AGL CDR dashboard provided to you.

## Important

We'll never ask you to share your AGL login details, password or verification code with a third party.

To share your CDR data, you'll need to be at least 18 years old, have an email address registered and authenticated by us, and have an eligible AGL electricity account with us.

If you have an eligible active AGL electricity account with us, but it's not set up for online access (meaning you don't have a MyAccount login), you can call us for help – see **Contact Us** below. We'll be able to validate and verify your contact details if you wish to share your CDR data with an accredited third-party organisation.

Residents of Western Australia, gas accounts, off-market embedded networks, unmetered supply accounts, AGL Mobile, AGL Internet and former Power Direct accounts are not currently able to share their CDR data or may have limitations on sharing their CDR data. AGL does not offer joint accounts.



If you want to change any data sharing authorisations you have in place, you will need to initiate this change with the accredited third party who you are sharing the data with. You will then be able to authorise this change in the online AGL CDR dashboard.

# Consumer Data Right Customer Relationships

## **Account Holder**

An individual who is the Account Holder is the financially responsible person for the account. As the Account Holder you can authorise data sharing as long as the eligibility criteria are met.

## **Authority to Act**

Where a State Trustee, Court Appointed Authority or a person with Power of Attorney has authority to manage an electricity account on the Account Holder's behalf, the Account Holder or appointed person may assign that individual with an Authority to Act in relation to the account.

An individual with an Authority to Act will be able to authorise data sharing and manage CDR preferences on behalf of the Account Holder, in line with the scope of their authority.

For more information, please see our [Help and Support page](#). To set yourself up or to set up another person with an Authority to Act, please contact us using the details at the end of this policy.

This relationship is only applicable to individuals. A business customer must appoint a Nominated Representative to enable data sharing – see '[For Business Customers](#)' below.

## **Nominated Representative**

An organisation must assign at least one individual as a Nominated Representative for CDR data to be shared with an accredited third party.

AGL is not required, nor authorised to disclose data for an organisation that has not appointed a Nominated Representative.

Even though business customers will have one or more authorised contacts on their AGL account, data cannot be shared under the CDR until at least one of those authorised contacts, or a newly assigned authorised contact, is appointed as a Nominated Representative.

See our [Help & Support page](#) for more information on how to appoint a Nominated Representative for your business account.

## Secondary User

A Primary Account Holder who is an individual may request an additional individual be allocated to their account for the purpose of sharing data, this is known as a Secondary User. To enable this relationship, the Primary Account Holder must first have the individual assigned to their account as an authorised contact person, this can be done by calling AGL – see **Contact Us**. The authorised contact will then need to have a Secondary User relationship applied within AGL's system.

The Primary Account Holder can then assign a Secondary User instruction to allow that individual to be a Secondary User and share data from the Primary Account Holder's account – to do this please see the [CDR Help & Support Guide](#).

# How to access and manage CDR data

## For Residential Accounts

### **Account Holders**

You can only access your CDR data if you have an eligible account. You can access this information by making a data sharing request.

You can log onto your online AGL CDR dashboard, your My Account page or the AGL app to:

- view your data sharing arrangements;
- stop sharing data with third parties; and
- remove your account from a data sharing arrangement.

### **Authority to Act**

If you have an Authority to Act in relation to an eligible AGL electricity account, you will be permitted to authorise data sharing on behalf of the Account Holder. You can log onto your online AGL CDR dashboard, your My Account or the AGL app to view and manage the data sharing arrangements you have authorised on the Account Holder's behalf.

### **Removal of Authority to Act**

A person with an Authority to Act can have their status revoked by removing them as an authorised contact on the account. This can be done by either the Account Holder or the individual with an Authority to Act through My Account or by contacting us directly.

This will remove their access to the AGL energy account and their ability to authorise future data sharing from the account. However, you will need to contact us to revoke any existing data sharing arrangements they have authorised, as these will not automatically cease upon removal of the Authority to Act.

### **Important**

To share CDR data, the Account Holder and any representatives assigned to the account (such as a person with an Authority to Act) will need to be at least 18 years old, have an email address registered and authenticated by us, and the Account Holder must have an active AGL electricity account with us.

## Secondary Users

Once a Secondary User Relationship has been created and a Secondary User Instruction has been assigned to your electricity account(s) they will then be provided with access to their own online AGL CDR dashboard from which they can authorise and manage data sharing. For more information, please see the [CDR Help & Support Guide](#).

### Important

The Primary Account Holder and the Secondary User must be at least 18 years old and have an email registered and authenticated by us. The Secondary User must also be a customer authorised representative on the account in accordance with the National Energy Retail Rules or National Electricity Rules.

## Removal of Secondary Users

If you are a Primary Account Holder, you may login via your AGL My Account or contact us directly to remove a contact as an Authorised Contact, which will cease that individual from being a Secondary User.

This will stop their access to the account, and their ability to authorise data sharing. If your Secondary User has any active data-sharing arrangements when you disable their access or remove them from your account, these arrangements will be paused. If the Secondary User's access is enabled again and the arrangement hasn't expired, the data sharing will resume.

## For Business Accounts

### **Nominated Representatives**

If you are appointed as a Nominated Representative for a business, you can manage data sharing from the business' electricity account.

You can only access your business' CDR data if the business has an eligible account. You can access this information by making a data sharing request.

You can log onto the online AGL CDR dashboard, the My Account page or the AGL app (where available) to:

- view data sharing arrangements for the business;
- stop sharing data with third parties; and
- remove a data sharing arrangement from the business.

### **Important**

To share CDR data on behalf of a business, you'll need to be an authorised contact on the business' AGL electricity account, be at least 18 years old and have an email address registered and authenticated by us. The business must have an active AGL electricity account and its aggregate electricity usage must be less than 5GWh per annum. Before assigning a Nominated Representative to an account, we will conduct a usage calculation to assess the eligibility of the business against these requirements.

If the business has an eligible AGL electricity account but is not set up for online access (meaning you don't have a My Account or AGL for Business login), you can contact us for help. We'll be able to validate and verify your contact details if you wish to share your business' CDR data with an accredited third party.

Only the Nominated Representative can update or correct the personal information we hold about them.

### **Removal of Nominated Representative**

If your business account is available in My Account, you may log on or contact us directly to remove an individual as an authorised contact on the account, which will revoke their status as a Nominated Representative for CDR. This will remove their access to the business' AGL energy account and they will no longer be able to authorise data sharing from the account.

You will need to contact us to revoke any active data sharing arrangements, as these may not automatically cease upon removal of a Nominated Representative. If the organisation no longer has any assigned Nominated Representatives, all active data sharing arrangements will cease.

If your business account is in AGL for Business, then you will need to call us directly to manage your business' authorised contacts.

For more information on Nominated Representatives, business eligibility for CDR and how to authorise and manage CDR data sharing arrangements, please see our [Help & Support page](#).

# How to correct your CDR data

If any of your CDR data is incorrect or incomplete, please contact us using the details at the end of this policy.

So we can assist you better, please provide us with the following details:

- What information is incorrect or incomplete
- Why the information is incorrect or incomplete
- Your preferred contact details so we can get in touch

We'll acknowledge receipt of your request as soon as practicable. Within 10 business days, we'll let you know in writing if we have corrected your CDR data. Alternatively, we may include a statement with the data to ensure that, having regard to the purpose for which it is held, the data is accurate, up to date, complete and not misleading. If we do not do either of these things, we may instead provide you with a notice of why we thought a correction or statement was unnecessary or inappropriate and which sets out your options for complaint. We will not charge any fees for this service.

In some cases, we provide data that is sourced from a third party, such as electricity usage data or energy generation and storage data from the AEMO. Where the correction request relates to AEMO data provided to us, we will initiate any correction procedures that are required of us under the electricity laws, or if the information relates to energy generation and storage (such as home solar or battery installations), we will provide details to you about how to request correction of the information.

We may not correct your CDR data if we have not previously been required or authorised to disclose the CDR data that you have sought to correct.

If we have shared incorrect CDR data, we'll let you know as soon as possible. We will also provide you with details of the third party we shared it with and how to request that your corrected CDR data is shared with the third party.

If you're an individual, you also have the right to access and correct personal information that we hold about you. For details, see our Privacy Policy referred to below in **'Your privacy is important to us'**.

If you are unsatisfied with how we handled your request to correct CDR data, you can raise an issue or complaint, see **'Making a CDR complaint'** below.

# Your privacy is important to us

We understand that your privacy is important, and we value your trust. That's why we protect your information and aim to be clear and open about what we do with it.

When we collect personal information, we follow the obligations set out in the Privacy Act.

We train our staff in how to keep your information safe and secure. We use secure systems and environments to hold your information.

We will only keep your information for as long as we need it.

If you want to know more about how we handle your personal information at AGL, see our Privacy Policy [here](#).



# Contact Us

If you have a question, need to request a correction to your CDR data, make a complaint, or get a printed copy of this policy , you can:

- use our online enquiry form linked below; or
- contact the AGL Customer Solutions team, using the details set out below:

<b>AGL Customer Solutions</b> Locked Bag 14120 MCMC VIC 8001	<p><b><u><a href="#">Enquiry form</a></u></b></p> <p><b>Phone:</b> <b><u><a href="#">131 245</a></u></b></p> <p>If you're deaf or hard of hearing, or have difficulty speaking, you can use the <b>National Relay Service</b>.</p> <p>To access this service, please contact us on <b>133 677</b> quoting 1300 664 358.</p> <p>If you need to talk to someone in your language, call our Interpreter Service on <b>1300 307 245</b>.</p> <p>Email us for further Consumer Data Right inquiries: <b><u><a href="mailto:consumerdatarightinquiries@agl.com.au">consumerdatarightinquiries@agl.com.au</a></u></b></p>	<b>Website:</b> <b><u><a href="http://agl.com.au">agl.com.au</a></u></b>
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# Making a CDR complaint

If you have concerns about how we've handled your CDR request or inquiry, or relating to any of our CDR obligations or relevant goods and services, get in touch with us in writing or by phone using the above Contact Us section of this policy.

Please include:

- Your name and contact details (you will also have the option of making an anonymous complaint).
- Details about your complaint (such as what went wrong and what you'd like us to do).
- Any supporting information (including any documents).

## **What happens after we receive your complaint?**

1. We'll confirm receipt of your complaint (usually by the next business day, or immediately if the complaint is made by phone).
2. We'll consider the information you've provided to us and investigate the issue.
3. We'll work with you to provide a fair resolution, which may include assisting you with managing your data sharing arrangements, or in some cases, seeking correction of your CDR data. We may also consider other remedies to resolve your complaint as appropriate, including an apology, explanation of the circumstances giving rise to the complaint or the provision of assistance and support. If we're unable to do this within 30 days, we'll tell you the reason for the delay, the date you can expect to receive a resolution, and continue to update you on progress.
4. If you are not satisfied with how your complaint has been handled or the outcome, you may Contact Us and request AGL to conduct an internal review. You can read more about how we handle complaints here.

You can also read our [Complaints and Dispute Resolution Policy \(AGL Energy\) \(PDF\)](#).



If you're not satisfied with how we have managed your Consumer Data Right complaint, you can contact your local Ombudsman at any time for advice or to make a complaint. The Ombudsman is independent, and their services are free. You can also contact the Office of the Australian Information Commissioner who can deal with privacy complaints relating to CDR data.

**Office of the Australian Information Commissioner**

Online: [www.oaic.gov.au](http://www.oaic.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

If your CDR complaint relates to electricity energy products or services, you can contact the Ombudsman for your state.



If you are in **New South Wales** and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman NSW.

New South Wales	<b>Energy and Water Ombudsman NSW</b> Reply Paid 86550 Sydney South NSW 1234	<b>Complaint form</b>  <b>Phone:</b> <a href="tel:1800246545">1800 246 545</a>  <b>Email:</b> <a href="mailto:complaints@ewon.com.au">complaints@ewon.com.au</a>	<b>Website:</b> <a href="http://ewon.com.au">ewon.com.au</a>
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If you are in the **Australian Capital Territory** and your complaint relates to energy products or services, you can contact the ACT Civil and Administrative Tribunal.

Australian Capital Territory	<b>ACT Civil and Administrative Tribunal (ACAT)</b> GPO Box 370 Canberra ACT 2601	<b>Complaint form</b>  <b>Phone:</b> <a href="tel:0262071740">02 6207 1740</a>  <b>Email:</b> <a href="mailto:tribunal@act.gov.au">tribunal@act.gov.au</a>	<b>Website:</b> <a href="http://acat.act.gov.au">acat.act.gov.au</a>
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If you are in **Victoria** and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman Victoria.

Victoria	<b>Energy and Water Ombudsman Victoria</b> Reply Paid 469 Melbourne VIC 8060	<a href="#">Complaint form</a>  <b>Phone:</b> <a href="tel:1800500509">1800 500 509</a>  <b>Email:</b> <a href="mailto:ewovinfo@ewov.com.au">ewovinfo@ewov.com.au</a>	<b>Website:</b> <a href="http://ewov.com.au">ewov.com.au</a>
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If you are in **Queensland** and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman QLD.

Queensland	<b>Energy and Water Ombudsman Queensland</b> PO Box 3640 South Brisbane BC Qld 4101	<a href="#">Complaint form</a>  <b>Phone:</b> <a href="tel:1800662837">1800 662 837</a>  <b>Email:</b> <a href="mailto:complaints@ewoq.com.au">complaints@ewoq.com.au</a> or <a href="mailto:info@ewoq.com.au">info@ewoq.com.au</a>	<b>Website:</b> <a href="http://ewoq.com.au">ewoq.com.au</a>
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If you are in **South Australia** and your complaint relates to energy products or services, you can contact the Energy and Water Ombudsman SA.

South Australia	<b>Energy and Water Ombudsman South Australia</b> GPO Box 2947 Adelaide SA 5001	<a href="#">Complaint form</a>  <b>Phone:</b> <a href="tel:1800665565">1800 665 565</a>	<b>Website:</b> <a href="http://ewosa.com.au">ewosa.com.au</a>
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**Version 4.1.**

**Effective Date: 20<sup>th</sup> September 2024**