

Australian Government Clean Energy Regulator





National Greenhouse and Energy Reporting



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What is Online Services?

Online Services replaces the Client Portal as the new secure gateway where our clients access systems including:

- the Australian National Registry of Emissions Units (ANREU)
- the Emissions and Energy Reporting System (EERS)
- the Renewable Energy Certificates (REC) Registry.

For National Greenhouse and Energy Reporting (NGER) participants, Online Services is necessary to:

- access EERS to enter data and submit NGER reports
- view and manage EERS user permissions for organisations
- access forms and submit applications.

How to create an Online Services account

Select the 'sign-up now' link from the <u>Online Services login page</u>¹ and follow the steps to complete the process. To ensure secure login, Multi-Factor Authentication is enabled and requires an additional authentication method (email, text or phone call) after entering your username and password.

A new user will then need to be <u>added to the organisation's</u> account by personnel with the appropriate <u>permissions</u>. Once complete, EERS can be accessed via the 'NGER reports' link from the 'Manage' dropdown menu in the Online Services Dashboard.

Getting access to an organisation's EERS account

For existing registered controlling corporations, permissions from the Client Portal will be transferred to Online Services. As part of the initial NGER registration process for new controlling corporations, the nominated Executive Officer and NGER Contact Person are automatically given:

- an Admin role, which allows access to the organisation's EERS account
- the ability to edit the company's details and corporate structure
- the ability to link additional users via the self-service functionality.

Registration forms are available through Online Services. See <u>submitting registration and deregistration</u> <u>applications</u>.

If the NGER Contact Person and the Executive Officer have left and there are no other organisation administrators, the new NGER Contact Person will need to submit an <u>addition of a new contact person form</u>² to gain access to the organisation's EERS account.

¹ https://onlineservices.cer.gov.au/

² https://cer.gov.au/document_page/cer-nger-013-addition-new-contact-person

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Keeping details up to date in Online Services

In addition to granting users the right permissions in EERS, we send the NGER Contact Person news about reporting requirements, tips for reporting and important dates.

Keeping contact information up to date is particularly important when staff move on, or there are other changes within the organisation. The NGER Contact Person should manage these updates, however, in instances where no-one else at the organisation can be contacted, we will contact the Executive Officer.

Account types

In Online Services a user is given an 'individual' account. The user can then associate (link) to one or more organisations. For NGER purposes, the user will primarily be performing actions on behalf of an organisation. It is important to ensure you are in the organisation account to allow for assigning roles or permissions. This can be done by either switching the account when first logging in to Online Services, or setting a default to be taken to the organisation account when logging in. See how to switch accounts.

EERS roles and permissions

Online Services has a number of roles and permissions that allow users to perform different functions. When a user's details are added or updated, they can be assigned one or more 'relationships' that best describe their connection with the Clean Energy Regulator and the various schemes. The main roles associated with NGER are described below.

Available roles

Primary Contact

The Primary Contact is the main contact for an organisation.

NGER Contact

The NGER Contact is the first point of contact in relation to an organisation's NGER reporting obligations. This person will also be sent general EERS/NGER information and updates from us. Because this role is vital for communication between us and an organisation, this role cannot be unassigned in Online Services.

An organisation can only have one NGER Contact at a time. Assigning this role to a new user will automatically remove this role from the existing user.

The NGER Contact should be given permissions (see <u>available permissions</u>) to perform any action within an organisation's EERS account, except submitting the NGER report. This includes:

- updating and adding entities to the organisation's reporting structure
- adding activity data
- viewing summary data
- generating reports.





NGER Executive Officer

A person assigned the role of Executive Officer must meet the definition in section 7 of the NGER Act. An Executive Officer is defined as a:

- Director
- Chief Executive Officer
- Chief Financial Officer
- Secretary (i.e. a company secretary).

The contact details of the NGER Executive Officer are included in the NGER Report when submitted each year, so it is important that the organisation maintains a valid NGER Executive Officer and that their contact details remain up to date. The NGER report must be submitted by either an NGER Executive Officer or another user who has specific written permission from an Executive Officer to submit the report on behalf of the organisation.

Executive Officers can also act as the NGER Contact. It is recommended that organisations establish more than one Executive Officer role in EERS for greater flexibility and assurance the company will be able to submit NGER reports by the due date.

An Executive Officer should be allowed all permissions (see <u>available permissions</u>) in Online Services, but at a minimum must have the 'submit report' permission to submit NGER reports on behalf of an organisation.

Available permissions

New users added to an organisation in Online Services and EERs will need permission to complete tasks. The permissions are described below.

Admin

There are two types of Admin permissions:

- Edit account details allows the user to edit the details of the organisation
- Manage Users allows the user to:
 - » manage other users for the organisation including adding or removing users
 - » allocate roles to users
 - » allocate permissions to different people in an organisation.

When a new organisation is registered, the designated Primary Contact, NGER Contact, and NGER Executive Officer are given full Admin permissions. These can be changed to allow only one of the permission options listed above.

Note: Admin permissions appear in the general tab and apply to all schemes an organisation participates in.

Basic

Basic permissions allow you to control which users can be viewed:

• View all users allows the user to view all of the users of the organisations, but not the Online Services permissions they have.

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• **View user permissions** allows the user to view all users of the organisation and the Online Services permissions they have.

Basic permissions do not allow the user to update or change any user permissions.

View corporate structure

This permission allows users to view the corporate structure but not make any changes to the corporate structure.

Edit corporate structure

This permission allows a user to change the corporate structure by adding or removing group members and facilities.

View report data

This permission allows a user to view the organisation's report but not edit or generate a report.

Edit report data

This permission allows a user to enter and edit report data but not generate a report.

Generate report

This permission allows a user to generate a report prior to final submission but not submit the report.

Submit report

This permission allows a user to submit the report and it should be granted to the Executive Officer. If other users are allowed to submit the report on behalf of the organisation, the organisation should have a written record of this permission being provided to the appropriate user.





How to view your organisation and manage users

How to switch accounts

Logging into Online Services will open the Online Services Dashboard. If you're new to Online Services a popup box will appear asking if you want to 'Switch account' or 'Continue as myself'. You will need to switch account to act on behalf of an organisation to access their NGER/ERRS data.

Select the organisation you wish to view, edit, or act on behalf of. <u>You can set a default</u> so when you login to Online Services, you are immediately taken to an organisation, and the pop-up box does not appear.

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| A Advance Payment Terms Use this form to submit an Advance Payment Application. | Acco Advance Payment Invoice Use this form to submit o Payment invoice Applico | Select an account Switch account of find and access information from individuals or organisations that you're linked with. You can also set a defoult account to sign in as, and this message will not appear again. | nissions ansparency rmation for the sions Reduction port. -emissions and ricity position and | V Beregistro Use this form under sectio Greenhouse (NGER Act). | Relevance ation n to apply for deregis in IBB of the National and Energy Reportin | tration g Act |
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This function can also be performed by clicking the white profile menu box in the top right corner and from the drop-down menu, selecting 'Switch account'. Select the account you want to view, edit, or act on behalf of. A green pop-up alert appears confirming this change and the profile menu will read 'You're acting on behalf of'.



OFFICIAL Australian Government Online Services Beta Clean Energy Regulator Dashboard Manage v Switch account Set default account Select an account to act as yourself, or on behalf of another individual or organisation. You can then access the information managed in that account Joyce Paterson Default Active ③ Can't see what you're looking for? You can request access from an individual or organisation admin to access their account. You can also register new individuals or പ് ÷ organisations with CER. 2. Alex Pappas **→** Bluegumcountry ABN: 42977075825 ÷ പ + FireRangers Pty Limited ABN: 35142616617 ÷ You're acting on behalf of FireRangers Pty Limited Australian Government പ Online Services Beta Clean Energy Regulator Dashboard Manage 🗸 Successful account switch You're now acting for FireRangers Pty Limited Dismiss X Actions Filter Sort Q ▼ Relevance Ŧ ACCU ACCU NGER neral ۸ Advance Payment Terms Advance Payment Terms -**Corporate Emissions** Deregistration Invoice **Reduction Transparency** Use this form to submit an Advance Use this form to apply for deregistration Reporting Payment Application. under section 18B of the National Use this form to submit an Advance Greenhouse and Energy Reporting Act Payment Invoice Application. Submit your information for the (NGER Act). Corporate Emissions Reduction Transparency report. Present your net emissions and renewable electricity position and . → → ÷ → H ◀ 1 2 3 4 5 6 7 8 9 10 ... ▶ H 1 - 4 of 108 items You may have messages in Client Portal Inbox

Messages Sent





How to set a default organisation

You can select one organisation to open automatically when you sign into Online Services by choosing it as your 'default account'. This means every time you log in, you will be automatically acting on behalf of this organisation.

Go to the 'Switch account' page and select the grey 'Set default account' box at the top-right of the screen. A pop-up text box will ask you to select which account you wish to make default, and then select 'Confirm'.

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dashboard Manage 🗸 | |
| Switch account Select an account to act as yourself, or on behalf of another individual or organisation. You can then access the information managed in that account | Set default account |
| Joyce Paterson | Active O Can't see what you're looking for? You can request access from an individual or organisation admin to access their account. You can also register new individuals or |
| S Alex Pappas | organisations with CER. |

How to add a user

Anyone with the 'manage users' permission can add a user to the organisation., however, that user must first <u>set up an Online Services account</u>.

To add a user, go to the Online Services Dashboard, click on the white Profile Menu and select 'Manage Organisation' from the drop-down menu.





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| Home > FireRangers Pty Limited | | | • |
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| | | Filter | 🔁 Inbox [+ Logout |
| Accu Advance Payment Terms Use this form to submit an Advance Payment Application. | Advance Payment Terms - Invoice Use this form to submit an Advance Payment Invoice Application. | Corporate Emissions Reduction Transparency Reporting Submit your information for the Corporate Emissions Reduction Transparency report. Present your net emissions and renewable electricity position and | Relevance V Relevance V V Relevance V V V Relevance V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V V |
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From the menu on the left side of the screen, select 'Manage users'.







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| Home > FireRangers Pty Limited | | | |
| FireRangers Pty Li | mited and its users | | |
| < Close In this section • Manage account | Account details | | a <u>Edit details</u> |
| Activity history | Logal name FireRangers Pty Limited | Trading name FireRangers Wind Pty Limited | |
| | ABN XXXXXXXXX | Organisation type Private / Proprietary Company | |
| | Street address XXXXXXXXX | Postal address Same as primary address | |
| | Contact persons | | |
| | No contact person nominated | | Primary contact |
| | No contact person nominated | | ANREU contact |
| | S No contact person nominated | | NGER contact |





Then select the grey 'Add user' button to the right of the screen.

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| FireRangers Pt View, update and manage your of | y Limited | | | | |
| | | | | | |
| In this section | Close Manage users | permissions or remove them | | • | Add user |
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Type in the email address of the person you want to add. If the user does not have an Online Services account, a red pop-up alert will appear. Ask the person to create an account following the <u>steps described in</u> the how to create an Online Services account section.

| FireRangers P View, update and manage you | r account and its users |
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| In this section Manage account Manage users Activity history | * Close Add a user Add a new user to FireRangers Pty Limited. You can only add users who already have an Online Services account. If they don't have one yet, they'll need to sign up before you can add them to FireRangers Pty Limited. Email * Can't add user You can only add users with a CER Online Services account. Ask them to sign up, then try again. |
| | Relationship type Thelp Select one or more relevant position the user holds within the organisation. Select Select Go back |

If a user already has an Online Services account and are linked to the organisation, an orange pop-up alert will appear. Continue assigning roles or other actions as normal.

| ireRangers Pty | Limited unt and its users |
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| Close this section Manage account Monage users Activity history | Add a user Add a new user to FireRangers Pty Limited. You can only add users who already have an Online Services account. If they don't have one yet, they'll need to sign up before you can add them to FireRangers Pty Limited. Email * |
| | Relationship type |

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After entering the email of the new user, assign a 'Relationship type' and select the blue 'Add user' at the bottom of the screen. This can also be assigned later.

The Relationship Type list contains several roles that describe how the user will interact with our schemes and Online Services. More than one type can be selected if the user has roles across other schemes.

*See Help icon for more information on understanding Relationship Types.

The Executive Officer role is assigned from the Relationship list. After the user is assigned, they will receive an email asking them to check their Online Services inbox to accept the invitation. A green pop-up alert appears confirming this step has occurred and their name appears in the list with a yellow 'Invited' icon under Key attributes column until they accept the invitation.

| FireRanger View, update and manage | ge your account | and its users | |
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| | | Relationship type Select one or more relevant position the user holds within the organisation. Executive officer Go back | () Help × |





FireRangers Pty Limited

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| e account | Select a user to update their | permissions or remove them. | | |
| oge users /ity history | Request sent to add us We've sent an email as | ser I king the user to join. You can give them permissions | now or wait for them to join. | |
| | Name | Relationship | Key attributes | Actions |
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| | Adam Dixon | Agent | | I Remove |
| | Derek Namatjira | Executive officer | Invited | <u>Remove</u> |
| | GISI Testl | | Admin | I Remove |
| | <u>Mary James</u> | ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator | Admin | 8 Remove |
| | Ross Malgana | Executive officer | Invited | Remove |
| | | | | Remove |
| | SN test Ext user CRM | | | |

How to give permissions

A user with 'manage users' permissions can assign roles, permissions and what other users can view. After adding a user to the organisation following the steps above, click on 'Manage users' and select the user's name in the list.

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| | Adam Dixon | Agent | | Remove |
| | Derek Namatjira | Executive officer | Invited | Remove |
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| | <u>Mary James</u> | ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator | Admin | <u>Remove</u> |
| | Ross Malgana | Executive officer | Invited | I Remove |
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Then in the 'General' tab, select the appropriate permissions and view for the user.

| FireRangers Pty | Limited | |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------|
| View, update and manage your acc | ount and its users | |
| « Ck In this section • Manage account | Ross Malgana | |
| Manage users | General eCarbonTest NGER ACCU & NRM UCR Other CER Systems Add, edit or revoke permissions for this user | Select All Deselect All |
| | Admin Edit account deta | oils |
| | Basic View all users View user permis | sions |
| | User details | |
| | Executive officer | () Нејр Х |
| | Save to apply changes and patify Dass Malgang of updated permissions | |

Select the NGER tab and check the boxes to allow the permissions for that user. Select 'update'.

Note: the NGER report must be submitted by either an NGER Executive Officer or another user who has specific written permission from an Executive Officer to submit the report on behalf of the organisation.

| vanage account | Ross Malgana | | |
|----------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Manage users Activity history | General eCarbonTest NGER ACCU Add, edit or revoke permissions for this user | UCR Other CER Systems | Select All Deselect All |
| | NGER Reports | View corporate structure Edit corporate structure View report data Edit report data Generate report Submit report | |
| | Safeguard | View Facilities | |





User permissions can also be changed in this section. Select the user you want to change the permission for from the 'Manage users' page. Go through the tabs and assign or unassign permissions as required.

How to remove a role

Anyone with the 'manage users' permission can remove user roles.

Note: the role of NGER Contact Person cannot be blank and it can only be assigned to users associated with the organisation.

To remove a user, select 'Manage Organisation' from the drop-down profile menu then check you are on the 'Manage Account' page. The NGER Contact Person will be in the list of Contact Persons under the Account Details. Select 'Edit contacts'.



From the drop-down arrow next to the name of the current NGER Contact Person, select the new user replacing that role. Then select 'Update'.



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|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--|--|--|
| In this section Manage account Manage users Activity history | Close Edit contacts Select contact persons for this account. To add someone else, go to Add a Primary contact * Select a contact person Missing contact | a user. () Help | | | |
| | NGER contact Jennifer | Cancel Update | | | |

How to remove a user

If a user has been assigned as a Primary Contact or NGER Contact, they must be replaced before they can be removed from the organisation. Go to 'Manage account' and 'Edit contacts'.

If a user is the last user with admin permissions, they cannot be removed from the organisation.

A user with 'Manage users' permission can remove other users from the organisation. To remove a user, select 'Manage Organisation' from the drop-down profile menu and then 'Manage Users'.

A user can be removed from the organisation by selecting the red 'remove' icon next to the user's name.

| FireRangers Pty Lin View, update and manage your account | mited t and its users | | | |
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| Activity history | Name | Relationship | Key attributes | Actions |
| , | Joyce Paterson | | Admin | <u>Remove</u> |
| | Adam Dixon | Agent | | 8 Remove |
| | Derek Namatjira | Executive officer | Invited | <u>Remove</u> |
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| | <u>Mary James</u> | ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator | Admin | 图 <u>Remove</u> |
| | Ross Malgana | Executive officer | Admin Invited | <u>Remove</u> |
| | SN test Ext user CRM | | | <u>Remove</u> |
| | <u>srini test</u> | | Admin | Remove |
| | <u>srinivas N</u> | | Admin | 🗑 <u>Remove</u> 🔷 |





How to add a contact

A user with 'Manage users' permission can add or edit a Primary or scheme Contact. First, ensure the user you want to add as a Contact has been added to the organisation following the <u>steps described in the how to</u> <u>create an Online Services account section.</u>

Select 'Manage Organisation' from the drop-down list under the Profile Menu. In the 'Manage account' page, select 'Edit contacts' above the Contact persons list.

Note: once assigned, the role of NGER Contact cannot be blank, it can only be assigned to new users. If a Primary Contact or scheme Contact has not been assigned, their name will appear red to alert an Admin that this step needs completing.

| update and manage you | r account and its users | | |
|---------------------------------|---------------------------------------|----------------------------------------------------|----------------------|
| section | Account details | | ℓ Edit details ℓ |
| lanage users ctivity history | Legal name FireRangers Pty Limited | Trading name FireRangers Wind Pty Limited | |
| | abn XXXXXXXXX | Organisation type Private / Proprietary Company | |
| | Street address XXXXXXXXX | Postal address Same as primary address | |
| | Contact persons | | / Edit contacts |
| | No contact person nominated | | Primary contact |
| | No contact person nominated | | ANREU contact |





Select the drop-down arrow under the NGER Contact Person. Find the name of the user you would like to add as Contact Person. Select 'Update'. A green pop-up alert appears to confirm the Contact Person has been updated. The user will receive a notification.

| FireRangers Pt View, update and manage your of | y Limited account and its users |
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| In this section Manage account Manage users Activity history | Close Edit contacts Select contact persons for this account. To add someone else, go to Add a user. Primary contact * Other Contact Other Cont |
| | ANREU contact Image: Select a contact person Missing contact Cancel Update |

View report details

From the Online Services Dashboard, select the drop-down arrow next to 'Manage'. Select 'NGER reports'.

| Aus Clea | stralian Government Online Services Boto |
|---------------------------|---------------------------------------------------------------|
| Dashboard | Manage 🔨 |
| | ACCU projects |
| Dashb | Safeguard facilities |
| Actions | NGER reports |
| ٩ | Renewable energy target (RET) |
| | Client portal 🗹 |
| ACCU | Rec registry 🖸 |
| Advance | Australian national registry of voice |
| Use this for Payment A | emissions units (ANREU) c e this form to submit an Advance |
| | A |





A list of available EERS workspaces for the organisation is displayed on the NGER reports landing page. Click the individual link to open the EERS workspace for that reporting period.

| You're acting on behalf of FireRangers Pty Limited | | | | | |
|-------------------------------------------------------|-------------------------------------------------|------------------------------------------|----------------------------------|-------------------------------------------------------|------------------|
| Australian Government Clean Energy Regulator | Online Services | | | You're acting on behalf of FireRangers Pty Limited | പ്പ |
| Dashboard Manage 🗸 | | | | | |
| Successful account switch You're | e now acting for FireRangers Pty Limited | Ø Switch | | | <u>Dismiss</u> × |
| <u>-lome</u> > National Greenhouse an | nd Energy Reporting | | | | |
| NGFR reports | | | | | |
| Reporting about greenhouse gas | emissions, energy production, energy cor | nsumption and other information s | pecified under NGER legislation. | | |
| | | | | | |
| A Reporting open and action requ | uired One or more of your reports has yet to be | submitted for its required reporting per | iod. | | |
| Report period | S19 Status | S22X Status | S22G Status | Generate | ed reports |
| D 2023-2024 reporting | Incomplete | | | | |
| D 2022-2023 reporting | Incomplete | | | | |
| 2021-2022 reporting | Incomplete | | | | |
| н н 1 н н | | | | | 1 - 3 of 3 items |

Submitting registration and deregistration applications

Corporations may submit s12 controlling corporation registration, s15B responsible emitter registration and s18B deregistration forms online. To access these forms:

- Go to the Online Services³ dashboard.
- Use the 'Filter' drop down menu for actions and select National Greenhouse and Energy Reporting.
- Click the tile for the required form.
- Follow the directions in the form and submit.

³ https://onlineservices.cer.gov.au/

W: www.cer.gov.au | T: 1300 553 542 | E: enquiries@cer.gov.au



| Dashboard | | | Filter | Sort |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Registration Use this to Register controlling Corporation INGER | NGER NGER Deregistration Use this form to apply for deregistration under section 188 of the National Greenhouse and Energy Reporting Act (NGER Act). | NGER NGER Responsible En Registration Register a responsible em (safeguard) | National Greenhouse an: × ACCU Scheme Australian National Registry of Emissions Units General Guarantee of Origin National Greenhouse and Energy Reporting Nature Repair Renewable Energy Target | Relevance • |
| ÷ | , , | | → | |

Note: to submit a deregistration form, you will need to be 'acting on behalf' of the organisation you wish to deregister. Refer to the section <u>how to switch accounts</u>.

Support

Email: <u>cer-nger-reporting@cer.gov.au</u>

Phone: 1300 553 542 within Australia

Web: www.cer.gov.au

