

What's the difference between the billing agent and authorised retailer?

Our retail offer and existing billing agent schemes are vastly different in terms of responsibilities and liabilities under the National Electricity Retail Rules (NERR) and the Australian Energy Regulator (AER) rules and guidelines.

The table to the right outlines the risks and liabilities borne by the Body Corporate or site owner in a billing agent scheme and identifies the benefits of a retail offer, such as enhanced regulatory arrangements and protections for customers.

Owned by Body Corporate, run by Altogether

Responsibility	Billing Agent		Retail Offer	
	Body Corporate	Agent	Body Corporate	Altogether
Owns Embedded Network	✓		✓	
Gate Meter Retailer Costs	✓			✓
Regulated Fines	✓			✓
Ombudsman Costs	✓			✓
Billing Operations		✓		✓
Life Support Liability	✓			✓
Hardship Liability	✓			✓
Payment Handling		✓		✓
Collections		✓		✓
Debt Control		✓		✓
Debt Risk (unpaid bills)	✓			✓