



Notice

22 June 2015

Regional Power Corporation (t/a Horizon Power)

NOTIFICATION OF TYPE 1 LICENCE CONTRAVENTIONS

On 9 June 2015, the Economic Regulation Authority (**ERA**) was notified that Horizon Power had not recorded the type of life support equipment required by 18 customers whose supply addresses were registered as life support equipment addresses.

Horizon Power has subsequently written to the ERA providing further details of the contraventions, and the actions that have been taken to rectify the contraventions.

Clause 7.7(1)(b) of the *Code of Conduct for the Supply of Electricity to Small Use Customers (Code)* requires an electricity retailer to register the type of life support equipment required by a customer who resides at a registered life support equipment address. Clause 7.7(1)(b) of the Code is classified as a Type 1 (considered the most serious and therefore immediately reportable to the ERA) licence obligation.

The ERA is satisfied that the omission from the life support register of information about the type of life support equipment for the 18 life support customer addresses has not adversely impacted the customers concerned.

The performance audit of Horizon Power's electricity integrated regional licence, covering the period 1 April 2013 to 31 March 2015, is currently underway. The ERA will have an opportunity to assess the effectiveness of the processes that Horizon Power employs to comply with clause 7.7 of the Code when it has reviewed the report on the audit, which is due by July 2015.

BACKGROUND INFORMATION

Actions taken to rectify the contraventions

Horizon Power has informed the ERA that it commenced recording the type of life support equipment required for all registrations of life support equipment addresses performed after the ERA published the amended Code on 1 July 2013.¹ The 18 contraventions of the Code relate to 18 life support equipment customers who were registered prior to 1 July 2013.

Horizon Power informed the ERA that it has contacted the 18 customers requesting details of the life support equipment required by the customer. Horizon Power is required to inform the ERA when its life support register has been updated to include the missing information for all 18 customers.

¹ This version of the Code was published following a review of life support customer provisions by the Electricity Code Consultative Committee. However, retailers have been obliged to record the type of life support equipment since the commencement of the 2012 version of the Code.

Purpose of Clause 7.7 of the Code

The primary purpose of clause 7.7 of the Code is to ensure:

- the customers residing at a registered life support address are provided with advance notice of any planned interruptions to electricity supply that might affect their premises; and,
- priority is given to restoring the supply of electricity to their premises following a planned or unplanned interruption of supply.

While details of the type of life support equipment used by a customer can be useful information for the retailer or distributor supplying the customer, omitting the information from the life support equipment register should not interfere with the distributor fulfilling its obligations under the Code with respect to planned supply interruptions and restoration of supply following an interruption.

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