

## Privacy Policy In Relation To Customer Information Disclosed To It Where A Customer Has “Lost” Its Gas Retailer

1. [Retailer’s Customer Support Staff to ask the Telephone Caller:]

- “Are there any natural gas appliances being used at your premises?”
  - [If the answer is “No”, then Retailer’s Customer Support Staff to redirect the Telephone Caller to someone in their organisation that can assist with new gas connections. Do not proceed to section 2 below if this action resolves the Telephone Caller’s query.]
  - [If the answer is “Yes” or “I Don’t Know”, then Retailer’s Customer Support Staff to proceed to section 2 below.]

2. [Retailer’s Customer Support Staff to ask the Telephone Caller:]

- “Is this a new natural gas connection or a new house?”
  - [If the answer is “Yes”, then Retailer’s Customer Support Staff to redirect the Telephone Caller to someone in their organisation that can assist with new gas connections. Do not proceed to section 3 below if this action resolves the Telephone Caller’s query.]
  - [If the answer is “No” or “I Don’t Know”, then Retailer’s Customer Support Staff to proceed to section 3 below.]

3. [Retailer’s Customer Support Staff to initiate the “Lost Gas Customer Process” on behalf of the Telephone Caller by quoting the following privacy statement to the Telephone Caller prior to obtaining their personal contact information, in accordance with the Australian Energy Market Operator Limited document, “Gas Industry Protocol for Identifying a Gas Customer’s Current Gas Retailer”.]

- “If you are a gas customer in NSW or the ACT and you contact a gas retailer, the NSW Department of Water & Energy or the Energy & Water Ombudsman of NSW to find out the identity of your current gas retailer, any of those parties may ask the Australian Energy Market Operator Limited to identify your gas retailer and provide that information to you.

In order to find this information, the Australian Energy Market Operator Limited will collect your name, telephone number and street address. The Australian Energy Market Operator Limited will use this personal information only for the purpose of identifying your gas retailer, contacting you to provide you with this information and informing your gas retailer that you have sought this information. The information will be stored by the Australian Energy Market Operator Limited for seven days after the date that it receives it and will then be deleted from its records.”