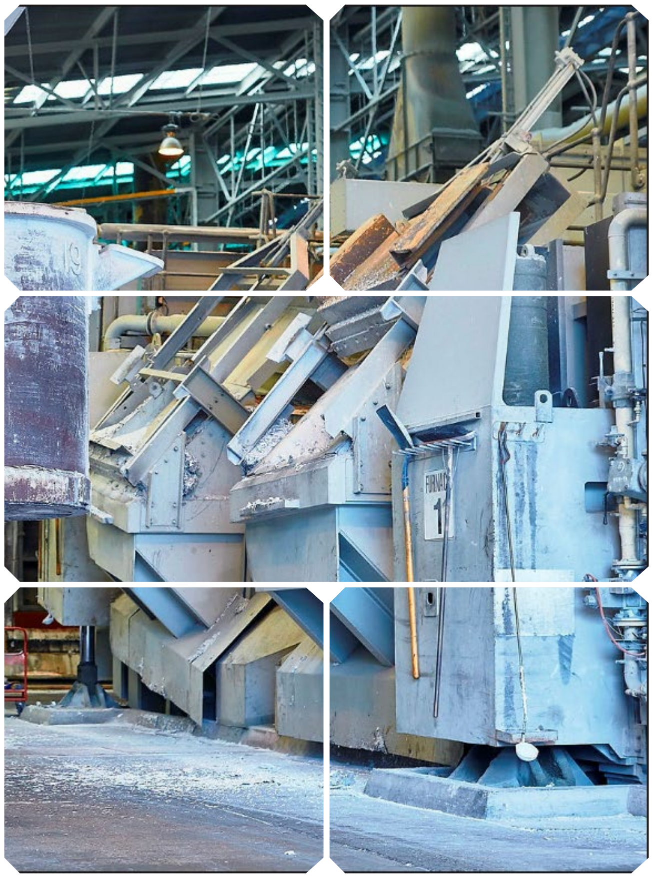
Australian Government
Clean Energy Regulator

User guide

For emissions-intensive trade-exposed (EITE) entities under the Renewable Energy Target



Version 1.0

June 2026

Renewable Energy Target

Contents

About the Client Portal

The Renewable Energy Target (RET) scheme participants that engage in emissions-intensive trade-exposed (EITE) activities use the Client Portal to:

- apply for exemption certificates[1]
- amend an exemption certificate[2]
- submit monthly data[3]
- receive messages and notices related to EITE applications.

The Client Portal[4] is accessed through Online Services and uses multi-factor authentication (MFA). This means each time you log in to our systems you will need to use:

- your password
- a unique code we send to you by text, call or email.

Creating a Client Portal account

Individual account – all users

Each person who needs to access the Client Portal must create their own individual account via Online Services.

When creating an individual account, you will need to enter your:

- full name
- date of birth
- contact details:
  - email address
  - phone number
  - address.

Once registered, you will use this individual account to log in and, where permitted, act on behalf of an organisation.

Please note: creating an individual account does not automatically provide access to an organisation.

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[1] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/exemption-certificates/apply-exemption-certificate
[2] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/exemption-certificates/amend-exemption-certificate
[3] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/exemption-certificates/apply-exemption-certificate/requirements-exemption-certificate-application#submit-monthly-data
[4] https://portal.cleanenergyregulator.gov.au/

Organisation account

An organisation account is created as part of the exemption certificate application process.

After creating and logging in to your individual account:

1. Select 'Apply for an exemption certificate' under the Renewable Energy Target.
2. Choose 'New organisation' in the applicant details section of the form.
3. You will be required to:
   - » enter the organisation's ABN or ACN
   - » confirm the legal name and organisation type that populate
   - » provide the organisation's postal address.

You must use the organisation's legal name as listed on the Australian Business Register (ABR) or ASIC register.

Once you have submitted the exemption certificate application, the organisation's Client Portal account is created.

EITE organisation

Users must be granted access to the relevant EITE organisation account before they can act on its behalf.

After you have created an individual account, an Organisation Administrator can use the email address you provided to add you to an organisation's Client Portal account.

Adding a user to an EITE organisation

The organisation administrator can add a new user via Online Services:

1. Log in to your Online Services account.
2. A pop up will appear asking you to select an account. Select the organisation you want to act on behalf of.
3. Select the organisation name in the top right-hand corner and select 'Manage organisation'.
4. Select 'Manager users' and then select 'Add user'.
5. Enter the person's email address (linked to their account).
6. Select the user's hyperlinked name, then select 'Other CER systems'.
7. Under 'Client Portal', assign the new user's permission and click 'Update'.
   - » See *'EITE roles and permissions' below to determine the correct permissions to grant.*

The new user must log in to their Online Services account, go to 'Inbox', and select 'Accept'. They will now have access to the organisations account.

If the organisation administrator is no longer part of your organisation or if you are unsure who is assigned this role, please email us at CER-IndustryAssistanceSchemes@cer.gov.au.

EITE permissions

There are different levels of responsibility for managing EITE accounts, which are split across Online Service and the Client Portal.

Online Services

The following permissions in Online Services control who can manage users and maintain account information for an EITE organisation.

Admin – manage users

- Add and remove users for an organisation
- Assign permissions to other users

Admin – edit account details

- Edit organisation details such as address
- Update the primary contact for the Online Services account

This permission level is required to manage access for EITE participants.

Basic

- View users associated with the account
- View user permissions

This permission level cannot make changes to users, permissions or account details.

Client Portal

These 2 permissions in the Client Portal have the same permissions to control what a user can do for an EITE organisation.

Organisation administrator and form submitter

- Prepare and submit exemption certificate applications
- Apply for amendments
- Submit monthly data

Completing an exemption certificate application

The following roles are nominated within the exemption certificate application and apply only to the EITE scheme.

Please note: these roles do not appear within the Online Services manage users page and they do not have permissions.

Primary contact

The primary contact for the EITE scheme is different from the primary contact listed in Online Services. This role is, by default:

- the user that submitted the exemption certificate application
- the main point of contact for the CER EITE team.

The approved exemption certificate is sent to the primary contact in the 'Messages' section of their Client Portal account. To access messages:

1. Log into your Client Portal account.
2. Select 'Messages' from the top banner. Your messages will open automatically.

Should there be a change in the primary contact after the exemption certificate has been submitted, please contact us[5].

Secondary contact

The secondary contact person will be contacted if the primary contact is unavailable.

Executive officer

The executive officer is the person to sign the declaration before the exemption certificate application can be submitted. An executive officer is defined in section 5(1) of the *Renewable Energy (Electricity) Act 2000* (the Act).

Prescribed persons

The prescribed persons categories define who can apply for an exemption certificate on behalf of a site conducting an EITE activity.

In most cases, the person with an electricity contract for the site is responsible for EITE applications.

All categories are outlined in the Renewable Energy (Electricity) Regulations 2001 (the Regulations) and on our requirements for exemption certificate application[6].

[5] https://cer.gov.au/about-us/contact-us
[6] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/exemption-certificates/apply-exemption-certificate/requirements-exemption-certificate-application

Liable entity details

The following document permissions for the Client Portal automatically share notices and forms with your liable entity.

Exemption certificate notice

We strongly recommend this permission be granted as it will remove the requirement for you to manually provide your liable entity with a copy of the exemption certificate.

Exemption determination tool

If you provide this permission to your liable entity, they will have access to add and remove monthly metering data for your certifiable amount.

Please note: if you choose to allow your liable entity access to this tool, you will be held accountable for any incorrect information provided.

Notice of certifiable amount

We strongly recommend this permission be granted as it will remove the requirement for you to manually provide your liable entity with a copy of the notice of certifiable amount. The liable entity must report these details in their Energy Acquisition Statement[7] by the legislative deadline of 14 February.

Site details

On-site generation

In the site details section, inform us whether your site has on-site electricity generation. This includes emergency generators.

If there is no on-site generation, state this clearly in the text box provided.

If on-site generation exists, you must:

1. Confirm if any electricity used at the site is not a relevant acquisition[8] under subsection 31(2) of the Act.
2. Provide the following details for each generator:
   - technology type
   - MW rating
   - whether the on-site generation is a relevant acquisition.

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[7] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/reporting-liability

[8] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/relevant-acquisitions

Basis of preparation document

The basis of preparation document[9] should be submitted each year with the exemption certificate application, regardless of whether there have been changes to the site since the previous year.

The basis of preparation should:

- explain how you calculated your use amount formula
- provide an explanation of why the formula is fit for purpose
- include clear details about the site, such as:
  - » statements against legislative references
  - » functions that are and are not part of the EITE activity boundary
  - » locations of on-site generators and how much electricity they generate and use
  - » other elements and constants with an explanation of how you calculated them.

EITE activity

When completing the EITE activity section, participants must confirm that their relevant product meets any physical and chemical requirements as outlined in:

- Schedule 6 of the Regulations[10]
- the emissions-intensive trade-exposed activity boundaries document[11].

Provide supporting evidence of any requirements in the basis of preparation document or in the designated text boxes within the form.

Electrical schematic and site map documents

Supporting documentation, including electrical schematics, and site map documents, must be submitted each year with the exemption certificate application, even if there have been no changes since the last assessment year.

Electrical schematics and site maps should be annotated with:

- the EITE and non-EITE activity boundaries
- electricity supplier connection points and billing meters
- on-site generation locations where applicable.

[9] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-liability-and-exemptions/exemption-certificates/apply-exemption-certificate/requirements-exemption-certificate-application#what-you-need-to-provide
[10] https://www.legislation.gov.au/Series/F2001B00053
[11] https://www.dcceew.gov.au/energy/publications/emissions-intensive-trade-exposed-activity-boundaries

Exemption determination

The certifiable amount is based on the amount of electricity consumed to carry out the EITE activity or activities at the site.

Entering national meter identifiers for billing meters

For automatic metering data population in the exemption determination table, the national meter identifier (NMI) for billing meters must contain the correct 10 characters.

If billing meter is selected for 'Type', the 'Identifier' field will only allow 10 characters to be entered. Check your electricity contract to confirm the correct 10-character NMI.

If your NMI has 11 characters, the last character may be a checksum number and does not need to be entered.

Internal meters

If internal metering data is required to calculate the certifiable amount, add the internal meters by selecting 'Add meter'. Ensure that the 'Type' is selected as 'Internal'.

O meters

You must provide the NMIs of all meters that supply electricity to the site, regardless of if they are used to determine the exemption amount. These meters are referred to as O meters. Add an O meter by selecting 'Add other meter'.

Please note: if your site only uses internal meters to determine the exemption amount, you are still required to provide the NMIs of all meters supplying electricity to the EITE site.

Elements

If your site is unable to use metering to accurately determine the exemption amount, you may be required to use a calculation. These can be included in the formula as elements. You must explain:

- what each element calculates
- what testing or factors were used
- why the element is appropriate.

You must also provide evidence to support your calculations for non-metered data.

Declaration

Before the exemption certificate application can be submitted, the form must be signed by the executive officer listed within the application. This can be completed by electronic signoff or print and sign submission.

Electronic signoff

If 'Electronic submission by the nominated signatory' is selected, and the form submitter is not the executive officer:

- the application will be sent to the executive officer's Client Portal account for review and electronic submission
- an email notification will be sent to the executive officer advising that the exemption certificate application is ready for their approval.

The primary contact will still be able to see the application in their Client Portal under 'Latest Updates', but the status will display 'With executive officer for approval' and no further changes can be made to the application.

Once the executive officer successfully submits the application, a confirmation page will appear with the application reference number, outlining the next steps and providing options to download the submitted attachments and print the application for record keeping.

After submission, the application will no longer be visible within the executive officer's account. The status in the primary contact's Client Portal will change to 'Submitted' and we will begin assessing the application.

Print signoff

If 'Print, sign, and upload the application' is selected, the form submitter must print the exemption certificate application and obtain a signature from the executive officer. The form submitter must then upload and attach the signed exemption certificate application form to finalise the submission.

Approval of exemption certificate

An approved exemption certificate will be sent to the primary contact in the 'Messages' section of their Client Portal account.

Request for further information

We may issue a request for further information (RFI) if the exemption certificate application is incomplete or requires clarification. This is sent to the primary contact listed in the exemption certificate application.

The requests are sent by email and through the 'Messages' section of the Client Portal. Participants can respond by either:

- replying to the email
- providing the requested information through the Client Portal.

An RFI helps us assess your application accurately and may be issued at any stage during the assessment process.

Accessing requests in the Client Portal

To view a request for further information in the Client Portal:

1. Log in to your Client Portal account.
2. Select 'Messages' from the top banner.
3. Select the 'Request for Further Information' tab.
4. Locate the relevant application year.

Responding promptly to requests for further information will help minimise delays in the assessment of your application.

Notice of certifiable amount

The notice of certifiable amount (NCA) is a letter from the Clean Energy Regulator confirming the exemption amount (measured in megawatt hours) a site will receive for electricity used to conduct the eligible EITE activity under the Renewable Energy Target scheme.

The nominated liable entity (electricity retailer) reports the exemption amount in their energy acquisition statement to reduce their certificate liability.

Accessing the exemption determination tool

EITE participants use the exemption determination tool to submit their monthly electricity usage for each meter listed in their exemption certificate application.

To access the tool:

1. Select the 'Renewable Energy Target' tab.
2. Scroll down to the 'Exemption Certificates' table.
3. Locate the relevant assessment year and select 'View'.

Entering monthly data and production quantity

We recommend that you enter your monthly data throughout the year. This helps identify any errors or issues with your data or meters used to record the electricity consumption for the EITE activity.

To save the data entered, place a value in the 'Production Quantity' field. This value will need to be corrected to the actual production quantity before the final submission.

Multiple liable entities for the assessment year

If an EITE site has had 2 liable entities for the same assessment year, you will be required to submit data for each liable entity.

Please note: the production total for both liable entities needs to be the total for the calendar year. You do not need to split the production total between the 2 liable entities.

Correcting data errors after final submission

If you identify an error after submitting your final data, please let us know and request a 'roll back' of the data by emailing CER-IndustryAssistanceSchemes@cer.gov.au.

Locating the notice of certifiable amount

The approved NCA will be sent to the primary contact in the 'Messages' section of their Client Portal account. Should there be a change to the primary contact after the exemption certificate has been approved, please contact us[12].

If the liable entity has been approved to receive a copy of the notice, it will be sent to the liable entity primary contact in the Messages section.

Metering issues

If you experience metering issues, please contact us[13] for assistance.

Liable entity permission

If the liable entity does not have the permission to receive the NCA, the EITE entity must forward the approved notice to the liable entity.

This permission is set when applying for the exemption certificate. To locate the permissions:

1. Log into your Client Portal account.
2. Select 'Renewable Energy Target' from the top.
3. Under the 'Latest Updates', select the relevant exemption certificate.
4. In the form, go to 'Liable Entity details' and locate 'Document Permissions'.
5. Look for 'Notice of exemption amount'.
    - If present, the liable entity has been granted the permission and will automatically receive the notice.
    - If absent, you must forward the approved notice to the liable entity. If the liable entity does not have the permission and the notice has not yet been approved, you can contact us[14] for it to be updated.

[12] https://cer.gov.au/about-us/contact-us
[13] https://cer.gov.au/about-us/contact-us
[14] https://cer.gov.au/about-us/contact-us

More information

Visit: Emissions-intensive trade-exposed entities[15]

Email: CER-IndustryAssistanceSchemes@cer.gov.au

Phone: 1300 553 542

[15] https://cer.gov.au/schemes/renewable-energy-target/renewable-energy-target-participants-and-industry/emissions-intensive-trade-exposed-entities