

Consumer Data Right Policy.

Momentum Energy Pty Limited (ABN 42 100 569 159) (**Momentum Energy/we/us**) is a participant in the Consumer Data Right (CDR).

Established by the Australian Government, the CDR provides consumers with rights to access and share “CDR data” held by organisations (who are known as **data holders**). The CDR data that can be shared includes information about consumers, the products they acquire from a data holder, and their use of those products.

We are a data holder in the energy sector. Our data holder number is DH777823. If you are an eligible consumer for one of our products and have provided your consent, we can share your CDR data with approved third parties (who are known as **accredited data recipients**).

This CDR policy describes how we manage your CDR data and your rights under the CDR laws. For information about how we manage your other personal information, please see our [Privacy Policy](#).

This CDR policy was last updated in October 2023. We may change the policy at any time by publishing an updated version on our website. We encourage you to review and check our website regularly for any updates.

If you would like us to provide you with a copy of this CDR Policy (either electronically or in hard copy) or if you have any questions about this CDR Policy or our involvement in the CDR, you can contact us by:

- calling our Customer Care on [1300 662 778](tel:1300662778) on weekdays (Monday to Friday) between 8am and 6pm AEST. Please note we are closed during National Public Holidays; or
- writing to us at:
 - **Mail:** PO Box 353 Flinders Lane VIC 8009
 - **Fax:** 03 9620 1228
 - **Email:** info@momentum.com.au

Sharing your CDR data

If you are an eligible consumer under CDR laws, we are required to make certain CDR data about you and your use of our services available for sharing. This ‘**required consumer data**’ includes:

- **Customer data:** this is information identifying you (such as your name, address and contact information)
- **Account data:** this is information about your account with us (such as your account number, when you created your account, your connection point identifiers, payment schedule and concession information)
- **Billing data:** this is information about your bills and transactions with us (such as your account balance, billing information and transaction history)
- **Tailored Tariff Data:** this is information about rates, charges and features where we have individually negotiated tailored arrangements with you

- **Metering data:** this is metering data relating to your account. It is held by the Australian Energy Market Operator (**AEMO**)
- **NMI standing data:** this is National Meter Identifier standing data relating to your account. It is held by AEMO
- **DER data:** this is distributed energy resources register information relating to your account. It is held by AEMO

We do not accept requests for CDR data that we are not required to share.

We will only share your CDR data with accredited data recipients when you want us to. This means we will only share your CDR data with an accredited data recipient if:

- you have provided your consent for us to do so via the accredited data recipient;
- we have verified your identity and confirmed the account to which your consent relates;
- you have authorised us to share your CDR data with the accredited data recipient and have specified the period over which you wish your CDR data to be shared; and
- we are legally able to share it. There are some situations where the law entitles us to not disclose CDR data, for example, where the relevant account is blocked/suspended, or if we consider it necessary to prevent physical, psychological or financial harm. We will inform you if we exercise our right to not to disclose CDR Data.

Correcting your CDR data

We take reasonable steps to ensure that the CDR data we hold is accurate, up-to-date and complete. If you believe that CDR data we hold about you is incorrect, then you have the right to request us to correct it. You can do so by contacting Momentum Energy using the contact details provided above.

We will acknowledge your request as soon as practicable. If you are requesting a correction to:

- CDR data which is held by us (which includes your customer data, account data billing data and tailored tariff data) we will let you know in writing within 10 business days of receiving your request of the outcome (such as whether we have corrected your CDR data; have included a qualifying statement with your CDR data; or if we consider the correction is unnecessary or inappropriate and reasons why)
- NMI standing data or metering data that is held by AEMO, we will (as soon as practicable) initiate the relevant correction procedures required of us under the National Electricity Rules; or
- DER register data that is held by AEMO, we will (as soon as practicable) provide you with details about how to contact the distributor so you can request correction of the data.

We will not charge you a fee to correct your CDR data. If you are unhappy with how we handle your request, you can raise a complaint (see 'Resolving your concerns' below for further information).

Individuals also have rights to access and correct personal information we hold about them, including personal information that is CDR data. You can find out more about how to exercise these rights in our [Privacy Policy](#).

Accessing your CDR data

You can access information about your CDR data (including who you have authorised us to disclose your CDR Data to, what type of CDR data you have authorised us to share and to change any authorisations you have provided us) via the Momentum Energy Consent dashboard.

You can access your Momentum Energy Consent dashboard:

- through the Momentum Energy My Account Portal (you just need to log in with the email address you have provided us and, from the Account Details section, select "Manage" in the section "Data Sharing through Consumer Data Rights");
- via the Momentum Energy website; or
- directly via the [Consent dashboard](#) (you just need to log in with the email address you have provided us and then follow the authentication process).

Alternatively, contact us over the phone at 1300 662 778.

Resolving your concerns

If you have any concerns, or wish to make a complaint, about how we handle your CDR data, you can:

- call our Customer Care on [1300 662 778](#) on weekdays (Monday to Friday) between 8am and 6pm AEST. Please note we are closed during National Public Holidays. The Customer Care team are trained to effectively handle and resolve complaints; or
- write to us at:
 - **Mail:** PO Box 353 Flinders Lane VIC 8009
 - **Fax:** 03 9620 1228
 - **Email:** info@momentum.com.au (please title the email "Momentum Energy Complaints Team")

When you contact us with a complaint, you will need to provide your Momentum Energy account number, full name, preferred contact details, a description of the complaint and the resolution you are seeking. We will acknowledge your complaint within 5 business days, and we will update you on the progress of your complaint, via your preferred communication channel.

If your complaint remains unresolved, or you are unhappy with the proposed resolution after you first get in touch with us, you can escalate the matter to a team leader. The team leader will discuss your options to help resolve the matter (such as helping you manage your CDR data sharing arrangements or, if needed, seeking correction of your CDR data).

If you are satisfied with the outcome, or where we have taken all reasonable steps to resolve your complaint, we will close the complaint.

If the matter remains unresolved after you have escalated the matter to a team leader, you can seek independent advice from your local external dispute resolution body as outlined in our [Complaint and Dispute Policy](#). You can also raise your concerns with the Office of the Australian Information Commissioner (**OAIC**). You can contact OAIC by:

- sending mail to GPO Box 5218 Sydney NSW 2001
- calling on [1300 363 992](tel:1300363992)
- sending an email to enquiries@oaic.gov.au
- visiting the website www.oaic.gov.au