

How to respond to a correction request (CDR data that is not AEMO data)

Entity receives a correction request from consumer



Entity acknowledges receipt of request as soon as practicable



Within 10 business days after receiving the request, and to the extent the entity considers appropriate:



Entity corrects the CDR data



Entity includes a qualifying statement with the CDR data



Where practicable, entity attaches an electronic link to the digital record of the CDR data



Entity takes no action



Entity provides consumer with a written notice, by electronic means, setting out:

- What the entity did
- If the entity did not consider it appropriate to take any action, why a correction or statement is unnecessary or inappropriate
- Complaint mechanisms available to the consumer