



Notice

22 July 2014

Publication

Electricity Compliance Reporting Manual

The Economic Regulation Authority has published the Electricity Compliance Reporting Manual (**Electricity Manual**).

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

Amendments to Electricity Manual

The Authority has made the following amendments to the Electricity Manual:

- Section 14 has been updated following the gazettal of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2014 (2014 Code)*, which commenced on 1 July 2014;
- Section 8 – updated the Type 1 compliance obligations applicable to the 2014 Code to align with amendments made to section 14; and
- Some minor typographical errors were also corrected in the document.

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 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. A breach of Type NR obligations are not reportable to the Authority, but they are captured by the regular independent compliance audits.



Notice

Compliance Ratings - Retailer obligations for registration of life support equipment

The Electricity Manual was reviewed and revised following the gazettal of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2014 (2014 Code)*, which commenced on 1 July 2014. The 2014 Code replaced the *Code of Conduct for the Supply of Electricity to Small Use Customers 2012 (2012 Code)*.

While updating Section 14 of the Electricity Manual to incorporate the amendments to the 2014 Code, the Authority identified an inconsistency in the compliance ratings applying to obligations relating to life support customers under clauses 7.7(1) and 7.7(2) of the 2012 Code.

Under clause 7.7(1) of the 2012 Code, where a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the customer's supply address requires life support equipment, the retailer must undertake certain actions including registering the supply address and contact details as a life support equipment address, and the life support equipment required by the customer. This obligation has always been rated Type 1 in the Electricity Manual.

Under sub-clause 7.7(2) of the 2012 Code where a customer, registered as requiring life support equipment, notifies the retailer of a *change* of:

1. customer's supply address;
2. customer's contact details;
3. customer's life support equipment; or
4. that the customer's supply address no longer requires registration as a life support equipment address,

the retailer must undertake certain actions including notifying the distributor within specified timeframes.

Clause 7.7(2) has been rated Type 2 in all of the previous versions of the Code, up to and including the 2012 Code. Examination of parts 1 to 3 of clause 7.7(2) show that the effect of the obligation is to ensure the retailer and the distributor have complete and accurate information about a customer who requires life support equipment, whereas part 4 relates to the de-registration of a life support customer. The Authority considers that the consequences of non-compliance with parts 1 to 3 of clause 7.7(2) could result in major damage, loss or disruption to customers. Accordingly, the Authority has re-classified parts 1 to 3 of clause 7.7(2) as Type 1 obligations in the Electricity Manual, while part 4 will remain a Type 2 obligation.

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