

Information Sharing Protocol

This protocol describes how we will discharge our information sharing obligations under the Australian Energy Regulator's Electricity Distribution Ring-Fencing Guideline.

Under the Ring-Fencing Guideline, if we share confidential electricity information in certain circumstances with our related electricity service providers that provide contestable electricity services, we are required to provide access to that information on an equal basis with third parties who are competing in the provision of contestable electricity services.

What information will we share?

We will provide eligible legal entities access to confidential electricity information that we have acquired or generated in connection with our direct control services that is not already publicly available but has been disclosed to our related electricity service providers.

We are not required to provide confidential electricity information that we have disclosed to our related electricity service providers in the following circumstances:

- where the relevant customer, or prospective customer, to whom the confidential electricity information relates has provided their consent.
- where the disclosure is required by law.
- where the disclosure is necessary to enable us to provide distribution services or other services.

Eligibility criteria

We will provide access to confidential electricity information to those legal entities on our Information Register.

For a legal entity to be included in the Information Register they must submit to informationsharing@energyq.com.au:

- the [Information Register Application Form and the Information Sharing Deed Poll \(PDF\)](#)

We will only approve a legal entity's application if:

- the Information Register Application Form is complete,
- the Information Sharing Deed Poll has been signed and dated, and
- we are satisfied (acting reasonably) that the legal entity is competing, or seeking to compete, with us, or any of our related electricity service providers, in relation to the provision of contestable electricity services.

Once we have approved an application, you will be registered on our Information Register and will receive a confirmation email and login details relating to access to the data room that contains the requested confidential electricity information. Information Sharing Application Forms will be processed as quickly as possible, however a minimum processing time of five business days should be anticipated.

A list of the current legal entities on the Information Register is available on the [Ring Fencing webpage](#).

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Fees and charges

Each party is to pay its own costs in relation to registering and accessing the Sharing Information Register.

Information sharing process

In accordance with our obligation under the Ring-Fencing Guideline, if confidential electricity information becomes available in a category for which a legal entity is registered, we will share it via a secured data room.

Registered legal entities will receive an email notification when more confidential electricity information is uploaded to the data room. It is the responsibility of the registered legal entity to access the data room if it so desires to obtain the confidential electricity information.

Confidential electricity information will remain accessible in the data room for five business days from the date it is uploaded. After this time we may remove confidential electricity information from the data room at our discretion.

Updating your details

Registered legal entities can update their details by submitting an updated Information Register Application Form to informationsharing@energyq.com.au.

Removal of access to the data room

We may periodically request confirmation from registered legal entities that their contact details are up-to-date. In order to ensure that the Information Register remains accurate and user friendly, we may remove legal entities who do not respond to any request for confirmation within ten business days.

We may remove a legal entity from the Information Register if they breach their obligations under the Information Sharing Deed Poll.

You may request to be removed from the Information Register by sending an email to informationsharing@energyq.com.au.

Further information

Further details regarding the Ring-Fencing Guideline are available on the Australian Energy Regulator's website <https://www.aer.gov.au/networks-pipelines/ring-fencing>.

Please contact informationsharing@energyq.com.au for additional information about this process.