

**Select Committee on Electricity Supply, Demand and Prices in New South Wales**  
**Inquiry into Electricity Supply, Demand and Prices in New South Wales**

Supplementary Questions

**Question:**

**Delta Electricity – The Hon Paul Green MLC**

1. What components of a bill, if any, are exempt for people accessing hardship provisions?

Sunset Power International Pty Ltd t/as Delta Electricity (**Delta**) was granted a Retail License by the Australian Energy Regulator in December 2017. Delta only retails to large industrial customers and is exempt from the hardship provisions of the National Energy Retail Law (NERL).

While Delta is exempt from the hardship provisions of the NERL, the Committee is directed to section 44 of the NERL, specifically, that there are no components of a residential customers bill that are exempt for people accessing hardship provisions. A retailer to residential customers has a duty of care that includes being able to identify a hardship customer, directing them towards hardship assistance programs including government services, offering flexible payment options and providing processes of contract and energy usage review.