



Notice

01 September 2014

Publication

Electricity Compliance Reporting Manual

The Economic Regulation Authority has published an amended version of the Electricity Compliance Reporting Manual.

- [Electricity Compliance Reporting Manual \(clean version\)](#)
- [Electricity Compliance Reporting Manual \(marked up version\)](#)

Amendments to the Electricity Manual

The latest version of the *Code of Conduct for the Supply of Electricity to Small Use Customers (Code)* commenced on 1 July 2014. Subsequently, on 27 July 2014, the Authority published an updated version of the Electricity Manual that incorporated the licence obligations in the Code.

There are two clauses in the Code that place obligations on a retailer to register information, and notify the relevant distributor, about life support customers: clause 7.7(1) deals with the initial registration of a customer, and clause 7.7(2) deals with changes to a customer's details. Both of these obligations are classified as Type 1 (contraventions are immediately reportable to the Authority).

The Authority's attention has been drawn to an inconsistency between clauses 7.7(1) and 7.7(2) of the Code. Currently, clause 7.7(2) includes reference to the type of life support equipment. However, the registration of life support equipment was removed in the 2014 version of the Code because the Electricity Code Consultative Committee (ECCC) was of the view:

[...] as long as the distributor received notification that supply address requires life support equipment, further detail of the [life support] equipment was not necessary.

The Authority considers the retention of the reference to life support equipment in clause 7.7(2) to be an oversight, which it will raise with the ECCC when it next reviews the Code in 2015. In the meantime, the Authority has decided that the requirement for a retailer to register, and notify the distributor of, changes to life support equipment in clause 7.7(2) should be a Type 2 (annually reportable to the Authority) compliance obligation, rather than a Type 1 obligation.

BACKGROUND INFORMATION

Compliance Ratings in the Electricity Manual

The Electricity Manual applies a compliance rating to each legislative obligation, based upon the consequences that non-compliance may have on licensees, customers or the community. There are three compliance ratings: Type 1, Type 2 and NR (Not Reportable).

Obligations are rated Type 1 if the consequences of non-compliance could result in major damage, loss or disruption to customers; or would endanger, or threaten to endanger, the health and safety of a person. Type 2 obligations could impact the efficiency of a licensee's operations or service provision without major



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damage or disruption to customers, while Type NR obligations are considered to have minimal impact on the licensee's operations, or service provision.

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation, and provide a full report within five business days. Type 2 non-compliances are reportable on an annual basis through the requirement for licensees to provide an annual compliance report to the Authority.

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