

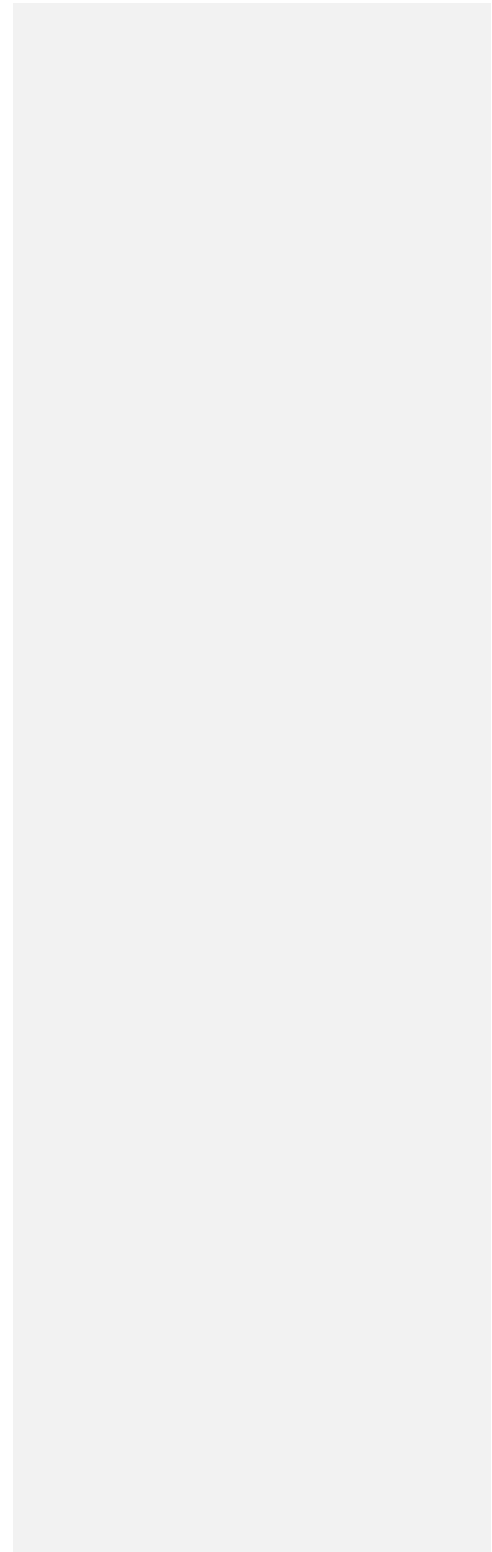
# Electricity Compliance Reporting Manual

*Electricity Industry Act 2004*

Economic Regulation Authority

 WESTERN AUSTRALIA

September 2014 July 2016



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# 1 Introduction

The licensing of electricity supply in Western Australia is provided for under the *Electricity Industry Act 2004 (Act)*. The Act creates five licence classifications:

- Generation;
- Transmission;
- Distribution;
- Retail; and
- Integrated regional.

The [Economic Regulation Authority \(ERA\)](#) is responsible for administering the scheme under the Act, including determining the terms, conditions and issuing of licences. An entity [that is licensed by the ERA](#) is required to comply with a range of obligations by the Act and its associated regulations and codes.

It is the [ERA's](#) responsibility under the Act to monitor and report to the Minister on the operation of the licensing scheme and to inform the Minister of any failure by a licensee to comply with its licence conditions, including compliance with the relevant regulations and codes.

It is important that there is a shared understanding among [all stakeholders](#) with respect to the licence terms and conditions that are applicable to each type of electricity licence, ~~and the way in which the Authority will fulfil its responsibilities under the Act, including monitoring and reporting on licence compliance.~~ In support of this objective, the [ERA](#) has issued the Electricity Compliance Reporting Manual (**Reporting Manual**) in order to provide:

- a consolidated list of the terms and conditions of each type of electricity licence to assist licensees with ~~identifying the compliance obligations relevant to the licence(s) they have been granted;~~ [identifying applicable compliance options;](#)
- categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliance to the [ERA](#) on a self-reporting basis; and
- the format [and timing](#) of the reports that licensees must provide to the [ERA](#). ~~and the timing of these reports.~~

The Reporting Manual aims to identify all [of](#) the compliance requirements for each type of electricity licence in every operational scenario [and](#), as a result, ~~the Reporting Manual~~ is very comprehensive.

The [ERA](#) notes that, for most licensees, the majority of the compliance requirements set out in the Reporting Manual will not apply. Further, many of the compliance requirements may only come into play in certain circumstances (~~for example, such as~~ dispute resolution obligations).

Accordingly, licensees should not be concerned with the large number of compliance requirements identified in this Reporting Manual. Rather, licensees are encouraged to [make note of](#) the compliance requirements that apply to ~~them based on~~ their licence type and circumstances.

While the [Authority ERA](#) has taken care to compile the compliance requirements for each type of licence ~~under the Act~~, the omission of a compliance requirement in this Reporting Manual does not imply a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this Reporting Manual, licensees are required to ensure they are aware of the statutory obligations relevant to their licence and take measures to comply with these obligations.

This Reporting Manual is structured as follows:

- Section 3 details the nature of licensee's performance reporting requirements, including the timing of reporting and the lodging requirements;
- Section 4 details the classification criteria for compliance obligations;
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing and format of reporting;
- Section 6 details the format of the compliance report template;
- Section 7 details the format for reporting a non-compliance;
- Section 8 details the Type 1 reporting obligations for all licence types (where immediate notification to the [AuthorityERA](#) is required);
- Sections 9 to ~~15~~<sup>16</sup> detail the licence conditions applicable to each licence under the following legislative and regulatory instruments:
  - *Electricity Industry Customer Transfer Code 2004* (Section 9);
  - *Electricity Industry (Obligation to Connect) Regulations 2005* (Section 10);
  - *Electricity Industry (Customer Contracts) Regulations 2005* (Section 11);
  - *Electricity Industry Act 2004: Licence Conditions and Obligations* (Section 12);
  - Distribution Licence, Generation Licence, Integrated Regional Licence, Retail Licence and Transmission Licence Conditions and Obligations (Section 13);
  - *Code of Conduct (for the Supply of Electricity to Small Use Customers)* (Section 14);
  - *Electricity Industry Metering Code 2005* (Section 15); and
  - *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* (Section 16); and
- Section 17 details the licence conditions applicable to specific licensees;

## 2 Amending this Reporting Manual

The [AuthorityERA](#) may amend this Reporting Manual from time to time to:

- reflect amendments of the Act, Regulations or Codes;
- include references to new licence obligations;
- delete references to licence obligations that are no longer relevant or that have been replaced with a new obligation;
- amend the operating statistics that must be provided to the [AuthorityERA](#); and
- improve the compliance and reporting process.

The [AuthorityERA](#) will undertake consultation with licensees and other stakeholders, as appropriate, prior to making any significant revisions to this Reporting Manual.



### 3 Performance Reporting

Under section 11 (Schedule 1) of the Act, the [electricity](#) licences may ~~include provisions requiring~~ [require](#) the licensee to provide to the [Authority](#) specified information on any matter relevant to the operation of the licence. In accordance with these powers, the [Authority](#) requires ~~holders of~~ electricity distribution [licensees](#) and electricity retail [licensees](#) that supply small use customers<sup>1</sup> to provide performance information to the [Authority](#) for each year ending ~~30~~ June.

#### 3.1 Lodgement of Annual Performance Reports

The [Authority](#) has published the *Electricity Retail Licence Performance Reporting Handbook* and the *Electricity Distribution Performance Reporting Handbook* (collectively referred to as "**Reporting Handbooks**") on its website. The Reporting Handbooks specify:

- the performance indicators that retailers are required to report against;
- the definitions to be applied to the performance indicators in the performance reports;
- how to calculate the performance data (where applicable); and
- how and when the data is to be provided to the [Authority](#).

Licensees are advised to refer to the relevant Reporting Handbook for further information [about](#) how to lodge their annual performance information with the [Authority](#).

<sup>1</sup> ~~Customers~~ who consume less than 160 MWh of electricity per annum.

## 4 Classification of Compliance Obligations

Table 1 sets out a suite of criteria which seek to balance:

- The cost to licensees of monitoring and reporting against their compliance obligations, for example, through recognition and appropriate classification of obligations which ~~are inherently immeasurable or which~~ have minimal impact. This objective has been realised through the introduction of a more high-level and 'exception-based' reporting framework for Type 2 breaches.
- The provision of appropriate incentives to licensees to ensure that regulatory obligations are adhered to and that non-compliances do not become systemic, for example, through a weighting towards the classification of obligations as Type 2 and the ability to reclassify non-compliances in circumstances where, although the impact may not be significant, the incidence of non-compliance has become systemic.

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**Table 1: Criteria for Classification of Compliance Obligations**

| Rating (Type)                    | Classification of Non-compliance | Criteria for Classification   |
|----------------------------------|----------------------------------|---|
| 1                                | Major                            | Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance would cause major damage, loss or disruption to customers; or</li> <li>• the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.</li> </ul>   |
| 2                                | Moderate                         | Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance impact the efficiency and effectiveness of the licensee's operations or service provision but do not cause major damage, loss or disruption to customers; or</li> <li>• the regulatory obligation is not otherwise classified as a Type 1 or a Type NR non-compliance.</li> </ul>   |
| NR (not reportable) <sup>2</sup> | Minor                            | Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance are relatively minor – i.e. non-compliance will have minimal impact on the licensee's operations or service provision and do not cause damage, loss or disruption to customers;</li> <li>• compliance with the obligation is immeasurable;</li> <li>• the non-compliance is required to be reported to the Regulator under another instrument, guideline or code;</li> <li>• the non-compliance is identified by a party other than the licensee; or</li> <li>• the licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance or where the obligation does not otherwise impose a firm obligation on the licensee.</li> </ul> |

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<sup>2</sup> Compliance obligations classified as Type "NR" are not reportable for purposes of the annual compliance report, but will be assessed during the independent performance audit.

The [Authority/ERA](#) will, in general, apply the criteria in Table 1 to determine the appropriate rating for a compliance obligation. However, the [Authority/ERA](#) reserves the right, at its absolute discretion, to apply a higher rating to a compliance obligation where it considers it is in the public interest to apply a higher level of regulatory oversight to the matters covered by the obligation.

## 5 Compliance Reporting

Compliance reporting covers both the immediate notification of Type 1 non-compliances and the submission of annual compliance reports to the [Authority/ERA](#).

### 5.1 Notification of Type 1 Non-compliances

A licensee must immediately notify the [Authority/ERA](#) when it becomes aware of a breach of a Type 1 licence obligation. Type 1 obligations are listed in section 8 of this Reporting Manual. This notification must include:

- a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection or the Assistant Director Monitoring on (08) 6557 7900 to explain the nature and impact of the breach; and
- a letter from the licensee's CEO or senior executive officer to the [Authority/ERA's](#) Chairman within 5 business days of the breach, which details:
  - the licence obligation that has been breached;
  - the nature and extent of the breach;
  - the impact of the breach including the number of customers and other licensees affected;
  - the reasons for the breach;
  - the actions that the licensee has taken/will take to rectify the breach;
  - the actions that the licensee has taken/will take to prevent recurrence of the breach; and
  - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

A licensee must lodge the letter at the following address:

**By-By** post at: PO Box 8469, PERTH BC WA 6849

**By hand** at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000

## 5.25.3 Annual Compliance Reports

### 5.2.15.3.1 *Format and Timing of Annual Compliance Reports*

The licensee is required to submit an annual compliance report to the [AuthorityERA](#). The template for the annual compliance report is provided in section 6 of this Reporting Manual. Section 7 of this Reporting Manual provides a template (~~referred to as Schedule A~~) for reporting non-compliances (~~referred to as Schedule A~~). The annual compliance report requires a licensee to:

- confirm that it has complied with all applicable Type 1 and Type 2 licence obligations during the period, other than those specifically referred to in Schedule A of the annual compliance report;
- identify in Schedule A any Type 1 or Type 2 licence obligations that have been breached during the period and provide details of:
  - the licence obligation that has been breached;
  - the nature and extent of the breach;
  - the impact of the breach including the number of customers and other licensees affected;
  - the reasons for the breach;
  - the actions that the licensee has taken to rectify the breach;
  - the actions that the licensee has taken to prevent recurrence of the breach; and
  - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

It is mandatory for licensees to address all ~~six of the~~ information elements in the template set out in Section 7 for each non-compliance that is included in the annual compliance report.

The annual compliance report must be approved by the licensee's CEO, or senior executive officer responsible for the activities covered by the licence. A signed copy of the annual compliance report must be provided to the [AuthorityERA](#) by 31 August following the year ending 30 June.

### 5.2.25.3.2 *Lodgement of Compliance Reports*

Licensees must lodge a signed copy of the annual compliance report to the [AuthorityERA](#). The completed compliance report may be provided to the [AuthorityERA](#):

By post at: PO Box 8469, PERTH BC WA 6849

~~By hand at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000~~

It is important to note that compliance with clause 16.1 of the licence will not be achieved until a *signed* copy of the compliance report has been received by the [AuthorityERA](#).

## 6 Annual Compliance Report Template

Licensees must use the following format for the annual compliance report.

|  |  |
|--|--|
| Compliance Report                                      |  |
| Time period: 1 July 20__ to 30 June 20__               |  |
| Submitted by: [ <i>Licensee name</i> ]                 |  |
| ACN: [ <i>Number</i> ]                                 |  |
| To:  | Chairman<br>Economic Regulation <a href="#">Authority (ERA)</a>  |
| [ <i>Name of signing officer</i> ] reports as follows: |  |
| a.   | This report documents compliance during [ <i>Time period</i> ] with all obligations classified as Type 1 and Type 2 obligations in the <a href="#">Authority's ERA's</a> current Electricity Compliance Reporting Manual.  |
| b.   | This report has been prepared by [ <i>Licensee name</i> ] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the <i>Electricity Industry Act 2004</i> and in compliance with the current [ <i>Licence Name/type</i> ] <sup>3</sup> . |
| c.   | Schedule A to this report provides information on all obligations with which [ <i>Licensee name</i> ] did not comply during [ <i>Time period</i> ] as required by the current [ <i>Licence name/type</i> ].  |
| d.   | Other than the information provided in Schedule A, [ <i>Licensee name</i> ] has complied with all Type 1 and Type 2 obligations to which it is subject.  |
| e.   | This compliance report has been approved and signed by [ <i>Licensee</i> ]'s [ <i>CEO/senior executive officer</i> ].  |
| Date:  | .....  |
| Signed   | .....  |
| Name   | .....  |
| Position   | .....  |

The format of Schedule A (referred to in points c and d of the above template), is provided in section 7 of this Reporting Manual.

**Note:** If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. "No non-compliances to report").

<sup>3</sup> One annual compliance report may be used for compliance reporting on one or more licences that are held by the same licensee provided the compliance report clearly identifies each licence that has been included.

## 7 Format for Reporting Non-Compliances

Licensees must use the following format for Schedule A when reporting non-compliances to the [Authority ERA](#). The information prescribed in Schedule A should be provided for each non-compliance that is being reported. The annual compliance report template provided in section 6 of this Reporting Manual should be completed and Schedule A provided as an attachment.

**Note:** If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. “No non-compliances to report”).

| Format for reporting Type 1 non-compliance                           |  |   |
|--|--|---|
| Licence obligation no. from table in sections 9 to 16 of this manual | Brief description of licence obligation that has been breached | Describe the: <ol style="list-style-type: none"> <li>1) nature and extent of the breach;</li> <li>2) impact of the breach including the number of customers and other licensees affected;</li> <li>3) reasons for the breach;</li> <li>4) actions that the licensee has taken to rectify the breach;</li> <li>5) actions that the licensee taken to prevent recurrence of the breach; and</li> <li>6) date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.</li> </ol> |

## 8 Type 1 Reporting Obligations for all Licence Types

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.  | Licence Condition                    | Obligations under Condition   | Description  | Licensee  | Type           |
|------|--------------------------------------|---|--|---|----------------|
| 127. | Electricity Industry Act, section 11 | Distribution Licence, condition 29.1<br>Integrated Regional Licence, condition 29.1 | A distributor must create and maintain a Priority Restoration Register.  | Distribution <sub>7</sub><br>Integrated Regional                        | 1              |
| 128. | Electricity Industry Act, section 11 | Distribution Licence, condition 29.3<br>Integrated Regional Licence, condition 29.3 | The Priority Restoration Register must comply with any criteria determined by the Minister.  | Distribution <sub>7</sub><br>Integrated Regional                        | 1              |
| 234. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.6   | Subject to subclause 7.6(3), a retailer or distributor must comply with the limitations specified in clause 7.6 when arranging for disconnection or disconnecting a customer's supply address.   | Distribution <sub>7</sub><br>Retail <sub>7</sub><br>Integrated Regional | 1              |
| 235. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(1)  | 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 comply with subclause 7.7(1).   | Retail <sub>7</sub><br>Integrated Regional                              | 1              |
| 236  | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(2)  | <a href="#">A retailer must undertake the actions specified in subclauses 7.7(2)(e)-(g), if a customer registered with a retailer under subclause 7.7(1) notifies the retailer:</a> <ul style="list-style-type: none"> <li><a href="#">that the person requiring life support equipment is changing supply address;</a></li> </ul> | Retail <sub>7</sub><br>Integrated Regional                              | 1 <sup>4</sup> |

<sup>4</sup> \_Obligation 236 (subclause 7.7(2) of the Code of Conduct) is a Type 1 reporting obligation ~~for all the requirements applicable to retail and integrated regional licensees specified in subclause 7.7(2)~~, except for when a [life support registered](#) customer ~~registered with a retailer under subclause 7.7(1)~~ notifies the retailer that the customer's supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation.

|      |                                      |                                |  |                                   |   |
|------|--------------------------------------|--------------------------------|--|-----------------------------------|---|
|      |                                      |                                | <ul style="list-style-type: none"> <li>that the customer, but not the person requiring life support equipment, is changing supply address;</li> <li>of a change in contact details; or</li> </ul> <p>that the address no longer requires registration as life support equipment address. Where a customer registered with a retailer under subclause 7.7(1) notifies the retailer of a change of in the customer's supply address, contact details or life support equipment, the retailer must undertake the actions specified in subclause 7.7(2).</p>   |                                   |   |
| 237. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(3) | Where if a distributor has been informed by a retailer under subclause 7.7(1)(c) or by a relevant government agency that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2), the distributor must comply with subclause 7.7(3).   | Distribution, Integrated Regional | 1 |
| 238. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(4) | Where life support equipment is registered at a customer's supply address under subclause 7.7(3), the distributor must: <ul style="list-style-type: none"> <li>not disconnect the customer's supply address for failure to pay a bill while the person continues to reside at that address and requires the use of life support equipment; and</li> <li>prior to any planned interruption, provide at least 3 business days written or electronic notice to the customer's supply address and use best endeavours to obtain acknowledgement (by verbal, written or electronic means) from the customer that the notice has been received, unless expressly requested in writing by the customer not to.</li> </ul>   | Distribution, Integrated Regional | 1 |
| 257. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(1) | <p>If a customer provides the retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the address requires life support equipment, a retailer must not provide a pre-payment meter service at their supply address. Further, <del>to a pre-payment meter customer's supply address if the customer provides the retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the address requires life support equipment.</del> Further, <del>the</del> The retailer must, or must immediately arrange to, remove or render non-operational the pre-payment meter at no charge; replace or switch the pre-payment meter to a standard meter at no charge; and provide information to the pre-payment meter customer about the contract options available to the customer.</p> | Retail, Integrated Regional       | 1 |



|      |                                      |                                |  |                                     |   |
|------|--------------------------------------|--------------------------------|--|-------------------------------------|---|
| 258. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(2) | If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(1), the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(2). | Distribution<br>Integrated Regional | 1 |
|------|--------------------------------------|--------------------------------|--|-------------------------------------|---|

## 9 Electricity Industry Customer Transfer Code – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No. | Licence Condition   | Obligations under Condition                                   | Description  | Licensee  | Type |
|-----|---|---|--|---|------|
| 1.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 2.2(1)(a) | A network operator must treat all retailers which are its associates on an arms-length basis.  | Distribution<br>Integrated Regional<br>Transmission | NR   |
| 2.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 2.2(1)(b) | A network operator must ensure that no retailer which is its associate receives a benefit in respect of the Electricity Industry Customer Transfer Code unless the benefit is either attributable to the arms-length application of the Electricity Industry Customer Transfer Code or the benefit is made available to all other retailers. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 3.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.1(1)(a) | A network operator must publish a request for standing data form which must comply with Annex 1 of the Electricity Industry Customer Transfer Code.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 4.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.1(1)(b) | A network operator must publish a request for historical data form which must comply with Annex 2 of the Electricity Industry Customer Transfer Code.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 5.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.1(2)    | If a network operator publishes an amended data request form, it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 6.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.2(2)    | A retailer must submit a separate data request for each exit point, unless otherwise agreed.   | Retail<br>Integrated Regional                       | 2    |

| No. | Licence Condition   | Obligations under Condition                                   | Description  | Licensee                                      | Type |
|-----|---|---|--|---|------|
| 7.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.4(1)    | A retailer must submit a data request electronically and must not submit more than a prescribed number of standing or historical data requests in a business day, <u>unless otherwise agreed.</u>  | Retail Integrated Regional                    | 2    |
| 8.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.5(3)    | A retailer must withdraw a request for historical consumption data if the contestable customer's verifiable consent ceases to apply before the network operator provides the historical consumption data.                                  | Retail Integrated Regional                    | 2    |
| 9.  | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.6(2)    | A retailer must pay any reasonable costs incurred by the network operator for work performed in relation to a request for historical consumption data <u>that has been subsequently withdrawn.</u>   | Retail Integrated Regional                    | 2    |
| 10. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.7(1)    | A network operator must, subject to clause 3.7(3) of the Electricity Industry Customer Transfer Code, electronically notify a retailer if its data request is not valid.   | Distribution Integrated Regional Transmission | 2    |
| 11. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.7(2)    | A network operator must comply with clause 3.7(1) of the Electricity Industry Customer Transfer Code within defined timeframes depending on the number of standing or historical data requests that the retailer submits.                  | Distribution Integrated Regional Transmission | 2    |
| 12. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(1)    | A network operator must use all reasonable endeavours to provide to the retailer the requested data under a valid data request.  | Distribution Integrated Regional Transmission | NR   |
| 13. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(2)(a) | A network operator must provide the requested data under a valid data request electronically in a format in accordance with the communication rules, <u>if they have been approved,</u> or otherwise in accordance with the metering code. | Distribution Integrated Regional Transmission | 2    |
| 14. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(2)(b) | A network operator must provide the requested data under a valid data request in accordance with a specified timetable.  | Distribution Integrated Regional Transmission | 2    |

| No. | Licence Condition   | Obligations under Condition                                 | Description  | Licensee                                      | Type |
|-----|---|---|--|---|------|
| 15. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(3)  | A network operator must electronically notify the retailer of the most likely exit points to which a data request relates, up to a maximum of 10, if a retailer submits a data request under clause 3.4 and the network operator has not allocated a UMI for the exit point and is unable to determine a single exit point <u>related to which</u> the data request <del>relates</del> . | Distribution Integrated Regional Transmission | 2    |
| 16. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.9(1)  | A retailer may only use data relating to a contestable customer to provide <u>that</u> customer with a quotation for the supply of electricity by the retailer, <u>or to initiate a transfer of that customer, to the contestable customer or to initiate a transfer in relation to the contestable customer</u>   | Retail Integrated Regional                    | 2    |
| 17. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.9(2)  | A retailer must not aggregate a contestable customer's historical consumption data with that of other contestable customers for the purposes of internal business development, if requested not to do so by the customer.  | Retail Integrated Regional                    | 2    |
| 18. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.9(3)  | A retailer must not disclose a contestable customer's data to any other person without the verifiable consent of the contestable customer, except in the <u>circumstances</u> defined.   | Retail Integrated Regional                    | 2    |
| 19. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.9(4)  | A retailer must keep a copy of the verifiable consent received from a contestable customer for two years.  | Retail Integrated Regional                    | 2    |
| 20. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.10(1) | A network operator must not charge for the provision of standing data.   | Distribution Integrated Regional Transmission | 2    |
| 21. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.10(2) | A network operator must not charge more <u>than the defined amount</u> for <u>the provision of</u> historical consumption data, <u>than the defined amounts</u> .  | Distribution Integrated Regional Transmission | 2    |

| No. | Licence Condition   | Obligations under Condition                                | Description  | Licensee  | Type |
|-----|---|--|--|---|------|
| 22. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.1    | A network operator must publish a customer transfer request form which must comply with Annex 3 of the Electricity Industry Customer Transfer Code.  | Distribution<br>Transmission<br>Integrated Regional | 2    |
| 23. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.2(2) | A retailer must submit a separate customer transfer request for each exit point, unless otherwise agreed.  | Retail<br>Integrated Regional                       | 2    |
| 24. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.3    | A retailer's reason for a transfer must be specified in the customer transfer request form as either to transfer a contestable customer to the retailer which submitted the customer transfer request or to reverse an erroneous transfer. | Retail<br>Integrated Regional                       | 2    |
| 25. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.4(1) | A retailer may only submit a customer transfer request if it has an access contract for the network, unless it is to reverse an erroneous transfer.  | Retail<br>Integrated Regional                       | 2    |
| 26. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.4(2) | A retailer that submits a customer transfer request to reverse an erroneous transfer must ensure the transfer was made in error and, if it is an incoming retailer, confirm the identity of the previous retailer.                         | Retail<br>Integrated Regional                       | 2    |
| 27. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.5(1) | A retailer must submit a customer transfer request electronically and must not submit more than a prescribed number of customer transfer requests in a business day or with the same nominated transfer date, unless otherwise agreed.     | Retail<br>Integrated Regional                       | 2    |
| 28. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.6(3) | A retailer must withdraw a customer transfer request if the contestable customer's verifiable consent ceases to apply before the transfer occurs.  | Retail<br>Integrated Regional                       | 2    |
| 29. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.7    | A retailer must nominate a transfer date in a customer transfer request in accordance with specified timeframes, except if the customer transfer request is to reverse an erroneous transfer.  | Retail<br>Integrated Regional                       | 2    |
| 30. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.8(2) | A retailer must pay any reasonable costs incurred by a network operator for providing and/or installing a meter if a customer transfer request is withdrawn.   | Retail<br>Integrated Regional                       | 2    |

| No. | Licence Condition   | Obligations under Condition                                 | Description   | Licensee  | Type |
|-----|---|---|---|---|------|
| 31. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.9(1)  | A network operator must object to a customer transfer request in certain circumstances as set out in clause 4.9(1) of the Electricity Industry Customer Transfer Code.  | Distribution,<br>Transmission<br>Integrated Regional          | 2    |
| 32. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.9(2)  | A network operator must not object to a customer transfer request otherwise than in accordance with clause 4.9(1) of the Electricity Industry Customer Transfer Code.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 33. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.9(3)  | A network operator that objects to a customer transfer request must give <a href="#">to a retailer</a> an electronic notice <a href="#">detailing that includes the specified information</a> <del>to a retailer</del> within the timeframe prescribed.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 34. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.9(6)  | A network operator and retailer must agree to a revised nominated transfer date in certain circumstances.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 35. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.10(1) | A network operator must take certain action in accordance with a defined timetable following the receipt of a valid customer transfer request, subject to clauses 4.10(2) and 4.10(3) of the Electricity Industry Customer Transfer Code and using all reasonable endeavours to affect the transfer.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 36. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.10(2) | A network operator must take certain action if it considers that it is unlikely to be able to meet its obligations under clause 4.10(1) of the Electricity Industry Customer Transfer Code within the defined timetable.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 37. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.10(3) | <del>In certain circumstances</del> <a href="#">In the specified circumstances</a> , a network operator must electronically notify the retailer of the most likely exit points <del>to which that are related to</del> a customer transfer request <a href="#">relates</a> , up to a maximum of 10, <del>if the network operator has not allocated the exit point a UMI and it is unable to determine a single exit point to which the customer transfer request relates, within the specified timeframe.</del> | Distribution<br>Transmission<br>Integrated Regional           | 2    |

| No. | Licence Condition  | Obligations under Condition                                 | Description  | Licensee  | Type |
|-----|--|---|--|---|------|
| 38. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.11(1) | A transfer may only occur on a day <u>that</u> the contestable customer's meter is actually read.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 39. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2)  | Electricity Industry Customer Transfer Code, clause 4.11(3) | A network operator and the retailer must take certain action if the contestable customer's meter is not read on the nominated transfer date.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 40. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2)  | Electricity Industry Customer Transfer Code, clause 4.12(3) | The parties to an access contract must negotiate in good faith any necessary amendments to the access contract arising from certain circumstances.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 41. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2)  | Electricity Industry Customer Transfer Code, clause 4.13    | A network operator must, within two business days after the transfer date, give an electronic notice of the transfer and the transfer date to the incoming retailer, the previous retailer and, if applicable, the independent market operator.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 42. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2)  | Electricity Industry Customer Transfer Code, clause 4.14    | A network operator must, following a transfer, do all that is necessary to ensure that charges up to the transfer time are paid by, or charged to, the previous retailer and charges from the transfer time are paid by, or charged to, the incoming retailer.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 43. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2)  | Electricity Industry Customer Transfer Code, clause 4.15    | In the case of a transfer to reverse an erroneous transfer, a network operator and all affected retailers (and <u>if applicable</u> , the independent market operator <u>if applicable</u> ) must act in good faith to ensure that <u>the affected contestable customer has the same rights and obligations of the affected contestable customer as they would have been had as if</u> the erroneous transfer <u>had</u> not occurred. | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |

| No. | Licence Condition   | Obligations under Condition                                | Description  | Licensor  | Type |
|-----|---|--|--|---|------|
| 44. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.16   | <del>An incoming retailer must retain a copy of a</del> verifiable consent given by a contestable customer in relation to the lodgement of a customer transfer request <del>must be retained by the incoming retailer</del> for two years, except in the case of a customer transfer request to reverse an erroneous transfer. | Retail<br>Integrated Regional                                 | 2    |
| 45. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.17   | A previous retailer must not bill a contestable customer for charges incurred after the transfer time, except in the case of an erroneous transfer.  | Retail<br>Integrated Regional                                 | 2    |
| 46. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 5.1(1) | A network operator must submit communication rules to the <del>Authority</del> ERA within six months after the commencement of the Electricity Industry Customer Transfer Code.  | Distribution<br>Transmission<br>Integrated Regional           | NR   |
| 47. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 5.1(3) | A network operator must take certain action before submitting the communication rules to the <del>Authority</del> ERA.   | Distribution<br>Transmission<br>Integrated Regional           | NR   |
| 48. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 5.1(4) | A network operator and a retailer must comply with <del>the</del> approved communication rules.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 49. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.2    | A licensee's notice in relation to a data request or customer transfer request must identify the exit point to which it relates.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 50. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.3(1) | A network operator must <del>use it</del> make reasonable endeavours to ensure that a retailer can <del>give it</del> provide a notice by post, facsimile or electronic communication; and notify the retailer of a telephone number for voice communication.  | Distribution<br>Transmission<br>Integrated Regional           | NR   |



| No. | Licence Condition   | Obligations under Condition                                | Description  | Licensee  | Type |
|-----|---|--|--|---|------|
| 51. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.3(2) | A network operator must notify each retailer of its initial contact details, and any amended contact details at least three business days before the change takes effect.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 52. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.4(1) | A retailer must notify its contact details to a network operator within three business days of a request.  | Retail<br>Integrated Regional                                 | 2    |
| 53. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.4(2) | A retailer must notify <u>the network operator of</u> any change in its contact details <del>to a network operator</del> at least three business days before the change takes effect.  | Retail<br>Integrated Regional                                 | 2    |
| 54. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.6    | A network operator or a retailer must send required electronic communications to the applicable electronic communication address, in accordance with Annex 6.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 55. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 7.1(1) | For a dispute in respect of a matter under <u>or in connection with</u> the Electricity Industry Customer Transfer Code, <del>any the</del> <u>disputing party-parties</u> must meet <u>within five business days of a request from by another disputing one of those party-parties</u> , and attempt to resolve the dispute <u>by-through</u> negotiations <u>that are conducted</u> in good faith. | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 56. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 7.1(2) | If the negotiations in 7.1(1) of the Electricity Industry Customer Transfer Code do not resolve the dispute within 10 days after the first meeting, the dispute must be referred to the senior executive officer of each disputing party who must attempt to resolve the dispute <u>by-through</u> negotiations <u>that are conducted</u> in good faith.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 57. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 7.1(3) | If the dispute is resolved, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |

| No. | Licence Condition   | Obligations under Condition                                       | Description   | Licensee  | Type |
|-----|---|---|---|---|------|
| 58. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 7.2(4)        | A disputing party that refers a dispute to the <del>Authority</del> ERA must <del>give notice to provide</del> the <del>Authority</del> ERA with <u>prescribed details</u> of the nature of the dispute, <del>including specified details</del> . | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 59. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 7.3(2)        | A disputing party must, at all times, conduct itself in a manner which is directed towards achieving the objectives in clause 7.3(1) of the Electricity Industry Customer Transfer Code.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 60. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 1              | A network operator's request for standing data form must require a retailer to provide certain information.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 61. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 2              | A network operator's request for historical consumption data form must require a retailer to provide certain information.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 62. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 3              | A network operator's customer transfer request form must require a retailer to provide certain information.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 63. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 4 clause A4.1  | A network operator must provide certain information, if available, to a retailer <u>that</u> submits a request for standing data.   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 64. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 4 clause A4.2  | A network operator must provide certain metering data, if available, in a prescribed manner to a retailer who submits a request for historical consumption data.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 65. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5(5) | A network operator must respond to a request from a retailer for a UMI and checksum for an exit point within one business day of receiving <del>a retailer's</del> <u>the</u> request.  | Distribution<br>Transmission<br>Integrated Regional           | 2    |

| No. | Licence Condition   | Obligations under Condition  | Description  | Licencee  | Type |
|-----|---|--|--|---|------|
| 66. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5(6)    | <del>If a network operator, following a request from a retailer, cannot provide a single UMI and checksum for an exit point, it</del> A network operator must provide <u>the retailer with</u> the most likely matches, <del>to the retailer, up to a maximum of 99, if a request does not return a single UMI and checksum.</del>   | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 67. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5(7)    | <del>If a network operator, following a request from a retailer, can provide a single UMI and checksum for an exit point, A network operator must</del> it must do so, unless otherwise advised by the retailer, <del>provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum.</del> | Distribution<br>Transmission<br>Integrated Regional           | 2    |
| 68. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 6, clause A6.2(a) | A network operator and a retailer must use reasonable endeavours to ensure that its information system on which electronic communications are made is operational 24 hours a day and 7 days a week.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 69. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 6, clause A6.2(b) | A network operator and a retailer must establish a mechanism to generate an automated response message for each electronic communication (other than an automated response message) received at the electronic communication address.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | 2    |
| 70. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 6, clause A6.6    | The originator of an electronic communication must <del>identify itself</del> <u>be identified</u> in the communication.   | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |
| 71. | Electricity Industry (Licence Conditions) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 6, clause A6.7    | The originator of an electronic communication must use reasonable endeavours to adopt a consistent data format for information over time, to facilitate any automated processing of the information by the addressee.  | Distribution<br>Transmission<br>Retail<br>Integrated Regional | NR   |

## 10 Electricity Industry (Obligation to Connect) Regulations – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No. | Licence Condition   | Obligations under Condition  | Description   | Licensee                          | Type |
|-----|---|--|---|-----------------------------------|------|
| 72. | Electricity Industry (Obligation to Connect) Regulation, regulation 3 | Electricity Industry (Obligation to Connect) Regulation, regulation 4    | A distributor must attach, or connect, premises to a distribution system if a retailer or customer takes <u>certain-prescribed</u> action and the circumstances <u>exist</u> in regulation 5(1) of the Electricity Industry (Obligation to Connect) Regulations. <del>exist</del> . | Distribution, Integrated Regional | 2    |
| 73. | Electricity Industry (Obligation to Connect) Regulation, regulation 3 | Electricity Industry (Obligation to Connect) Regulation, regulation 5(5) | A distributor that is obliged to attach, or connect, premises to the distribution system under regulation 4 of the Electricity Industry (Obligation to Connect) Regulations must extend the distribution system to a suitable connection point.                                     | Distribution, Integrated Regional | 2    |
| 74. | Electricity Industry (Obligation to Connect) Regulation, regulation 3 | Electricity Industry (Obligation to Connect) Regulation, regulation 5(6) | The capacity and standard of an extension must be adequate for the supply required and in accordance with accepted good industry practice as <del>it</del> would be applied by a prudent distributor.   | Distribution, Integrated Regional | 2    |
| 75. | Electricity Industry (Obligation to Connect) Regulation, regulation 6 | Electricity Industry (Obligation to Connect) Regulation, regulation 6    | A distributor that is obliged to attach, or connect, premises to the distribution system under regulation 4 of the Electricity Industry (Obligation to Connect) Regulations must do so within a defined timeframe.  | Distribution, Integrated Regional | 2    |
| 76. | Electricity Industry (Obligation to Connect) Regulation, regulation 3 | Electricity Industry (Obligation to Connect) Regulation, regulation 7(1) | A distributor must energise premises in certain prescribed circumstances.   | Distribution, Integrated Regional | 2    |
| 77. | Electricity Industry (Obligation to Connect) Regulation, regulation 8 | Electricity Industry (Obligation to Connect) Regulation, regulation 8    | A distributor that is obliged to energise premises must do so within a defined timetable.   | Distribution, Integrated Regional | 2    |

## Electricity Industry (Customer Contracts) Regulations – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No. | Licence, Condition  | Obligations under Condition  | Description  | Licensee                      | Type |
|-----|---|--|--|-------------------------------|------|
| 78. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry Act, section 51<br><a href="#">Electricity Industry (Customer Contracts) Regulations 2005, regulation</a> | Where the licensee supplies electricity under a standard form contract, the standard form contract must comply with <del>the</del> <u>that</u> licensee's approved standard form contract on the <a href="#">Authority ERA</a> 's website. | Retail<br>Integrated Regional | 2    |
| 79. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 5   | A <del>non</del> <u>non</u> -standard contract must be in a format that is easy to read and expressed in clear, simple and concise language.   | Retail<br>Integrated Regional | 2    |
| 80. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 6   | A <del>non</del> <u>non</u> -standard contract must specify when it comes into effect and the period for which it has effect.  | Retail<br>Integrated Regional | 2    |
| 81. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 7   | A <del>non</del> <u>non</u> -standard contract must specify certain information about the retailer.  | Retail<br>Integrated Regional | 2    |
| 82. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 8   | A <del>non</del> <u>non</u> -standard contract must give an exact description of the goods and services <u>that</u> the retailer will provide under the contract.  | Retail<br>Integrated Regional | 2    |
| 83. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 9   | A <del>non</del> <u>non</u> -standard contract must require the customer to pay for electricity supplied under the contract.   | Retail<br>Integrated Regional | 2    |

|     |   |  |  |                               |   |
|-----|---|--|--|-------------------------------|---|
| 84. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 10        | A <del>non</del> -standard contract must prohibit the customer from tampering with, or bypassing, network equipment or allowing any other person to do so.   | Retail<br>Integrated Regional | 2 |
| 85. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 11        | A <del>non</del> -standard contract must describe the circumstances <del>where</del> <u>under which</u> a retailer has the right to disconnect supply and is required to reconnect supply.   | Retail<br>Integrated Regional | 2 |
| 86. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 12        | A <del>non</del> -standard contract must require the retailer to deal with security deposits and the payment of interest in the manner <u>that is</u> specified.   | Retail<br>Integrated Regional | 2 |
| 87. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 13        | A <del>non</del> -standard contract must describe the retailer's obligations in relation to the provision of prices and tariff information.  | Retail<br>Integrated Regional | 2 |
| 88. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 14        | A <del>non</del> -standard contract must describe the procedures to be followed by the retailer in relation to the preparation, issue and review of customer bills.  | Retail<br>Integrated Regional | 2 |
| 89. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 15        | A <del>non</del> -standard contract must describe the matters relating to the termination of the contract <u>that are</u> specified in the regulation.   | Retail<br>Integrated Regional | 2 |
| 90. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 16 and 34 | A <del>non</del> -standard contract must inform the customer that the provisions of the contract may be amended without the customer's consent and describe the process for <del>amendment of</del> <u>amending</u> the contract, including requirements for approval and the way in which the amendment will be published. The <del>non</del> -standard contract must require the retailer to notify the customer of any amendment to the contract. | Retail<br>Integrated Regional | 2 |
| 91. | Retail Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 17        | A <del>non</del> -standard contract must <del>deal</del> <u>specify with</u> the assignment of rights and obligations, including assignment without the customer's consent.  | Retail<br>Integrated Regional | 2 |

|     |   |  |  |                                     |   |
|-----|---|--|--|-------------------------------------|---|
| 92. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 18            | A <del>non</del> -standard contract must describe the procedures<br><del>that must to</del> be followed by the retailer in responding to a<br>complaint made by <del>the a</del> customer.   | Retail<br>Integrated Regional       | 2 |
| 93. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 19            | A <del>non</del> -standard contract must specify the <del>steps-process</del><br><del>that must be taken</del> by the retailer to ensure <del>the</del> information<br>held by the retailer is <del>dealt-with-in-a-confidential-manner</del><br><del>treated</del><br>confidentially. | Retail<br>Integrated Regional       | 2 |
| 94. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 20            | A <del>non</del> -standard contract must <del>deal-with</del> specify<br>the governing <del>law</del> legislation, the effect of an invalid or<br>unenforceable provision, the way in which notice may be given<br>and the use of electronic communication by the retailer.            | Retail<br>Integrated Regional       | 2 |
| 95. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 21            | A <del>non</del> -standard contract must not include a provision that<br>excludes, restricts or modifies the Code of Conduct for<br>the Supply of Electricity to Small Use Customers unless it is<br>authorised by the Code,   | Retail Integrated<br>Regional       | 2 |
| 96. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 32            | A <del>non</del> -standard contract must include details about<br>the cooling off period specified in the regulation.  | Retail<br>Integrated Regional       | 2 |
| 97. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 33(2)         | A <del>non</del> -standard contract must <del>authorise</del> allow<br>the customer to terminate the contract at any time with no less<br>than 5 days' notice.   | Retail<br>Integrated Regional       | 2 |
| 98. | Retail Licence, condition 5.1<br>Integrated Regional Licence,<br>condition 5.1            | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 33(3) and (4) | A <del>non</del> -standard contract that is a fixed contract must<br>describe the matters relating to the termination of the contract<br>specified in the regulation.  | Retail<br>Integrated Regional       | 2 |
| 99. | Integrated Regional Licence,<br>condition 22.1<br>Distribution Licence,<br>condition 22.1 | Electricity Industry (Customer<br>Contracts) Regulations 2005,<br>regulation 36            | The licensee must determine, from time to time, the default<br>supplier for each connection point that connects to a<br>distribution system operated by the licensee.  | Distribution<br>Integrated Regional | 2 |

|      |  |   |   |                            |   |
|------|--|---|---|----------------------------|---|
| 100. | Retail Licence, condition 28.1 Integrated Regional Licence, condition 28.1 | Electricity Industry (Customer Contracts) Regulations 2005, regulation 38 | <del>If <u>Where the</u></del> licensee becomes aware of a customer taking a supply of electricity that is deemed to be supplied under the licensee's standard form contract, the licensee must <u>notify the customer within 5 days after becoming aware of it and provide specified information,</u> <del>within 5 days after becoming aware.</del> | Retail Integrated Regional | 2 |
|------|--|---|---|----------------------------|---|



## 11 Electricity Industry Act – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.  | Licence, Condition  | Obligations under Condition                | Description  | Licensee  | Type |
|------|---|--|--|---|------|
| 101. | Generation Licence, condition 14.1<br>Transmission Licence, condition 14.1<br>Distribution Licence, condition 14.1<br>Retail Licence, condition 14.1<br>Integrated Regional Licence, condition 14.1   | Electricity Industry Act, section 13(1)    | A licensee must, <del>not less than once every 24 months,</del> provide the <a href="#">Authority ERA</a> with a performance audit conducted by an independent expert acceptable to the <a href="#">Authority ERA</a> , <del>not less than once every 24 months.</del> | Generation<br>Transmission<br>Distribution<br>Retail<br>Integrated Regional | NR   |
| 102. | Distribution Licence, condition 20.1<br>Generation Licence, condition 20.1<br>Integrated Regional Licence, condition 20.1<br>Transmission Licence, condition 20.1                                     | Electricity Industry Act, section 14(1)(a) | A licensee must provide for an asset management system.  | Distribution<br>Generation<br>Integrated Regional<br>Transmission           | NR   |
| 103. | Distribution Licence, condition 20.2 and 20.3<br>Generation Licence, condition 20.2 and 20.3<br>Integrated Regional Licence, condition 20.2 and 20.3<br>Transmission Licence, condition 20.2 and 20.3 | Electricity Industry Act, section 14(1)(b) | A licensee must notify details of the asset management system and any substantial changes to it to the ERA.  | Distribution<br>Generation<br>Integrated Regional<br>Transmission           | 2    |
| 104. | Distribution Licence, condition 20.4<br>Generation Licence, condition 20.4<br>Integrated Regional Licence, condition 20.4<br>Transmission Licence, condition 20.4                                     | Electricity Industry Act, section 14(1)(c) | A licensee must provide the <a href="#">Authority ERA</a> with a report by an independent expert <del>as to about</del> the effectiveness of its asset management system every 24 months, or such longer period as determined by the <a href="#">Authority ERA</a> .   | Distribution<br>Generation<br>Integrated Regional<br>Transmission           | NR   |

| No.  | Licence, Condition   | Obligations under Condition             | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 105. | Distribution Licence, condition 4.1<br>Generation Licence, condition 4.1<br>Integrated Regional Licence, condition 4.1<br>Retail Licence, condition 4.1<br>Transmission Licence, condition 4.1 | Electricity Industry Act, section 17(1) | A licensee must pay <del>the prescribed licence fee</del> to the <del>Authority</del> ERA <del>the prescribed licence fee</del> within one month after the day of grant or renewal of <del>its</del> licence and within one month after each anniversary of that day <del>during over</del> the term of the licence. | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |
| 106. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Act, section 31(3) | A licensee must take reasonable steps to minimise the extent, or duration, of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.   | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | NR   |
| 107. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Act, section 41(6) | A licensee must pay the costs of taking an interest in land or an easement over land.  | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |
| 108. | Integrated Regional Licence, condition 24.1<br>Retail Licence, condition 24.1  | Electricity Industry Act, section 54(1) | A retail or integrated regional licensee must not supply electricity to a small use customer otherwise than under a standard form contract or a non-standard form contract <u>that complies with the Act.</u>  | Retail<br>Integrated Regional   | 2    |
| 109. | Integrated Regional Licence, condition 25.4<br>Retail Licence, condition 25.4  | Electricity Industry Act, section 54(2) | A licensee must comply with any direction by the <del>Authority</del> ERA to amend the standard form contract and do so within the period specified.   | Retail<br>Integrated Regional   | 2    |
| 110. | Integrated Regional Licence, 27.1<br>Retail Licence, condition 27.1  | Electricity Industry Act, section 76    | If a designation under section 71(1) of the Electricity Industry Act is in force, a licensee must perform the functions of a retailer of last resort and must carry out the supplier of last resort plan if it comes into operation under section 70 of the Electricity Industry Act.                                | Retail<br>Integrated Regional   | 2    |

| No.  | Licence, Condition   | Obligations under Condition              | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 111. | Distribution Licence, condition 21.1<br>Integrated Regional Licence, 21.1<br>Retail Licence, condition 21.1              | Electricity Industry Act, section 101    | A retail, distribution or integrated regional licensee must not supply electricity to small use customers unless the licensee is a member of an approved scheme and is bound by, and compliant, with any decision or direction of the electricity ombudsman under the approved scheme.   | Distribution<br>Retail<br>Integrated Regional                 | 2    |
| 112. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Act, section 115(1) | In relation to network infrastructure facilities covered by the Code, the network service provider or an associate of the network service provider, must not hinder or prevent: <ul style="list-style-type: none"> <li>access by any person to services under the Code;</li> <li>the making of access agreements or other agreement in respect of those facilities; or</li> <li>the access to which a person is entitled under an access agreement or a determination made by way of arbitration.</li> </ul> | Distribution<br>Integrated Regional<br>Transmission           | 2    |
| 113. | Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1       | Electricity Industry Act, section 115(2) | A licensee that has, or is an associate of a person that has, access to services under an access agreement must not engage in conduct <del>for the purpose of that hindering-hinders</del> or <del>prohibiting prohibits</del> access.   | Distribution<br>Retail<br>Integrated Regional<br>Transmission | 2    |

## 12 Electricity Licences – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.  | Licence Condition                    | Obligations under Condition   | Description  | Licensee  | Type |
|------|--------------------------------------|---|--|---|------|
| 114. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | A licensee must ensure that an electricity marketing agent of the licensee complies with the applicable codes.   | Retail<br>Integrated Regional   | 2    |
| 115. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 23.2<br>Retail Licence, condition 23.2   | The licensee must report a breach of the applicable code conditions by an electricity marketing agent to the <a href="#">Authority ERA</a> within the prescribed timeframe.  | Retail<br>Integrated Regional   | 2    |
| 116. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 24.2<br>Retail Licence, condition 24.2   | A licensee must, if directed by the <a href="#">Authority ERA</a> , review the standard form contract and submit to the <a href="#">Authority ERA</a> the results of that review within the time specified. <del>by the Authority ERA.</del> | Retail<br>Integrated Regional   | NR   |
| 117. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 24.3<br>Retail Licence, condition 24.3   | A licensee must comply with any direction given by the <a href="#">Authority ERA</a> in relation to the scope, process and methodology of the standard form contract review.   | Retail<br>Integrated Regional   | NR   |
| 118. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 25.1<br>Retail Licence, condition 25.1   | A licensee <del>may can</del> only amend the standard form contract with the <a href="#">Authority's ERA's</a> approval.   | Retail<br>Integrated Regional   | 2    |
| 119. | Electricity Industry Act, section 11 | Distribution Licence, condition 12.1<br>Generation Licence, condition 12.1<br>Integrated Regional Licence, condition 12.1 or 24.1<br>Retail Licence, condition 12.1<br>Transmission Licence, condition 12.1 | A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.  | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence Condition                    | Obligations under Condition   | Description  | Licencee  | Type  |
|------|--------------------------------------|---|--|---|-------|
| 120. | Electricity Industry Act, section 11 | Distribution Licence, condition 13.4<br>Generation Licence, condition 13.4<br>Integrated Regional Licence, condition 13.4 or 25.4<br>Retail Licence, condition 13.4<br>Transmission Licence, condition 13.4 | A licensee must comply with any individual performance standards prescribed by the <a href="#">Authority/ERA</a> .   | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2<br> |
| 121. | Electricity Industry Act, section 11 | Distribution Licence, condition 14.2<br>Generation Licence, condition 14.2<br>Integrated Regional Licence, condition 14.2<br>Retail Licence, condition 14.2<br>Transmission Licence, condition 14.2         | A licensee must comply, and require its auditor to comply, with the <a href="#">Authority/ERA</a> 's standard audit guidelines <del>dealing with</del> <a href="#">for the</a> performance audit.  | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2<br> |
| 122. | Electricity Industry Act, section 11 | Distribution Licence, condition 20.5<br>Generation Licence, condition 20.5<br>Integrated Regional Licence, condition 20.5<br>Transmission Licence, condition 20.5   | A licensee must comply, and must require the licensee's expert to comply, with the relevant aspects of the <a href="#">Authority/ERA</a> 's standard <a href="#">audit</a> guidelines <del>dealing with the</del> <a href="#">for an</a> asset management system <a href="#">review</a> .  | Distribution<br>Generation<br>Integrated Regional<br>Transmission           | 2<br> |
| 123. | Electricity Industry Act, section 11 | Distribution Licence, condition 15.1<br>Generation Licence, condition 15.1<br>Integrated Regional Licence, condition 15.1<br>Retail Licence, condition 15.1<br>Transmission Licence, condition 15.1         | <del>In the manner prescribed, A</del> licensee must <del>report to</del> <a href="#">notify</a> the <a href="#">Authority/ERA</a> , <del>in the manner prescribed, if a licensee is</del> <a href="#">if it is</a> under external administration or <del>if</del> there is a significant change in the circumstances <del>upon which</del> <a href="#">that</a> the licence was granted which may affect <del>a</del> <a href="#">the</a> licensee's ability to meet its obligations. | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2<br> |

| No.  | Licence Condition                    | Obligations under Condition  | Description   | Licensee  | Type |
|------|--------------------------------------|--|---|---|------|
| 124. | Electricity Industry Act, section 11 | Distribution Licence, condition 16.1<br>Generation Licence, condition 16.1<br>Integrated Regional Licence, condition 16.1<br>Retail Licence, condition 16.1<br>Transmission Licence, condition 16.1  | A licensee must provide the <a href="#">Authority ERA</a> , in the manner prescribed, <u>with</u> any information <u>that</u> the <a href="#">Authority ERA</a> requires in connection with its functions under the Electricity Industry Act. | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |
| 125. | Electricity Industry Act, section 11 | Distribution Licence, condition 17.1 and 17.2<br>Generation Licence, condition 17.1 and 17.2<br>Integrated Regional Licence, condition 17.1 and 17.2<br>Retail Licence, condition 17.1 and 17.2<br>Transmission Licence, condition 17.1 and 17.2 | A licensee must publish any information <del>it is</del> directed by the <a href="#">Authority ERA</a> to publish, within the timeframes specified.   | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |
| 126. | Electricity Industry Act, section 11 | Distribution Licence, condition 18.1<br>Generation Licence, condition 18.1<br>Integrated Regional Licence, condition 18.1<br>Retail Licence, condition 18.1<br>Transmission Licence, condition 18.1  | <del>Unless otherwise specified, a</del> <u>all</u> notices must be in writing, <del>unless otherwise specified.</del>  | Distribution<br>Generation<br>Retail<br>Integrated Regional<br>Transmission | 2    |
| 127. | Electricity Industry Act, section 11 | Distribution Licence, condition 29.1<br>Integrated Regional Licence, condition 29.1  | A distributor must create and maintain a Priority Restoration Register.   | Distribution<br>Integrated Regional   | 1    |

| No.  | Licence Condition                    | Obligations under Condition   | Description   | Licensee                            | Type |
|------|--------------------------------------|---|---|-------------------------------------|------|
| 128. | Electricity Industry Act, section 11 | Distribution Licence, condition 29.3<br>Integrated Regional Licence, condition 29.3 | The Priority Restoration Register must comply with any criteria determined by the Minister. | Distribution<br>Integrated Regional | 1    |

## 13 Code of Conduct – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.              | Licence Condition                    | Obligations under Condition   | Description   | Licensee                      | Type |
|------------------|--------------------------------------|---|---|-------------------------------|------|
| <b>MARKETING</b> |                                      |   |   |                               |      |
| 129.             | Electricity Industry Act, section 82 | Code of Conduct, clause 2.1<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1    | A retailer must ensure that its electricity marketing agents comply with Part 2 of the Code of Conduct.   | Retail<br>Integrated Regional | 2    |
| 130.             | Electricity Industry Act, section 82 | Code of Conduct, clause 2.2(1)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | A retailer or electricity marketing agent must ensure that standard form contracts, <del>that which</del> are not unsolicited consumer agreements, are entered into <del>in-according to</del> the manner set out, and the contract is provided as specified, in clause 2.2(1). | Retail<br>Integrated Regional | 2    |
| 131.             | Electricity Industry Act, section 82 | Code of Conduct, clause 2.2(2)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | Subject to subclause 2.2(3), the retailer or electricity marketing agent must give to the customer the specified information in subclause 2.2(2) no later than on, or with, the customer's first bill.  | Retail<br>Integrated Regional | 2    |
| 132.             | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(1)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | A retailer or electricity marketing agent must ensure that non-standard contracts, <del>that which</del> are not unsolicited consumer agreements, are entered into <del>in-according to</del> the manner set out, and the contract is provided as specified, in clause 2.3(1).  | Retail<br>Integrated Regional | 2    |
| 133.             | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(2)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | A retailer or electricity marketing agent must ensure that the information specified in subclause 2.3(2) is provided to the customer before entering into a non-standard contract.  | Retail<br>Integrated Regional | 2    |



| No.  | Licence Condition                    | Obligations under Condition   | Description   | Licensee   | Type |
|------|--------------------------------------|---|---|--|------|
| 134. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(4)<br>Integrated Regional Licence, condition 23.1 (Regional Power Corporation)<br>Retail Licence, condition 23.1 (Electricity Retail Corporation) | The Electricity <u>Generation and</u> Retail Corporation or Regional Power Corporation, or an electricity marketing agent acting on behalf of Electricity Retail Corporation or Regional Power Corporation must ensure that the information specified in subclause 2.3(4) is provided to the customer before arranging a non-standard contract.   | Electricity Retail Corporation<br>Regional Power Corporation | 2    |
| 135. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(5)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | Subject to subclause 2.3(3), <del>the</del> a retailer or electricity marketing agent must obtain the customer's verifiable consent that the specified information in subclause 2.3(2) and 2.3(4), as applicable, has been <del>given</del> provided.   | Retail<br>Integrated Regional                                | 2    |
| 136. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.4(1)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | A retailer or electricity marketing agent must ensure that the inclusion of concessions is made clear to residential customers and any prices that exclude concessions are disclosed.   | Retail,<br>Integrated Regional                               | 2    |
| 137. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.4(2)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | A retailer or electricity marketing agent must <u>provide contact details, including a telephone number, to a customer and</u> ensure that <del>a</del> the customer is able to contact the retailer or electricity marketing agent <del>on the retailer's or electricity marketing agent's</del> during normal business hours for the purposes of enquiries, verifications and complaints. | Retail<br>Integrated Regional                                | 2    |
| 138. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.5(1)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | A retailer or electricity marketing agent must, on request, provide a customer with the information specified in subclause 2.5(1).  | Retail<br>Integrated Regional                                | 2    |

| No.  | Licence Condition                    | Obligations under Condition   | Description  | Licensee                      | Type |
|------|--------------------------------------|---|--|-------------------------------|------|
| 139. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.5(2)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | A retailer or electricity marketing agent who meets with a customer face to face must: <ul style="list-style-type: none"> <li>• wear a clearly visible and legible identity card showing the information specified in subclause 2.5(2)(a); and</li> <li>• <del>as soon as practicable</del> provide the written information specified in subclause 2.5(2)(b) <u>as soon as practicable following a request by the customer.</u></li> </ul>   | Retail<br>Integrated Regional | 2    |
| 140. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.6   | A retailer or electricity marketing agent who visits a person's premises for the purposes of marketing must comply with any clearly visible signs indicating that canvassing is not permitted at the premises, or no advertising is to be left at the premises.  | Retail<br>Integrated Regional | 2    |
| 141. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.9(4)<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1 | An electricity marketing agent must keep a record of complaints <del>from customers or persons who are contacted about marketing carried out by</del> or on behalf of <del>the</del> electricity marketing agent <del>made by a customer or person contacted</del> for the purposes of marketing; <del>and, upon request, must and provide</del> <u>give to the electricity ombudsman, within 28 days of receiving the request, with all of the information that it the electricity marketing agent has relating to the a complaint, within 28 days of receiving a request for that information.</u> | Retail<br>Integrated Regional | 2    |
| 142. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.10<br>Integrated Regional Licence, condition 23.1<br>Retail Licence, condition 23.1   | <del>A record or other information that an electricity marketing agent is required by the Code to keep must be kept for at least 2 years. An electricity marketing agent must keep a record, or other information, required under the Code for at least 2 years after the last time that a customer or person to whom the information relates was contacted by, or on behalf of, the electricity marketing agent, or after receipt of the last contact from, or on behalf of, the electricity marketing agent, whichever is the later.</del>   | Retail<br>Integrated Regional | 2    |

| No.               | Licence Condition                    | Obligations under Condition    | Description   | Licensee                   | Type |
|-------------------|--------------------------------------|--------------------------------|---|----------------------------|------|
| <b>CONNECTION</b> |                                      |                                |   |                            |      |
| 143.              | Electricity Industry Act, section 82 | Code of Conduct, clause 3.1(1) | If a retailer agrees to sell electricity to a customer or arrange for the connection of the customer's supply address, the retailer must forward the customer's request for the connection to the relevant distributor.   | Retail Integrated Regional | 2    |
| 144.              | Electricity Industry Act, section 82 | Code of Conduct, clause 3.1(2) | Unless the customer agrees otherwise, a retailer must forward the customer's request for the connection to the relevant distributor that same day, if the request is received before 3pm on a business day; or the next business day if the request is received after 3pm or on a weekend or public holiday.  | Retail Integrated Regional | 2    |
| <b>BILLING</b>    |                                      |                                |   |                            |      |
| 145.              | Electricity Industry Act, section 82 | Code of Conduct, clause 4.1    | A retailer must issue a bill no more than once a month and at least once every 3 months, <del>unless except under for</del> the circumstances specified in subclause 4.1.   | Retail Integrated Regional | 2    |
| 146.              | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(1) | For the purposes of subclause 4.1(a)(ii), a retailer has given a customer notice- if, prior to placing a customer on a shortened billing cycle, the retailer advises the customer of the information specified in subclause 4.2(1).   | Retail Integrated Regional | 2    |
| 147.              | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(2) | <del>If the residential customer informs the retailer that the customer is experiencing payment difficulties or financial hardship and the customer is assessed as experiencing payment difficulties or financial hardship, the</del> A retailer must not place <del>a that residential</del> customer on a shortened billing cycle without <del>the that</del> customer's verifiable consent <del>if the customer informs the retailer that the customer is experiencing payment difficulties or financial hardship and the customer is assessed as experiencing payment difficulties or financial hardship.</del> | Retail Integrated Regional | 2    |
| 148.              | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(3) | A retailer must give <del>the a</del> customer written notice of a decision to shorten the customer's billing cycle within 10 business days of making the decision.   | Retail Integrated Regional | 2    |

| No.  | Licence Condition                    | Obligations under Condition    | Description  | Licensee                    | Type |
|------|--------------------------------------|--------------------------------|--|-----------------------------|------|
| 149. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(4) | A retailer must ensure that a shortened billing cycle is for a period of at least 10 business days.  | Retail Integrated Regional  | 2    |
| 150. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(5) | <del>Upon</del> <u>On</u> request, a retailer must return a customer who is subject to a shortened billing cycle <u>to the billing cycle that previously applied if the customer and</u> has paid 3 consecutive bills by the due date <del>to the billing cycle that previously applied to the customer.</del> | Retail Integrated Regional  | 2    |
| 151. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(6) | <u>A retailer must inform a customer, who is subject to a shortened billing cycle, at least every 3 months about the conditions upon which the customer can be returned to the previous billing cycle.</u>   | Retail Integrated Regional  | 2    |
| 152. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.3(1) | <del>Notwithstanding clause 4.1, in respect of any 12 month period,</del> on receipt of a request by a customer, a retailer may provide <del>a</del> the customer with a bill <del>which that</del> reflects a bill-smoothing arrangement <u>with respect to any 12 month period.</u>                          | Retail, Integrated Regional | 2    |
| 153. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.3(2) | If a retailer provides a customer with a bill under a bill-smoothing arrangement, the retailer must ensure that the conditions specified in subclause 4.3(2) are met.  | Retail Integrated Regional  | 2    |
| 154. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.4    | A retailer must issue a bill to a customer at the customer's supply address, unless the customer has nominated another address or an electronic address.   | Retail Integrated Regional  | 2    |
| 155. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.5(1) | <del>Unless the a customer agrees otherwise, a</del> retailer must include the minimum prescribed information in subclause 4.5(1) on <u>a</u> customer's bill, <del>unless the customer agrees otherwise.</del>  | Retail Integrated Regional  | 2    |
| 156. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.5(3) | If a retailer identifies and wishes to bill a customer for a historical debt, the retailer must advise the customer of the amount of the historical debt and its basis, before, with, or on the customer's next bill.  | Retail Integrated Regional  | 2    |

| No.  | Licence Condition                    | Obligations under Condition    | Description  | Licensee                    | Type |
|------|--------------------------------------|--------------------------------|--|-----------------------------|------|
| 157. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.6(1) | A retailer must base a customer's bill on the following: <ul style="list-style-type: none"> <li>the distributor's or metering agent's reading of the meter at the customer's supply address;</li> <li>the customer's reading of the meter in the circumstances specified in subclause 4.6(1)(b); or</li> <li>if the connection point is a Type 7 connection point, the procedure is set out in the metrology procedure or Metering Code, or <del>as set out otherwise as set out</del> in any applicable law.</li> </ul> | Retail Integrated Regional  | 2    |
| 158. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.7    | Other than in respect of a Type 7 connection, a retailer must <del>use make</del> use its best endeavours to ensure that <del>the</del> meter reading data is obtained as frequently as <del>is</del> required to prepare its bills, <del>and, in any event, at least once every 12 months.</del>  | Retail Integrated Regional  | NR   |
| 159. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(1) | If a retailer is unable to reasonably base a bill on a reading of the meter, a retailer must give the customer an estimated bill.  | Retail Integrated Regional  | 2    |
| 160. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(2) | In circumstances where <del>the a</del> a customer's bill is estimated, <del>a</del> a retailer must <del>clearly specify on the customer's bill specify in a visible and legible manner on the customer's bill</del> the information <del>detailed required under in</del> subclause 4.8(2). <del>;</del>   | Retail Integrated Regional  | 2    |
| 161. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(3) | <del>On request, a retailer must inform a customer of the basis and the reason for the estimation.</del> <sup>5</sup>  | Retail, Integrated Regional | 2    |
| 162. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.9    | <del>In accordance with clause 4.19, if</del> if a retailer gives a customer an estimated bill, and the meter is subsequently read, the retailer must include an adjustment on the next bill to take account of the actual meter reading, <del>in accordance with clause 4.19.</del>   | Retail, Integrated Regional | 2    |

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<sup>5</sup> Refer to clause 4.8(4) of the Code for a definition of an estimated bill in situations where the meter reading is partly based on estimated data (incl. interval meters).

| No.  | Licence Condition                    | Obligations under Condition     | Description   | Licensee                       | Type |
|------|--------------------------------------|---------------------------------|---|--------------------------------|------|
| 163. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.10    | <del>If a customer satisfies the requirements specified in subclause 4.10, a retailer must use makeuse its best endeavours to replace an estimated bill with a bill based on an actual reading. If the a customer satisfies the requirements as specified in subclause 4.10.</del>  | Retail<br>Integrated Regional  | NR   |
| 164. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.11(1) | If a customer requests the meter to be tested, and pays a retailer's reasonable charge (if any) for doing so, a retailer must request the distributor or metering agent to do so.   | Retail<br>Integrated Regional  | 2    |
| 165. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.11(2) | If the meter is tested and found to be defective, the retailer's reasonable charge for testing the meter (if any) is to be refunded to the customer.  | Retail<br>Integrated Regional  | 2    |
| 166. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.12(1) | If a retailer offers alternative tariffs and a customer applies to receive an alternate tariff, (and demonstrates to the retailer that they satisfy the conditions of eligibility), a retailer must change the customer to an alternate tariff within 10 business days of the customer satisfying those conditions.   | Retail<br>Integrated Regional  | 2    |
| 167. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.13    | If a customer's electricity use changes, and the customer is no longer eligible to continue to receive an existing, more beneficial tariff, a retailer must give the customer written notice prior to changing the customer to an alternative tariff.   | Retail,<br>Integrated Regional | 2    |
| 168. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(1) | If a customer requests a retailer to issue a final bill at the customer's supply address, a retailer must use reasonable endeavours to arrange for that final bill in accordance with the customer's request.   | Retail<br>Integrated Regional  | NR   |
| 169. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(2) | <del>Subject to subclause 4.14(3), if a customer's account is in credit at the time of account closure, the a retailer must, in accordance with the customer's instructions, transfer the amount of credit to another account that the customer has with the retailer, or a bank account nominated by the customer, within 12 business days or other agreed time, in accordance with the customer's instructions.</del> | Retail<br>Integrated Regional  | 2    |

| No.  | Licence Condition                    | Obligations under Condition        | Description   | Licensee                       | Type |
|------|--------------------------------------|------------------------------------|---|--------------------------------|------|
| 170. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(3)    | If a customer's account is in credit at the time of account closure and the customer owes a debt to <del>the</del> a retailer, the retailer may use that credit to <u>offset</u> the debt owed to the retailer by giving the customer written notice. If any amount remains after the set off, the retailer must ask the customer for instructions to transfer the remaining amount in accordance with subclause 4.14(2).   | Retail<br>Integrated Regional  | 2    |
| 171. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.15       | <u>A retailer must review a customer's bill on request by the customer.</u> <del>Subject-subject</del> to <del>a-the</del> customer paying that portion of the bill under review that <del>a-the</del> customer and a retailer agree is not in dispute, or an amount equal to the average amount of the customer's bill over the previous 12 months (excluding the bill in dispute, whichever is less), and paying any future bills that are properly due. <del>a-retailer must review the customer's bill on request by the customer.</del>  | Retail<br>Integrated Regional  | 2    |
| 172. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(1)(a) | If a <del>review of a bill has been conducted and the</del> retailer <u>has reviewed a customer's bill and</u> is satisfied that the bill is correct, the retailer may require <del>the</del> a customer to pay the unpaid amount. <del>The retailer</del> must advise the customer <del>it-that the</del> <u>customer the customer</u> may request <del>the retailer to arrange for</del> a meter test in accordance with the applicable law; and <u>must advise the customer of also</u> the existence and operation of the retailer's internal complaints handling processes and details of any applicable external complaints handling processes. | Retail<br>Integrated Regional  | 2    |
| 173. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(1)(b) | If a <del>review of the bill has been conducted and a</del> retailer <u>has reviewed a customer's bill and</u> is satisfied that the bill is incorrect, <del>a-the</del> retailer must adjust the bill in accordance with clauses 4.17 and 4.18.  | Retail<br>Integrated Regional  | 2    |
| 174. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(2)    | <del>The</del> <u>A</u> retailer must inform a customer of the outcome of the review of a bill as soon as practicable.  | Retail,<br>Integrated Regional | 2    |

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| No.                   | Licence Condition  | Obligations under Condition  | Description   | Licensee   | Type             |
|-----------------------|--|--|---|--|------------------|
| 175.                  | Electricity Industry Act, section 82   | Code of Conduct, clause 4.16(3)  | If <del>a</del> the retailer has not informed a customer of the outcome of the review of a bill within 20 business days from the date of receipt of the request for review, the retailer must provide the customer with notification of the status of the review as soon as practicable.  | Retail, Integrated Regional                                      | 2                |
| 176.                  | Electricity Industry Act, section 82   | Code of Conduct, clause 4.17(2)  | If a retailer proposes to recover an amount undercharged as a result of an error, defect, or default for which the retailer or distributor is responsible (including where a meter has been found to be defective), a retailer must do so in the manner specified <del>in subclause 4.17(2).</del> <sup>6</sup>   | Retail, Integrated Regional                                      | 2                |
| <del>176.</del> 176A. | <del>Electricity Industry Act, section 82</del> Electricity Industry Act, section 82 | <del>Code of Conduct, clause 4.17(2)</del> Code of Conduct, clause 4.17(3) | <del>A retailer may charge the a customer interest on the undercharged amount or require the customer to pay a late fee, if the conditions in clause 4.17(2) are met.</del> A retailer may charge <del>the a</del> customer interest on the <del>undercharged amount or require the customer to pay a late fee, if the conditions in clause 4.17(3) are met.</del> customer to pay a late fee, if the <del>conditions in clause 4.17(3) are met.</del> conditions in clause 4.17(3) are met.  | <del>Retail Integrated Regional</del> Retail Integrated Regional | <del>NR</del> NR |
| 177.                  | Electricity Industry Act, section 82   | Code of Conduct, clause 4.18(2)  | If a customer (including a customer who has vacated the supply address) has been overcharged as a result of an error, defect, or default for which a retailer or distributor is responsible (including where a meter has been found to be defective), <del>a the</del> retailer must use its best endeavours to inform the customer within 10 business days of <del>a the</del> retailer becoming aware of the error, defect, or default, <del>and, S</del> subject to subclauses 4.18(6) and 4.18(7), <del>the retailer must ask the customer for instructions as to whether</del> if the amount should be credited to the customer's account or repaid to the customer <del>directly.</del> | Retail Integrated Regional                                       | NR               |
| 178.                  | Electricity Industry Act, section 82   | Code of Conduct, clause 4.18(3)  | A retailer must pay the amount overcharged in accordance with the customer's instructions within 12 business days of receiving the instructions.  | Retail Integrated Regional                                       | 2                |

<sup>6</sup> Manner specified in subclause 4.17(2).



| No.  | Licence Condition                    | Obligations under Condition     | Description  | Licensee                   | Type |
|------|--------------------------------------|---------------------------------|--|----------------------------|------|
| 179. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(4) | <del>In circumstances where</del> instructions regarding repayment of an overcharged bill are not received within 20 business days of a retailer making the request, a retailer must use reasonable endeavours to credit the amount overcharged to <del>the a</del> customer's account.  | Retail Integrated Regional | NR   |
| 180. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(6) | Where the amount overcharged is less than <del>\$75</del> 100, <del>refer to subclause 4.18(6) as to how</del> a retailer may proceed to deal with the matter <del>as outlined in subclause 4.18(6)</del> .  | Retail Integrated Regional | NR   |
| 181. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(7) | <del>The A</del> retailer may, by giving the customer written notice, use an amount overcharged to set off a debt owed to the retailer, provided that the customer is not a residential customer experiencing payment difficulties or financial hardship. <del>If, after the set off, there remains an amount of credit, the retailer must deal with the amount of credit in accordance with subclauses 4.18(2) or 4.18(6), as applicable or making payments under an alternative payment arrangement. If, after the set off, an amount less than \$75 remains, the retailer must deal with that amount in accordance with subclause 4.18(6). If the amount is \$75 or more, the retailer must deal with it in accordance with subclause 4.18(2), the <sup>z</sup></del> | Retail Integrated Regional | NR   |
| 182. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(1) | <del>If a retailer proposes to recover an amount of an adjustment which does not arise due to any act or omission of a customer, the</del> retailer must comply with subclause 4.19(1).  | Retail Integrated Regional | 2    |
| 183. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(2) | If the meter is read <del>pursuant to</del> under either clause 4.6 or clause 4.3(2)(d), and the amount of the adjustment is an amount owing to the customer, the retailer must use its best endeavours to inform the customer <del>accordingly</del> within 10 business days and <del>ask the customer for instructions about the repayment of the amount owing</del> , subject to subclauses 4.19(5) and 4.19(7), <del>ask the customer for instructions about the repayment of the amount owing</del> .   | Retail Integrated Regional | NR   |

<sup>z</sup>For the refund procedure for sums over and under \$100, refer to clauses 4.18(2) and 4.18(6), respectively.

| No.            | Licence Condition                    | Obligations under Condition     | Description  | Licensee                       | Type |
|----------------|--------------------------------------|---------------------------------|--|--------------------------------|------|
| 184.           | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(3) | If a retailer <del>received-receives</del> instructions under subclause 4.19(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions.  | Retail<br>Integrated Regional  | 2    |
| 185.           | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(4) | If a retailer does not receive instructions under subclause 4.19(2), within 5 business days of making the request, the retailer must use reasonable endeavours to credit the amount of the adjustment to the customer's account.   | Retail<br>Integrated Regional  | NR   |
| 186.           | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(7) | <u>A retailer may, after notifying the customer in writing, use an amount of an adjustment to set off that customer's debt owed to the retailer, provided that the customer is not a residential customer in payment difficulties or financial hardship. If, after the set off, there remains an amount of credit, the retailer must deal with that amount in accordance with subclause 4.19(2) or, if the amount is less than \$100, subclause 4.19(5).</u>       | Retail<br>Integrated Regional  | NR   |
| <b>PAYMENT</b> |                                      |                                 |  |                                |      |
| 187.           | Electricity Industry Act, section 82 | Code of Conduct, clause 5.1     | <u>The due date on a bill must be at least 12 business days from the dispatch date of that bill unless otherwise agreed with a customer.</u>   | Retail,<br>Integrated Regional | 2    |
| 188.           | Electricity Industry Act, section 82 | Code of Conduct, clause 5.2     | <u>Unless otherwise agreed with a customer, a retailer must offer the customer at least the payment options/methods prescribed in clause 5.2, following specified minimum payment methods: in person at one or more payment outlets located within the Local Government District of the customer's supply address; by mail; for residential customers, by Contrepay; electronically by means of BPay or credit card; and by telephone by means of credit card.</u> | Retail<br>Integrated Regional  | 2    |
| 189.           | Electricity Industry Act, section 82 | Code of Conduct, clause 5.3     | <del>A retailer must, prior</del> <u>Prior</u> to commencing a direct debit facility, <u>a retailer must</u> obtain <del>the a</del> customer's verifiable consent and agree with the customer the date of commencement of the <del>direct debit</del> facility and the frequency of the direct debits.  | Retail<br>Integrated Regional  | 2    |

| No.  | Licence Condition                    | Obligations under Condition    | Description   | Licensee                    | Type  |
|------|--------------------------------------|--------------------------------|---|-----------------------------|-------|
| 190. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.4    | Upon request, a retailer must accept payment in advance from a customer. <del>Acceptance of an advance payment</del> This will not require a retailer to credit any interest to the amounts paid in advance. <del>Subject to clause 6.9, and unless otherwise agreed with a customer, \$20 is the minimum amount for an advance payment that a retailer will accept is \$20, unless otherwise agreed with a customer.</del> | Retail, Integrated Regional | 2<br> |
| 191. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.5    | If, <del>due to illness or absence,</del> a residential customer is unable to pay by way of the methods described in clause 5.2, <del>due to illness or absence,</del> a retailer must offer a residential customer a <del>to</del> redirection of the customer's bill to a third person at no charge.  | Retail Integrated Regional  | 2<br> |
| 192. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(1) | A retailer must not charge a residential customer a late payment fee in the circumstances specified in subclause 5.6(1).  | Retail, Integrated Regional | 2     |
| 193. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(2) | If a retailer has charged a late payment fee in the circumstances set out in subclause 5.6(1)(c) because the retailer was not aware of the complaint, the retailer must refund the late payment fee on the customer's next bill.  | Retail Integrated Regional  | 2     |
| 194. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(3) | <u>A retailer must not charge an additional late payment fee in relation to the same bill within 5 business days from the date of receipt of the previous late payment fee notice.</u>  | Retail Integrated Regional  | 2<br> |
| 195. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(4) | A retailer must not charge a residential customer more than 2 late payment fees in relation to the same bill or more than 12 late payment fees in a year.   | Retail Integrated Regional  | 2     |
| 196. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(5) | If a residential customer has been assessed as being in financial hardship, a retailer must retrospectively waive any late payment fee charged to <del>the residential</del> this customer's last bill prior to the assessment being made.  | Retail Integrated Regional  | 2<br> |

| No.  | Licence Condition                           | Obligations under Condition        | Description   | Licensee                          | Type      |
|--|---|------------------------------------|---|-----------------------------------|-----------|
| 197.   | Electricity Industry Act, section 82        | Code of Conduct, clause 5.7(1)     | A retailer must not require a customer, who has vacated a supply address, to pay for electricity consumed at the customer's supply address in the circumstances specified in subclause 5.7(1).  | Retail Integrated Regional        | 2         |
| 198.   | Electricity Industry Act, section 82        | Code of Conduct, clause 5.7(2)     | If a customer reasonably demonstrates to a retailer that the customer was evicted or otherwise required to vacate a supply address, a retailer must not require <del>a-the</del> customer to pay for electricity consumed at <del>the-that</del> customer's supply address from the date the customer gave the <del>retailer</del> notice <del>to</del> <u>the retailer</u> . | Retail Integrated Regional        | 2         |
| 199.   | Electricity Industry Act, section 82        | Code of Conduct, clause 5.7(4)     | Notwithstanding subclauses 5.7(1) and (2), a retailer must not require a previous customer to pay for electricity consumed at the supply address in the circumstances specified in subclause 5.7(4).  | Retail Integrated Regional        | 2         |
| 200.   | Electricity Industry Act, section 82        | Code of Conduct, clause 5.8(1)     | A retailer must not commence proceedings <del>for recovery to recover of</del> a debt from a residential customer who meets the criteria in subclause 5.8(2).   | Retail Integrated Regional        | 2         |
| 201.   | Electricity Industry Act, section 82        | Code of Conduct, clause 5.8(2)     | A retailer must not recover, or attempt to recover, a debt <del>from a person</del> relating to a supply address <del>from a person</del> other than the customer <del>with whom</del> <u>who</u> the retailer has, or had, entered into a contract for the supply of electricity to that supply address.   | Retail Integrated Regional        | 2         |
| <u>201A.</u>   | <u>Electricity Industry Act, section 82</u> | <u>Code of Conduct, clause 5.9</u> | <u>A retailer may transfer one customer's debt to another customer, if requested by the customer owing the debt and provided that the retailer obtains the other customer's verifiable consent to the transfer.</u>   | <u>Retail Integrated Regional</u> | <u>NR</u> |
| <b>PAYMENT DIFFICULTIES &amp; FINANCIAL HARDSHIP</b> |   |                                    |   |                                   |           |

| No.  | Licence Condition                    | Obligations under Condition    | Description   | Licensee                   | Type |
|------|--------------------------------------|--------------------------------|---|----------------------------|------|
| 202. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(1) | If a residential customer informs a retailer that the residential customer is experiencing payment problems, a retailer must assess whether <del>a</del> the residential customer is experiencing payment difficulties or financial hardship within <del>3-5</del> business days; <del>or, if the retailer cannot make the assessment within 5 business days, the retailer must refer that the residential customer to an independent financial counsellor or a relevant consumer representative organisation to make the assessment.</del> | Retail Integrated Regional | 2    |
| 203. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(3) | When undertaking an assessment <del>under subclause 6.1(1)(a), a</del> retailer must give reasonable consideration to the information <del>prescribed in subclause 6.1(3)(a), or advice prescribed in subclause 6.1(3)(b), unless a retailer adopts an assessment from a relevant consumer representative, given by the residential customer and requested or held by the retailer; or any advice given by an independent financial counsellor or relevant consumer representative organisation as prescribed in subclause 6.1(3).</del>    | Retail Integrated Regional | NR   |
| 204. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(4) | Upon request, a retailer must advise a residential customer of the details and outcome of an assessment carried out under subclause 6.1(1).   | Retail Integrated Regional | 2    |
| 205. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(1) | <del>If thea residential customer is referred to a relevant consumer representative under subclause 6.1(1)(b), aA retailer must grant a temporary suspension of actions for a residential customerthat customer. a temporary suspension of actions if the residential customer is referred to an independent financial counsellor or a relevant consumer representative organisation under subclause 6.1(1)(b).</del>   | Retail Integrated Regional | 2    |

| No.  | Licence Condition                    | Obligations under Condition       | Description  | Licensee                   | Type |
|------|--------------------------------------|-----------------------------------|--|----------------------------|------|
| 206. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(2)    | A retailer must not unreasonably deny a residential customer's request for a temporary suspension of actions if the customer informs the retailer <del>the customer is experiencing payment problems and demonstrates to the retailer that the customer about payment problems under clause 6.1 and the customer demonstrates that</del> an appointment with a relevant consumer representative <del>has been made, organisation or provides the retailer with an assessment from an independent financial counsellor or relevant consumer representative.</del> | Retail Integrated Regional | 2    |
| 207. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(3)    | A retailer must allow a temporary suspension of actions for a period of at least 15 business days.   | Retail Integrated Regional | 2    |
| 208. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(4)    | A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative <del>organisation</del> to allow additional time to assess a residential customer's capacity to pay.  | Retail Integrated Regional | NR   |
| 209. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.3(1)(a) | <del>In circumstances where</del> if a residential customer is assessed as experiencing payment difficulties, a retailer must offer the alternative payment arrangements referred to in subclause 6.4(1), and advise the residential customer <del>as prescribed that additional assistance may be available if the prescribed circumstances apply, if, due to financial hardship, the residential customer would be unable to meet its obligations under an agreed alternative payment arrangement.</del>   | Retail Integrated Regional | 2    |
| 210. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.3(1)(b) | <del>In circumstances where</del> if a residential customer is assessed as experiencing financial hardship, a retailer must offer the alternative payment arrangements referred to in subclause 6.4(1)(b) and assistance in accordance with clauses 6.6 to 6.9.  | Retail Integrated Regional | 2    |

| No.  | Licence Condition                    | Obligations under Condition       | Description  | Licensee                   | Type   |
|------|--------------------------------------|-----------------------------------|--|----------------------------|--------|
| 211. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(1)(a) | <p>-If <del>the a</del> residential customer is experiencing payment difficulties, a retailer must offer the residential customer at least the following payment arrangements:</p> <ul style="list-style-type: none"> <li>• additional time to pay a bill; and</li> <li>• if requested by the residential customer, an interest-free and fee-free instalment plan or other arrangement under which the residential customer is given additional time to pay a bill or to pay arrears (including any disconnection and reconnection charges), while being permitted to continue consumption.</li> </ul> | Retail Integrated Regional | 2      |
| 212. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(1)(b) | <p>If <del>the a</del> residential customer is experiencing financial hardship, a retailer must offer the residential customer at least the following payment arrangements:</p> <ul style="list-style-type: none"> <li>• additional time to pay a bill; and</li> <li>• an interest-free and fee-free instalment plan or other arrangement under which the residential customer is given additional time to pay a bill or to pay arrears (including any disconnection and reconnection charges), while being permitted to continue consumption.</li> </ul>  | Retail Integrated Regional | 2      |
| 213. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(2)    | When offering or amending an instalment plan to a residential customer experiencing payment difficulties or financial hardship, a retailer must comply with subclause 6.4(2).  | Retail Integrated Regional | 2      |
| 214. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(3)    | If a residential customer accepts an instalment plan offered by <del>the a</del> retailer, the retailer must, <del>within 5 business days</del> , provide the residential customer with the information specified in subclause 6.4(3)(a) <del>within 5 business days</del> , and notify the residential customer of any amendments to the instalment plan at least 5 business days before they come into effect.   | Retail Integrated Regional | 2 <br> |
| 215. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.6(1)    | A retailer must give reasonable consideration to a request by a customer experiencing financial hardship, or a relevant consumer representative <del>organisation</del> , for a reduction of the customer's fees, charges or debt.   | Retail Integrated Regional | NR     |

| No.  | Licence Condition                    | Obligations under Condition     | Description   | Licensee                   | Type |
|------|--------------------------------------|---------------------------------|---|----------------------------|------|
| 216. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.6(2)  | In giving reasonable consideration under subclause 6.6(1), a retailer should refer to the hardship procedures referred to in subclause 6.10(3).   | Retail Integrated Regional | 2    |
| 217. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.7     | <del>Where</del> <del>if</del> it is reasonably demonstrated to <del>the a</del> retailer that <del>the a</del> customer experiencing financial hardship is unable to meet the customer's obligations under <del>the a</del> previously elected payment arrangement, <del>a the</del> retailer must give reasonable consideration to offering the customer an instalment plan or <del>offering to revise revising</del> an existing instalment plan.  | Retail Integrated Regional | NR   |
| 218. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.8     | A retailer must advise a customer experiencing financial hardship of the <del>following: a customer's right to have the bill redirected to a third person, at no charge; available payment methods, concessions, meter types and tariffs; payment methods available to the customer; concessions available to the customer and how to access them; different types of meters available to the customer and/or tariffs; independent financial counselling and consumer representative services available to the customer; and the availability of any other financial assistance and grants schemes</del> information specified in subclause 6.8(1). | Retail Integrated Regional | 2    |
| 219. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.9(1)  | -A retailer must determine the minimum payment in advance amount, <del>as referred to in subclause 5.4(3),</del> for residential customers experiencing payment difficulties or financial hardship in consultation with relevant consumer representatives, <del>as referred to in subclause 5.4(3),</del> <del>organisations.</del>   | Retail Integrated Regional | 2    |
| 220. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(1) | A retailer must develop a hardship policy and hardship procedures to assist customers experiencing financial hardship <del>in meeting to meet</del> their financial obligations and responsibilities to the retailer.   | Retail Integrated Regional | 2    |
| 221. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(2) | A retailer must ensure that its hardship policy complies with the criteria specified in subclause 6.10(2).  | Retail Integrated Regional | 2    |



| No.  | Licence Condition   | Obligations under Condition                | Description  | Licensee                              | Type         |
|------|---|--|--|---------------------------------------|--------------|
| 222. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.10(3)            | A retailer must ensure that its hardship procedures comply with the criteria specified in subclause 6.10(3).   | Retail Integrated Regional            | 2            |
| 223. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.10(4)            | If requested, a retailer must give residential customers- <del>financial counsellors</del> and relevant consumer representative <del>s</del> <del>organisations</del> a copy of the retailer's hardship policy, including by post, at no charge.   | Retail Integrated Regional            | 2            |
| 224. | <del>Electricity Industry Act, section 82</del> <u>Not Used</u> | <del>Code of Conduct, clause 6.10(5)</del> | <del>A retailer must keep a record of the following: the relevant consumer representative organisations consulted on the contents of its hardship policy and hardship procedures; the dates the hardship policy and hardship procedures were established; the dates the hardship policy and hardship procedures were reviewed; and the dates the hardship policy and hardship procedures were amended.</del> | <del>Retail Integrated Regional</del> | <del>2</del> |
| 225. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.10(6)            | <del>If a retailer reviews</del> <u>if directed by the ERA, a retailer must review</u> its hardship policy and hardship procedures <u>and,</u> <del>the retailer must submit the results of that review to the Authority</del> <u>ERA the results of that review</u> within 5 business days after it is completed.   | Retail Integrated Regional            | 2            |
| 226. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.10(7)            | <del>The</del> A retailer must comply with the <del>Authority</del> <u>ERA's</u> Financial Hardship Policy Guidelines.   | Retail Integrated Regional            | 2            |
| 227. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.10(8)            | If a retailer <u>makes a material amendment</u> <del>amends to</del> its hardship policy, the retailer must submit <del>to the Authority</del> <u>ERA</u> a copy of the retailer's <u>amended</u> hardship policy <del>to the ERA</del> within 5 business days of the amendment.   | Retail Integrated Regional            | 2            |
| 228. | Electricity Industry Act, section 82                            | Code of Conduct, clause 6.11               | A retailer must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties.  | Retail Integrated Regional            | 2            |

| No.                  | Licence Condition                    | Obligations under Condition    | Description   | Licensee                                       | Type |
|----------------------|--------------------------------------|--------------------------------|---|--|------|
| <b>DISCONNECTION</b> |                                      |                                |   |  |      |
| 229.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.1(1) | Prior to arranging for <u>a</u> disconnection of a customer's supply address for failure to pay a bill, a retailer must: give the customer a reminder notice, <u>which contains the information specified in subclause 7.1(1)(a).</u> <del>-not less than 13-15 business days from the date of dispatch/dispatch date of the bill, including the information specified in subclause 7.1(1)(a);</del> <u>The retailer must</u> use its best endeavours to contact the customer <u>to advise of the proposed disconnection;</u> and give the customer a disconnection warning, in the manner and timeframes specified in subclause 7.1(1)(c). | Retail<br>Integrated Regional                  | 2    |
| 230.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.2(1) | A retailer must not arrange for <u>a</u> disconnection of a customer's supply address for failure to pay a bill in the circumstances specified in subclause 7.2(1).   | Retail<br>Integrated Regional                  | 2    |
| 231.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.3    | In relation to dual fuel contracts, a retailer must not arrange for disconnection of <del>the a residential</del> customer's supply address for failure to pay a bill within 15 business days from <u>arranging for the date of</u> disconnection of <del>the that</del> customer's gas supply.   | Retail<br>Integrated Regional                  | 2    |
| 232.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.4(1) | <u>Unless the conditions specified in subclause 7.4(1) are satisfied, aA-</u> retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter. <del>unless the conditions specified in subclause 7.4(1) are satisfied.</del>   | Retail<br>Integrated Regional                  | 2    |
| 233.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.5    | A distributor who disconnects a customer's supply address for emergency reasons must provide a 24-hour emergency line and use its best endeavours to restore supply as soon as possible.  | Distribution<br>Integrated Regional            | 2    |
| 234.                 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.6    | Subject to subclause 7.6(3), a retailer or distributor must comply with the limitations specified in <u>subclauses 7.6(1) and (2)</u> when arranging for disconnection or disconnecting a customer's supply address.  | Distribution<br>Retail,<br>Integrated Regional | 1    |

| No.  | Licence Condition                    | Obligations under Condition    | Description  | Licensee                            | Type             |
|------|--------------------------------------|--------------------------------|--|-------------------------------------|------------------|
| 235. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(1) | <del>Where</del> If 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 comply with subclause 7.7(1). <sup>8</sup>  | Retail<br>Integrated Regional       | 1                |
| 236. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(2) | <del>The</del> A retailer must undertake the actions specified in subclauses 7.7(2)(e)-(g). <del>Where</del> If a customer registered with a retailer under subclause 7.7(1) notifies the retailer: <ul style="list-style-type: none"> <li><del>that the person requiring life support equipment is changing supply address;</del></li> <li><del>that the customer, but not the person requiring life support equipment, is changing supply address;</del></li> <li><del>of a change in contact details; or</del></li> <li><del>that the address no longer requires registration as life support equipment address. ;</del></li> <li><del>of a change of the customer's supply address, contact details, life support equipment or that the customer's supply address no longer requires registration as a life support equipment address, the retailer must undertake the actions specified in subclauses 7.7(2)(e)-(g).</del></li> </ul> | Retail<br>Integrated Regional       | 1/2 <sup>9</sup> |
| 237. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(3) | <del>Where</del> The distributor must comply with subclauses 7.7(3)(a) and (b) if a distributor has been informed by a retailer under subclause 7.7(1)(c), or by a relevant government agency, that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2), <del>the distributor must comply with subclauses 7.7(3)(a) and (b).</del>   | Distribution<br>Integrated Regional | 1                |

**Commented [AB1]:** Note: clauses 236A and 237A have been removed, because the 2016 Code no longer requires registration of the customer's life support equipment type.

<sup>8</sup> Note: The 2016 Code of Conduct no longer requires retailers to register the life support equipment of the customer.

<sup>9</sup> Obligation 236 (subclause 7.7(2) of the Code of Conduct) is a Type 1 reporting obligation for all the requirements applicable to retail and integrated regional licensees specified in subclause 7.7(2), except for when a customer registered with a retailer under subclause 7.7(1) life support registered customer notifies the retailer that the customer's supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation.

| No.   | Licence Condition                           | Obligations under Condition            | Description   | Licensee                                    | Type      |
|-------|---|--|---|---|-----------|
| 238.  | Electricity Industry Act, section 82        | Code of Conduct, clause 7.7(4)         | <del>Where</del> <del>if</del> life support equipment is registered at a customer's supply address under subclause 7.7(3)(a), <del>the</del> <del>a</del> distributor must <del>comply with subclauses 7.7(4)(a) and (b).</del><br>not disconnect the customer's supply address for failure to pay a bill while the person continues to reside at that address and requires the use of life support equipment; and<br>prior to any planned interruption <sup>40</sup> , provide at least 3 business days written or electronic notice to the customer's supply address and use best endeavours to obtain acknowledgement (by verbal, written or electronic means) from the customer that the notice has been received, unless expressly requested in writing by the customer not to.                                    | Distribution<br>Integrated Regional         | 1         |
| 238A. | <u>Electricity Industry Act, section 82</u> | <u>Code of Conduct, clause 7.7(4A)</u> | <u>A distributor must use best endeavours to contact the customer, or someone residing at the supply address, prior to an interruption to restore supply to a supply address that is registered as a life support equipment address.</u>  | <u>Distribution<br/>Integrated Regional</u> | <u>NR</u> |
| 239.  | Electricity Industry Act, section 82        | Code of Conduct, clause 7.7(5)         | <del>If a distributor has already provided notice of a planned interruption that will affect a supply address, prior to the distributor registering a customer's supply address as a life support equipment address, the distributor must use best endeavours to contact that customer or someone residing at the supply address prior to the planned interruption.</del> <del>Where the distributor has already provided notice of a planned interruption under the Network Quality and Reliability of Supply Code 2005 that will affect a supply address prior to the distributor registering the customer's supply address as a life support equipment address, the distributor must use best endeavours to contact that customer or someone residing at the supply address prior to the planned interruption.</del> | Distribution<br>Integrated Regional         | NR        |

<sup>40</sup> ~~Note: time frame does not apply (according to subclause 7.7(4A)) in situations where a planned or unplanned interruption occurs for the purposes of restoring the supply to a life support registered address.~~

| No.                       | Licence Condition                    | Obligations under Condition    | Description  | Licensee                                      | Type  |
|---------------------------|--------------------------------------|--------------------------------|--|---|-------|
| 240.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(6) | A retailer must contact the customer to ascertain whether life support equipment is required or to request re-certification in the <a href="#">timeframe</a> , manner and circumstances specified in subclause 7.7(6).   | Retail,<br>Integrated Regional                | 2<br> |
| 241.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(7) | A retailer or a distributor must remove the customer's details from the life support equipment register in the circumstances and timeframes specified in subclause 7.7(7).   | Retail<br>Distribution<br>Integrated Regional | 2     |
| <b>RECONNECTION</b>       |                                      |                                |  |   |       |
| 242.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 8.1(1) | A retailer must arrange <del>for a reconnection of</del> <a href="#">to reconnect</a> <del>the</del> <a href="#">a</a> customer's supply address if the customer remedies their breach, makes a request for reconnection, and pays the retailer's reasonable charges (if any) for reconnection, or accepts an offer of an instalment plan for the retailer's reasonable charges. | Retail<br>Integrated Regional                 | 2<br> |
| 243.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 8.1(2) | A retailer must forward the request for reconnection to the relevant distributor within the timeframes specified in subclause 8.1(2).  | Retail<br>Integrated Regional                 | 2     |
| 244.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 8.2    | A distributor must reconnect the customer's supply address <del>upon</del> <a href="#">upon</a> the request of a retailer within the timeframes specified in subclause 8.2(2).   | Distribution<br>Integrated Regional           | 2<br> |
| <b>PRE-PAYMENT METERS</b> |                                      |                                |  |   |       |
| 245.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 9.1(2) | A distributor may only operate a pre-payment meter and a retailer may only offer a pre-payment meter service in an area that has been declared by the Minister by notice published in the <i>Government Gazette</i> .  | Retail<br>Distribution<br>Integrated Regional | 2     |
| 246.                      | Electricity Industry Act, section 82 | Code of Conduct, clause 9.2(1) | A retailer must not provide a pre-payment meter service at a residential customer's supply address without the verifiable consent of the customer or the customer's nominated representative.  | Retail<br>Integrated Regional                 | 2     |

| No.  | Licence Condition  | Obligations under Condition               | Description  | Licensee                              | Type         |
|------|--|---|--|---------------------------------------|--------------|
| 247. | Electricity Industry Act, section 82                     | Code of Conduct, clause 9.2(2)            | A retailer must establish an account for each pre-payment meter operating at a residential customer's supply address.  | Retail Integrated Regional            | 2            |
| 248. | <del>Electricity Industry Act, section 82</del> Not Used | <del>Code of Conduct, clause 9.2(3)</del> | <del>A retailer must not, in relation to the offer of, or provision of a pre-payment meter service, engage in conduct that is misleading, deceptive or likely to mislead or deceive, or that is unconscionable, or exert undue pressure on a customer, nor harass or coerce a customer.</del>  | <del>Retail Integrated Regional</del> | <del>2</del> |
| 249. | Electricity Industry Act, section 82                     | Code of Conduct, clause 9.3(1)            | <del>If a residential customer requests information on the use of a pre-payment meter, a</del> retailer must <u>advise the information specified in subclause 9.3(1) advise a residential customer who requests information on the use of a pre-payment meter,</u> at no charge, and in clear, simple and concise language; <del>the information specified in subclause 9.3(1).</del>  | Retail Integrated Regional            | 2            |
| 250. | Electricity Industry Act, section 82                     | Code of Conduct, clause 9.3(2)            | No later than 10 business days after the time a residential customer enters into a pre-payment meter contract at <del>a</del> <u>that residential</u> customer's supply address, a retailer must give, <del>or make available to, the that</del> customer <del>(at no charge)</del> the information specified in subclauses 9.3(1) and 9.3(2)(a)-(s) <u>at no charge.</u>  | Retail Integrated Regional            | 2            |
| 251. | Electricity Industry Act, section 82                     | Code of Conduct, clause 9.3(3)            | A retailer must ensure that the following information is shown on, or directly adjacent to, a residential customer's pre-payment meter: the positive or negative financial balance of the pre-payment meter within one dollar (\$1) of the actual balance; whether the pre-payment meter is operating on normal credit or emergency credit; a telephone number for enquiries; and the distributor's 24-hour telephone number for faults and emergencies. | Retail, Integrated Regional           | 2            |

| No.  | Licence Condition                    | Obligations under Condition    | Description  | Licensee                    | Type |
|------|--------------------------------------|--------------------------------|--|-----------------------------|------|
| 252. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(4) | <del>Upon-On</del> request and at no charge, a retailer must give a pre-payment meter customer the following information: total energy consumption; average daily consumption; and the average daily cost of consumption for the previous 2 years, or since the commencement of the pre-payment meter contract (whichever is shorter), divided into quarterly segments.  | Retail, Integrated Regional | 2    |
| 253. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(5) | If the recharge facilities available to a residential customer change from the initial recharge facilities referred to in subclause (2)(r), a retailer must use reasonable endeavours to notify a pre-payment meter customer in writing or by electronic means within 10 business days of the change.  | Retail Integrated Regional  | 2    |
| 254. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(1) | If a pre-payment meter customer notifies a retailer that it wants to replace or switch <del>the a</del> pre-payment meter to a standard meter, <del>within 1 business day of the request</del> the retailer must send the specified information to the customer, and <del>arrange</del> with the relevant distributor to remove or render non-operational the pre-payment meter, and replace or switch the pre-payment meter to a standard meter <del>within 1 business day of the request</del> . | Retail Integrated Regional  | 2    |
| 255. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(2) | A retailer must not <del>require payment charge of a charge</del> for reversion to a standard meter if <del>the a</del> pre-payment customer is a residential customer and that customer, or their nominated representative, requests reversion of a pre-payment meter within 3 months of its installation or the date the customer agreed to enter into the pre-payment contract, whichever is <del>the latter</del> later.   | Retail Integrated Regional  | 2    |
| 256. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(4) | If a retailer requests the distributor to revert a pre-payment meter, <del>the a</del> distributor must do so within 5 business days of receipt of the request for supply addresses within the metropolitan region <del>and</del> and within 10 <del>business</del> days for supply addresses within regional areas.   | Retail Integrated Regional  | 2    |

| No.  | Licence Condition                    | Obligations under Condition                 | Description   | Licensee                            | Type |
|------|--------------------------------------|---|---|-------------------------------------|------|
| 257. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(1)              | <p><del>If a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the supply address requires life support equipment, a retailer must not provide a pre-payment meter service in that address; or, if applicable, comply with the prescribed requirements in subclauses 9.5(1)(a)-(c).; if the customer provides the retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the address requires life support equipment.</del></p> <p>The retailer must, or must immediately arrange to, remove or render non-operational the pre-payment meter at no charge; replace or switch the pre-payment meter to a standard meter at no charge; and provide information to the pre-payment meter customer about the contract options available to the customer.</p> | Retail<br>Integrated Regional       | 1    |
| 258. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(2)              | If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(1), the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(2)(a)-(b).   | Distribution<br>Integrated Regional | 1    |
| 259. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.6                 | A retailer must ensure that a pre-payment meter service complies with the prescribed requirements in subclause 9.6.   | Retail<br>Integrated Regional       | 2    |
| 260. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.7(a), (b) and (d) | A retailer must ensure that: at least 1 recharge facility is located as close as practicable to a pre-payment meter, and in any case no further than 40 kilometres away; a pre-payment meter customer can access a recharge facility at least 3 hours per day, 5 days a week; and the minimum amount to be credited by a recharge facility does not exceed \$20 per increment.  | Retail<br>Integrated Regional       | 2    |
| 261. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.8                 | If a pre-payment meter customer demonstrates to a retailer that the customer is entitled to receive a concession, the retailer must ensure that the pre-payment meter customer receives the benefit of the concession.  | Retail<br>Integrated Regional       | 2    |



| No.  | Licence Condition                    | Obligations under Condition     | Description  | Licensee                         | Type |
|------|--------------------------------------|---------------------------------|--|----------------------------------|------|
| 262. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(1)  | If requested by a pre-payment meter customer, a retailer must make immediate arrangements to check the metering data, <del>and</del> test the pre-payment meter, <del>and</del> /or arrange for a test of the metering installation at the connection point.   | Retail Integrated Regional       | 2    |
| 263. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(2)  | If requested by a retailer, a distributor must check or test a pre-payment meter.  | Distribution Integrated Regional | 2    |
| 264. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(4)  | If a pre-payment meter is found to be inaccurate or not operating correctly, a retailer must <del>immediately</del> arrange for the repair or replacement of the pre-payment meter, <del>and</del> correct any overcharging or undercharging, <del>and</del> refund any charges payable by <del>the</del> <del>a</del> customer for testing the pre-payment meter.   | Retail Integrated Regional       | 2    |
| 265. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(1) | Subject to <del>the</del> <del>a</del> pre-payment meter customer notifying a retailer of the proposed vacation date, <del>a</del> the retailer must ensure that <del>the</del> <del>a</del> pre-payment customer can retrieve all remaining credit at the time <del>the pre-payment meter</del> <del>that</del> customer vacates the supply address.  | Retail Integrated Regional       | 2    |
| 266. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(2) | If a pre-payment meter customer (including <del>a pre-payment meter customer</del> <del>a</del> customer who has vacated the <del>supply</del> address) has been overcharged as a result of an act or omission of a retailer or distributor, the retailer must <del>(except in the circumstances in 9.10(7))</del> use its best endeavours to inform <del>and reimburse</del> the pre-payment meter customer, <del>(except in the circumstances in clause 9.10(7))</del> accordingly within 10 business days of <del>the retailer becoming aware of the error and seek reimbursement instructions from the customer or credit the customer's account if permitted</del> in the timeframe and manner specified. | Retail Integrated Regional       | NR   |
| 267. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(3) | The retailer must pay the amount in accordance with the pre-payment meter customer's instructions within 12 business days of receiving the instructions.   | Retail Integrated Regional       | 2    |

| No.                                    | Licence Condition                    | Obligations under Condition              | Description  | Licensee                   | Type |
|--|--------------------------------------|--|--|----------------------------|------|
| 268.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(4)          | If a retailer does not receive reimbursement instructions within 20 business days of making the request, the retailer must use reasonable endeavours to credit the amount overcharged to the customer's account.   | Retail Integrated Regional | NR   |
| 269.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(6)          | If a retailer proposes to recover an amount undercharged to a pre-payment meter customer as a result of an act or omission by the retailer or distributor, the retailer must comply with the conditions specified in subclause 9.10(6).  | Retail Integrated Regional | 2    |
| 270.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 9.11(1)          | A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative <del>organisation</del> for a waiver of any fee to replace or switch a pre-payment meter to a standard meter.   | Retail Integrated Regional | 2    |
| 271.                                   | Electricity Industry Act, section 82 | Code of Conduct, clauses 9.11(2) and (3) | <del>Where</del> -If a retailer is informed by a pre-payment meter customer that the customer is experiencing payment difficulties or financial hardship, or the retailer identifies the customer as having been disconnected in the manner specified in subclause 9.11(2)(b), the retailer must, <u>subject to subclause 9.11(3)</u> , use its best endeavours to contact the customer as soon as reasonably practicable to provide the information prescribed <u>in subclause 9.11(2)(d)-(g)</u> . | Retail Integrated Regional | NR   |
| <b>INFORMATION &amp; COMMUNICATION</b> |                                      |  |  |                            |      |
| 272.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(1)          | A retailer must give notice of any variations in its tariffs to each of its customers affected by <del>a-the variation as soon as practicable after the variation is published and</del> no later than the next bill in the customer's billing cycle.  | Retail Integrated Regional | 2    |
| 273.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(2)          | <del>Upon</del> request and at no charge, a retailer must provide a customer with reasonable information on <del>the retailer's</del> tariffs, including alternative tariffs.  | Retail Integrated Regional | 2    |
| 274.                                   | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(3)          | A retailer must give a customer the information requested on tariffs within 8 business days of the date of receipt, and, if requested, <del>-must</del> provide the information in writing.  | Retail Integrated Regional | 2    |

| No.  | Licence Condition                    | Obligations under Condition     | Description   | Licensee                   | Type |
|------|--------------------------------------|---------------------------------|---|----------------------------|------|
| 275. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(1) | <del>Upon</del> request, a retailer must provide a non-contestable customer with their billing data.  | Retail Integrated Regional | 2    |
| 276. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(2) | If a non-contestable customer requests billing data for a period less than the previous 2 years and no more than once a year, or in relation to a dispute with <del>the a</del> retailer, <del>a</del> the retailer must provide the data at no charge.   | Retail Integrated Regional | 2    |
| 277. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(3) | A retailer must give the requested billing data under subclause 10.2(1) within 10 business days of the receipt of the request, or <del>upon the</del> payment of the retailer's reasonable charge for providing <del>the billing</del> this data.   | Retail Integrated Regional | 2    |
| 278. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(4) | A retailer must keep a non-contestable customer's billing data for 7 years.   | Retail Integrated Regional | 2    |
| 279. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.3    | <del>Upon</del> request and at no charge, a retailer must provide a residential customer with information on the types of concessions available to the residential customer, and the name and contact details of the organisation responsible for administering those concessions (if not the retailer).                          | Retail Integrated Regional | 2    |
| 280. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.3A   | At least once a year, a retailer must provide a customer with written details of the retailer's and distributor's obligations to make payments to the customer under Part 14 of this Code and under any other legislation in Western Australia, including the amount of the payment and the eligibility criteria for the payment. | Retail Integrated Regional | 2    |
| 281. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.4    | <del>Upon</del> request and at no charge, a retailer must <del>provide</del> <del>give,</del> or make available to, a customer <del>with</del> general information on cost effective and efficient ways to utilise electricity; and the typical running costs of major domestic appliances.                                       | Retail Integrated Regional | 2    |
| 282. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.5    | If asked by a customer for information relating to the distribution of electricity, a retailer must give the information to the customer or refer the customer to the relevant distributor for a response.  | Retail Integrated Regional | 2    |

| No.  | Licence Condition                    | Obligations under Condition     | Description   | Licensee                         | Type |
|------|--------------------------------------|---------------------------------|---|----------------------------------|------|
| 283. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.6    | <del>Upon-On</del> request and at no charge, a distributor must provide a customer with the information specified in subclause 10.6.  | Distribution Integrated Regional | 2    |
| 284. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(1) | <del>Upon-On</del> request, a distributor must provide a customer with their consumption data.  | Distribution Integrated Regional | 2    |
| 285. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(2) | If a customer requests their consumption data under subclause 10.7(1), the distributor must provide the information at no charge in the circumstances specified in subclause 10.7(2)(a)-(b).  | Distribution Integrated Regional | 2    |
| 286. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(3) | A distributor must provide a customer with the requested consumption data within 10 business days of the receipt of the request, or, <del>if payment is required (and requested by the distributor within 2 business days of the request),</del> within 10 business days of receipt of payment of the distributor's reasonable charge for providing the consumption data, <del>if payment is required and requested by the distributor within 2 business days of the request.</del> | Distribution Integrated Regional | 2    |
| 287. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(4) | A distributor must keep a customer's consumption data for 7 years.  | Distribution Integrated Regional | 2    |
| 288. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.8(1) | <del>Upon-On</del> request, a distributor must inform a customer how the customer can obtain information on distribution standards and metering arrangements prescribed under the specified Acts <del>or adopted by the distributor</del> that are relevant to the customer <del>or adopted by the distributor.</del>   | Distribution Integrated Regional | 2    |
| 289. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.8(2) | A distributor must publish information on distribution standards and metering arrangements on <del>the distributor's</del> website.   | Distribution Integrated Regional | 2    |

| No.  | Licence Condition   | Obligations under Condition                 | Description  | Licensee   | Type         |
|------|---|---|--|--|--------------|
| 290. | Electricity Industry Act, section 82                            | Code of Conduct, clause 10.9                | To the extent practicable, a retailer and distributor must ensure that any written information that must be given to a customer by the retailer or distributor or its electricity marketing agent under the Code of Conduct is expressed in clear, simple, <b>and</b> concise language and <del>is</del> in a format that <del>makes it</del> easy to understand.  | Distribution<br>Retail<br>Integrated Regional              | NR           |
| 291. | Electricity Industry Act, section 82                            | Code of Conduct, clause 10.10(1)            | <del>Upon</del> <b>On</b> request, a retailer and a distributor must <del>tell a</del> <b>inform a</b> customer how <del>the customer can</del> obtain a copy of the Code of Conduct.  | Distribution<br>Retail<br>Integrated Regional              | 2            |
| 292. | Electricity Industry Act, section 82                            | Code of Conduct, clause 10.10(2)            | A retailer and distributor must make electronic copies of the Code of Conduct available <u>on their websites</u> , at no charge.   | Distribution<br>Retail<br>Integrated Regional              | 2            |
| 293. | <del>Electricity Industry Act, section 82</del> <u>Not Used</u> | <del>Code of Conduct, clause 10.10(3)</del> | <del>A retailer and a distributor must make a copy of the Code of Conduct available for inspection, at no charge, at their respective offices.</del>   | <del>Distribution<br/>Retail<br/>Integrated Regional</del> | <del>2</del> |
| 294. | Electricity Industry Act, section 82                            | Code of Conduct, clause 10.11(1)            | <del>Upon</del> <b>On</b> request and at no charge, a retailer and a distributor must make <del>available to a residential customer</del> services <u>available to a residential customer that to</u> assist the residential customer <del>in interpreting</del> <b>interpret</b> information provided by the retailer or distributor (including independent multi-lingual and TTY services, and large print copies).  | Distribution<br>Retail<br>Integrated Regional              | 2            |
| 295. | Electricity Industry Act, section 82                            | Code of Conduct, clause 10.11(2)            | <del>For residential customers, a</del> <b>A</b> retailer and, <del>where if</del> <b>where if</b> appropriate, a distributor, must include the <u>information prescribed in subclause 10.11(2)(a) on</u> <del>residential customers</del> the telephone number for its TTY services and for independent multi-lingual services, as well as the National Interpreter Symbol with the words <b>"Interpreter Services"</b> , <del>on the</del> <b>its</b> bills and bill-related information, reminder notices and disconnection warnings. | Distribution<br>Retail<br>Integrated Regional              | 2            |

| No.  | Licence Condition                    | Obligations under Condition      | Description   | Licensee                                      | Type |
|--|--------------------------------------|----------------------------------|---|---|------|
| 296.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 10.12(1) | <del>Upon-On</del> request and at no charge, a distributor must advise a customer of the availability of different types of meters, as well as their suitability <del>to-for</del> the customer's supply address, purpose, costs, and installation, operation and maintenance procedures. | Distribution<br>Integrated Regional           | 2    |
| 297.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 10.12(2) | <del>Upon-On</del> request, a retailer must advise <del>the-a</del> customer of the availability of different types of meters or refer the customer to the relevant distributor for a response.   | Retail<br>Integrated Regional                 | 2    |
| <b>COMPLAINTS &amp; DISPUTE RESOLUTION</b> |                                      |                                  |   |   |      |
| 298.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(1)  | A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes.   | Distribution<br>Retail<br>Integrated Regional | 2    |
| 299.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(2)  | The complaints handling process under subclause 12.1(1) must comply with the requirements specified in subclauses 12.1(2)(a), (b) and (c) and be made available at no cost.   | Distribution<br>Retail<br>Integrated Regional | 2    |
| 300.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(3)  | A retailer or a distributor must advise the customer in accordance with subclause 12.1(3).  | Distribution<br>Retail<br>Integrated Regional | 2    |
| 301.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(4)  | <del>Upon-On</del> receipt of a written complaint by a customer, a retailer or distributor must acknowledge the complaint within 10 business days and respond to the complaint within 20 business days.   | Distribution<br>Retail<br>Integrated Regional | 2    |
| 302.                                       | Electricity Industry Act, section 82 | Code of Conduct, clause 12.2     | A retailer must comply with any guideline developed by the <del>AuthorityERA relating to distinguishingto distinguish</del> customer queries from complaints.   | Retail<br>Integrated Regional                 | 2    |

| No.                              | Licence Condition                    | Obligations under Condition     | Description   | Licensee                                      | Type  |
|----------------------------------|--------------------------------------|---------------------------------|---|---|-------|
| 303.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 12.3    | <del>Upon-On</del> request and at no charge, a retailer, distributor and electricity marketing agent must give a customer information that will assist the customer <del>in-to utilising</del> <del>utilise</del> the respective complaints handling processes.   | Distribution<br>Retail<br>Integrated Regional | 2<br> |
| 304.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 12.4    | When a retailer, distributor or electricity marketing agent receives a complaint that does not relate to its functions, it must advise the customer of the entity that it reasonably considers to be <del>the</del> appropriate <del>entity</del> to deal with the complaint (if known).  | Distribution<br>Retail<br>Integrated Regional | 2<br> |
| <b>REPORTING</b>                 |                                      |                                 |   |   |       |
| 305.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 13.1    | A retailer and a distributor must prepare a report in respect of each reporting year setting out the information specified by the <a href="#">AuthorityERA</a> .  | Retail<br>Distribution<br>Integrated Regional | 2<br> |
| 306.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 13.2    | The report specified in clause 13.1 must be provided to the <a href="#">AuthorityERA</a> by the date, and in the <del>matter</del> <del>manner</del> and form, specified by the <a href="#">AuthorityERA</a> .  | Retail<br>Distribution<br>Integrated Regional | 2<br> |
| 307.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 13.3    | The report specified in clause 13.1 must be published by the date specified by the <a href="#">AuthorityERA</a> . In accordance with clause 13.3(2), a report is published if: <ul style="list-style-type: none"> <li>• copies <del>of it</del> are available to the public, without cost, <del>at</del> <del>in</del> places where the retailer or distributor transacts business with the public; and</li> <li>• a copy <del>of it</del> is posted on the retailer or distributor's website.</li> </ul> | Retail<br>Distribution<br>Integrated Regional | 2<br> |
| <b>SERVICE STANDARD PAYMENTS</b> |                                      |                                 |   |   |       |
| 308.                             | Electricity Industry Act, section 82 | Code of Conduct, clause 14.1(1) | Subject to clause 14.6, a retailer must pay the stated compensation to a customer <del>where</del> <del>if</del> the customer is not reconnected in accordance with the timeframes specified in Part 8.   | Retail<br>Integrated Regional                 | 2<br> |

| No.  | Licence Condition                    | Obligations under Condition     | Description  | Licensee                            | Type |
|------|--------------------------------------|---------------------------------|--|-------------------------------------|------|
| 309. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.1(2) | Subject to clause 14.6, <del>if a retailer is liable to and makes a payment under subclause 14.1(1) due to an act or omission of a distributor, the distributor must compensate the payment to the retailer. a distributor must compensate a retailer for the payment if a retailer is liable to for, and makes, a payment due to an act or omission of the distributor.</del>   | Distribution<br>Integrated Regional | 2    |
| 310. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.2(1) | Subject to clause 14.6, <del>a retailer must pay the specified compensation to a customer</del> if a retailer fails to comply with any of the procedures specified in Part 6 and Part 7 prior to arranging for disconnection or disconnecting <del>a-the</del> customer for failure to pay a bill, or arranges for disconnection or disconnects <del>a-the</del> customer <del>for failure to pay a bill</del> in contravention of clauses 7.2, 7.3, 7.6 or 7.7, <del>for failure to pay a bill, the retailer must pay the specified compensation to the customer.</del> | Retail<br>Integrated Regional       | 2    |
| 311. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.2(2) | <del>Subject to clause 14.6, if a retailer is liable to and makes a payment under subclause 14.2(1) due to an act or omission of a distributor, the distributor must compensate the payment to the retailer. Subject to clause 14.6, a distributor must compensate a retailer for the payment if a retailer is liable to for, and makes, a payment under subclause 14.2(1) due to an act or omission of the distributor.</del>   | Distribution<br>Integrated Regional | 2    |
| 312. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.3(1) | Subject to clause 14.6, a retailer must pay the customer \$20 <del>where if</del> the retailer has failed to acknowledge or respond to a complaint within the timeframes prescribed in subclause 12.1(4).  | Retail<br>Integrated Regional       | 2    |
| 313. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.4(1) | Subject to clause 14.6, a distributor must pay the customer \$20 <del>where if</del> the distributor has failed to acknowledge or respond to a complaint within the timeframes prescribed in subclause 12.1(4).  | Distribution<br>Integrated Regional | 2    |



| No.  | Licence Condition                    | Obligations under Condition     | Description   | Licensee                            | Type |
|------|--------------------------------------|---------------------------------|---|-------------------------------------|------|
| 314. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.5    | Subject to subclause 14.6, if a distributor disconnects a customer's supply address other than as authorised by this Code or otherwise by law, or as authorised by a retailer, then the distributor must pay the customer \$100 for each day that the customer was wrongfully disconnected. | Distribution<br>Integrated Regional | 2    |
| 315. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.7(1) | A retailer <del>who</del> <u>that</u> is required to make a compensation payment for failing to satisfy a service standard under clauses 14.1, 14.2 or 14.3 must do so in the manner specified in subclause 14.7(1).  | Retail<br>Integrated Regional       | 2    |
| 316. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.7(2) | A distributor <del>who</del> <u>that</u> is required to make a compensation payment for failing to satisfy a service standard under clauses 14.4 or 14.5 must do so in the manner specified in subclause 14.7(2).   | Distribution<br>Integrated Regional | 2    |

## 14 Electricity Industry Metering Code – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.  | Licence, Condition   | Obligations under Condition                          | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 317. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 2.2(1)(a) | A network operator must treat all Code participants that are its associates on an arms-length basis.   | Distribution<br>Integrated Regional<br>Transmission | NR   |
| 318. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 2.2(1)(b) | A network operator must ensure that no Code participant that is its associate receives a benefit in respect of the Code, unless the benefit is attributable to an arm's length application of the Code or is also made available to all other Code participants on the same terms and conditions.                              | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 319. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.1       | A network operator must ensure that its meters meet the requirements specified in the applicable metrology procedure and also comply with any applicable specifications or guidelines, <del>including any transitional arrangements,</del> specified by the National Measurement Institute under the National Measurement Act. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 320. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.2(1)    | An accumulation meter must at least conform to the requirements specified in the applicable metrology procedure and display, or permit access to a display of the measurements <del>that are</del> specified in subclauses 3.2(1)(a)(b) using dials, a cyclometer, an illuminated display panel or some other visual means.    | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 321. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.3(1)    | An interval meter must at least have an interface to allow the interval energy data to be downloaded in the manner prescribed using an interface compatible with the requirements specified in the applicable metrology procedure.   | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                               | Description  | Licensee  | Type       |
|------|--|---|--|---|------------|
| 322. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.3(3)         | If a metering installation is required to include a communications link, the link must, (where necessary), include a modem and isolation device approved under the relevant telecommunications regulations, <del>to that</del> allows the interval energy data to be downloaded in the manner prescribed.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> <br> |
| 323. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.3A(1)        | A network operator must ensure that bi-directional electricity flows do not occur at a metering point unless the metering installation for the metering point is capable of separately measuring and recording electricity flows in each direction.  | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |
| 324. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.3B           | <del>A user who</del> If a user is aware of bi-directional electricity flows at a metering point <del>which that</del> was not previously subject to a bi-directional electricity flows or any changes in a customer's or user's circumstances in a metering point <del>which that</del> will result in bi-directional electricity flows, the user must notify the network operator within 2 business days.                  | Integrated Regional<br>Retail<br>Generation         | 2<br>      |
| 325. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.3C           | An accumulation meter or an interval meter that separately measures and records bi-directional electricity flows at the metering point must record: <ul style="list-style-type: none"> <li>• the net electricity production transferred into the network that exceeds electricity consumption; and</li> <li>• the net electricity consumption transferred out of the network that exceeds electricity production.</li> </ul> | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |
| 326. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.5(1) and (2) | A network operator must ensure that there is a metering installation at every connection point on its network <del>which that</del> is not a Type 7 connection point. Unless it is a Type 7 metering installation, the metering installation must meet the functionality requirements prescribed.  | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |

| No.  | Licence, Condition   | Obligations under Condition                       | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 327. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.5(3) | <del>A network operator must, unless otherwise agreed, for</del> For each metering installation on its network, <del>a network operator must on and from the time of its connection to the network,</del> a network operator provide, install, operate and, subject to subclause 3.7(5), maintain the metering installation in the manner prescribed, <del>unless otherwise agreed.</del>  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 328. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.5(4) | <del>Except for a Type 7 metering installation, a</del> network operator must ensure that <del>except for a Type 7 metering installation,</del> the metering point for a revenue metering installation is located as close as practicable to the connection point in accordance with good electricity industry practice.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 329. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.5(6) | A network operator may only impose a charge for providing, installing, operating or maintaining a metering installation in accordance with the applicable service level agreement <del>between it and</del> <u>that it has with</u> the user.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 330. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.5(9) | If a network operator becomes aware that a metering installation does not comply with the Code, <del>the network operator</del> it must advise affected parties of the non-compliance and arrange for the non-compliance to be corrected as soon as practicable.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 331. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.7    | All devices that may be connected to a telecommunications network must be compatible with the telecommunications network and comply with all applicable State and Commonwealth enactments.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 332. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.8    | Subject to clause 3.27, a network operator must, <del>for each metering installation on its network,</del> ensure that <del>each metering installation on its network</del> the metering installation is secured by <del>means of</del> devices or methods <del>which that, to the standard of good electricity industry practice,</del> hinder unauthorized access and enable unauthorized access to be detected, <del>consistent with the standards of good electricity industry practice.</del> | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description   | Licensee  | Type       |
|------|--|--|---|---|------------|
| 333. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.9(3)  | Subject to subclauses 3.9(4), 3.9(5) and 3.9(7), each metering installation must meet at least the requirements for that type of metering installation <u>as</u> specified in Table 3 in Appendix 1 of the Code.  | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |
| 334. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.9(7)  | <del>For a</del> metering installation used to supply a customer with requirements above 1000 volts that <u>requires</u> a VT and whose annual consumption is below 750MWh, <del>the metering installation</del> must meet the relevant accuracy requirements of a Type 3 metering installation for active energy only.   | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |
| 335. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.9(9)  | If compensation is carried out within the meter, then the resultant metering system error must be as close as practicable to zero.  | Distribution<br>Integrated Regional<br>Transmission | 2<br>      |
| 336. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.10    | A network operator must ensure that any programmable settings <u>within</u> any of its metering installations, data loggers or peripheral devices, <del>that which</del> may affect the resolution of displayed or stored data, <del>meet-satisfy</del> the relevant requirements specified in the applicable metrology procedure and comply with any applicable <u>specifications or guidelines specified instructions</u> by the National Measurement Institute under the National Measurement Act. | Distribution<br>Integrated Regional<br>Transmission | 2<br> <br> |
| 337. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.11(1) | A network operator must ensure that a metering installation on its network is operating consistently with good electricity industry practice to measure and record data, and <del>to permit</del> <u>the</u> collection of data within the time specified in the applicable service level agreement, for at least the percentages of the year specified.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> <br> |

| No.  | Licence, Condition   | Obligations under Condition                         | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 338. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.11(2)  | If an outage or malfunction occurs to a metering installation, the network operator must <del>make repairs to</del> repair the metering installation in accordance with the applicable service level agreement.  | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 339. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.11(3)  | A Code participant who becomes aware of an outage or malfunction of a metering installation must advise the network operator as soon as practicable.   | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | 2    |
| 340. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.11A(1) | A network operator must ensure that the meters on its network are systematically sampled and tested for accuracy in accordance with AS 1284.13.  | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 341. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.11A(2) | Subject to clause 3.11A(3), if a "population" of meters is deemed to have failed under AS 1284.13, the network operator must ensure that all <u>of</u> the meters <del>that make up the</del> <u>in</u> <del>that</del> population are removed and replaced with new meters within 3 years of the testing of the population.   | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 342. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.12(1)  | A network operator must ensure that each metering installation complies with at least the prescribed design requirements.  | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 343. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 3.12(2)  | A network operator must ensure that instrument transformers in its metering installations comply with the relevant requirements of any applicable specifications or guidelines, <del>(including any transitional arrangements,)</del> specified by the National Measurement Institute under the National Measurement Act and any requirements specified in the applicable metrology procedure. | Distribution<br>Integrated Regional<br>Transmission                         | 2    |

| No.  | Licence, Condition   | Obligations under Condition                           | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 344. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.12(3)    | A network operator must provide isolation facilities, <del>to of</del> <del>the a</del> standard <del>of consistent with</del> good electricity industry practice, to facilitate testing and calibration of the metering installation.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 345. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.12(4)    | A network operator must maintain drawings and supporting information, <del>to the of a</del> standard <del>of consistent with</del> good electricity industry practice, <del>detailing to detail</del> the metering installation for maintenance and auditing purposes.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 346. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.13(1)    | A network operator must procure the user, or the user's customer, to install, (or arrange for the installation of,) a full check metering installation or partial check metering installation in accordance with the prescribed requirements.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 347. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.13(3)(c) | A partial check metering installation must be physically arranged in a manner determined by the network operator, acting in accordance with good electricity industry practice.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 348. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.13(4)    | A check metering installation for a metering point must comply with the prescribed requirements.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 349. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.14(3)    | If, under clause 3.14(2), a metering installation uses metering class CTs and VTs that do not comply with the Table 3 in Appendix 1, then the network operator must <del>either or both</del> install meters of a higher class accuracy and/or apply accuracy calibration factors within the meter to compensate for CT and VT errors, in order to achieve the accuracy requirements in Table 3 in Appendix 1. | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition  | Obligations under Condition                         | Description  | Licensee  | Type |
|------|---|---|--|---|------|
| 350. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1                                  | Electricity Industry Metering Code, clause 3.16(1)  | The network operator must ensure that a Type 1 metering installation to Type 5 metering installation on the network has the facilities and functionality prescribed.   | Distribution<br>Integrated Regional<br>Transmission           | 2    |
| 351. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1                                  | Electricity Industry Metering Code, clause 3.16(2)  | The network operator must ensure that a Type 1 metering installation to Type 4 metering installation on the network includes a communications link.  | Distribution<br>Integrated Regional<br>Transmission           | 2    |
| 352. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1                                  | Electricity Industry Metering Code, clause 3.16(3)  | If a device is used as a data logger, the energy data for a metering point on the network must be collated in trading intervals or sub-multiples of a trading interval within the metering installation.   | Distribution<br>Integrated Regional<br>Transmission           | 2    |
| 353. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1                                  | Electricity Industry Metering Code, clause 3.16(3A) | If, under subclause 3.16(3), energy data for a metering point on the network is collated in sub-multiples of a trading interval, then <del>unless the Code participant agrees otherwise,</del> the network operator must aggregate the energy data into trading intervals before providing it to a Code participant <u>unless the Code participant agrees otherwise.</u>   | Distribution<br>Integrated Regional<br>Transmission           | 2    |
| 354. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.18(1)  | <u>The metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements</u> <del>if</del> the Electricity Retail Corporation supplies electricity to a contestable customer at a connection point under a non-regulated contract. and in circumstances <del>where</del> <u>when</u> , immediately before entering into the contract, the electricity retail corporation supplied electricity to the contestable customer under a regulated contract, <del>then the metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements.</del> | Distribution<br>Retail<br>Integrated Regional<br>Transmission | 2    |



| No.  | Licence, Condition   | Obligations under Condition                        | Description   | Licensee  | Type  |
|------|--|--|---|---|-------|
| 355. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.20(1) | <del>If reasonably requested by a Code participant, a</del> network operator must <del>if reasonably requested by a Code participant,</del> provide enhanced technology features in a metering installation.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 356. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.20(3) | A network operator may only impose a charge for the provision of metering installations with enhanced technology features in accordance with <del>the its</del> applicable service level agreement <del>between it and</del> with the user.   | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 357. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.21(1) | Meters containing an internal real time clock must maintain time accuracy as prescribed. Time drift must be measured over a period of 1 month.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 358. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.21(2) | If a metering installation includes measurement elements and an internal data logger at the same site, it must include facilities <del>on</del> -site for storing the interval energy data for the periods prescribed.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 359. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.22    | A network operator providing one or more metering installations with enhanced technology features must be licensed to use <sub>1</sub> and access <sub>1</sub> the metering software applicable to all devices being installed and be able to program the devices and set parameters.                           | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 360. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.23(a) | Where signals are provided from the meter for the user or the user's customer <sub>1</sub> <del>use</del> , a network operator must ensure that signals are isolated by relays or electronic buffers to prevent accidental or malicious damage to the meter.  | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 361. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.23(b) | Where signals are provided from the meter for the user or the user's customer <sub>1</sub> <del>use</del> , a network operator must provide the user <sub>1</sub> or the user's customer <sub>1</sub> with sufficient details of the signal specification to enable compliance with clause 3.23(c) of the Code. | Distribution<br>Integrated Regional<br>Transmission | 2<br> |

| No.  | Licence, Condition   | Obligations under Condition                         | Description   | Licensee  | Type |
|------|--|---|---|---|------|
| 362. | Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1  | Electricity Industry Metering Code, clause 3.24A(1) | If a retailer requests a network operator to install a pre-payment meter at a connection point, then the pre-payment meter must be sufficient to enable the retailer to comply with the retailer's obligations under the Code of Conduct.   | Distribution<br>Integrated Regional                 | 2    |
| 363. | Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1  | Electricity Industry Metering Code, clause 3.24B(1) | If a retailer requests a network operator to replace a pre-payment meter at a connection point with a meter that is not a pre-payment meter, then the network operator must do so in accordance with this Code and the Code of Conduct.   | Distribution<br>Integrated Regional                 | 2    |
| 364. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 3.27     | A person must not install a metering installation on a network unless the person is the network operator or a registered metering installation provider for the network operator doing the type of work authorised by its registration.   | Integrated Regional,<br>Retail<br>Generation        | 2    |
| 365. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 3.29     | A network operator must publish a list of registered metering installation providers, including the prescribed details, and <a href="#">update the list</a> at least annually. <del>update the list.</del>  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 366. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.1(1)   | A network operator must establish, maintain and administer a metering database containing <a href="#">standing data and energy data</a> , for each metering point on its network. <del>standing data and energy data.</del>   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 367. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.1(2)   | <a href="#">A network operator must ensure that its metering database with its associated links, circuits, information storage and processing systems are secured by devices or methods consistent with a good industry practice to hinder unauthorised access and enable unauthorised access to be detected.</a> | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                       | Description  | Licensee  | Type        |
|------|--|---|--|---|-------------|
| 368. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 4.1(3) | A network operator must prepare, and, if applicable, <del>must</del> implement a disaster recovery plan to ensure that it is able, <del>within 2 business days after the day of any disaster,</del> to rebuild the metering database and provide energy data to Code participants <u>within 2 business days after the day of any disaster.</u> | Distribution<br>Integrated Regional<br>Transmission                         | 2<br> <br>  |
| 369. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 4.2(1) | A network operator must ensure that its registry complies with the Code and the prescribed clause of the market rules.   | Distribution<br>Integrated Regional<br>Transmission                         | 2           |
| 370. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 4.3(1) | The standing data for a metering point must comprise at least the items specified.   | Distribution<br>Integrated Regional<br>Transmission                         | 2           |
| 371. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.4(1) | If there is a discrepancy between energy data held in a metering installation and <del>data held in</del> the metering database, the affected Code participants and the network operator must liaise <del>together</del> to determine the most appropriate way to resolve <del>a the</del> discrepancy.  | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR<br> <br> |
| 372. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.5(1) | A Code participant must not knowingly permit the registry to be materially inaccurate.   | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR          |

| No.  | Licence, Condition   | Obligations under Condition                       | Description   | Licensee  | Type |
|------|--|---|---|---|------|
| 373. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 4.5(2) | Subject to subclause 5.19(6), if a Code participant, other than a network operator, becomes aware of a change to, or an inaccuracy in, an item of standing data in the registry, then it must notify the network operator and provide details of the change or inaccuracy within the timeframes prescribed.   | Integrated Regional,<br>Retail<br>Generation        | 2    |
| 374. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.6(1) | If the network operator is notified of a change to, or inaccuracy in, an item of standing data by a Code participant <del>which that</del> is the designated source for the item of standing data under Table 2 in clause 4.3(1), then the network operator must update the registry to reflect the change to, or correct the inaccuracy in, the standing data.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 375. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.6(2) | If a network operator is notified of a change to, or inaccuracy in, an item of standing data by a Code participant which is not the designated source for the item of standing data, or otherwise becomes aware of a change to or inaccuracy in an item of standing data, then the network operator must undertake investigations to the standard of good electricity industry practice to determine whether the registry should be updated, and update the registry as required. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 376. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.7(1) | If standing data for a metering point is updated in the registry, the network operator must, within 2 business days after the update (or such other time as is specified in the applicable service level agreement) notify the update to the current user and each previous user, if the updated standing data relates to a period or periods when the previous user was the current user.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 377. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.8(3) | A network operator must allow a user who is a retailer or a generator to have local and, where a suitable communications link is installed, remote access to the energy data for metering points at its associated connection points, using a password provided by the network operator <del>which that</del> provides 'read only' access.  | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                          | Description   | Licensee  | Type  |
|------|--|--|---|---|-------|
| 378. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.8(3A)   | A network operator must allow a user who is a retailer or a generator to have access to data held in its metering database for metering points at its associated connection points, by means of a website, <del>or</del> otherwise by remote access to a “data storage device” as that expression is defined in the Electronic Transactions Act 2003), using a password provided by the network operator which provides ‘read only’ access. | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 379. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.8(4)(a) | A network operator must have devices and methods in place <del>that to</del> ensure that energy data held in its metering installation is secured from unauthorised local or remote access using the methods prescribed   | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 380. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.8(4)(b) | A network operator must have devices and methods in place <del>that to</del> ensure that the data held in its metering database is secured from unauthorised local, or remote, access using the methods prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 381. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.8(5)    | Without limiting subclause 4.8(4), a network operator must ensure that electronic passwords and other electronic security controls are only issued to the specified authorised personnel and otherwise keep its records of electronic passwords, and other electronic security controls, secure from unauthorised access.   | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 382. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 4.9       | A network operator must retain energy data in its metering database for each metering point on its network, <del>(including any energy data that has been replaced under subclause 5.24)-,</del> for at least the periods, and with the level of accessibility, prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2<br> |
| 383. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.1 (1)   | A network operator must use all reasonable endeavours to accommodate another Code participant’s requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement.  | Distribution<br>Integrated Regional<br>Transmission | NR    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 384. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.1(2)  | Without limiting subclause 5.1(1), a network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith, and, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire. | Distribution<br>Integrated Regional<br>Transmission | NR   |
| 385. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.3     | A network operator must, for each metering point on its network, obtain energy data from the metering installation and transfer the energy data into its metering database by no later than 2 business days after the date for the scheduled meter reading for the metering point (or such other time as is specified in the applicable service level agreement).   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 386. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.4(1)  | A network operator must, for each meter on its network, at least once in every 12 month period undertake a meter reading that provides an actual value that passes the validation processes in Appendix 2.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 387. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.4(1A) | The meter reading referred to in clause 5.4(1) must not be undertaken by the customer associated with the meter, and must be undertaken by a person who is employed or appointed by the network operator and who is suitably skilled in accordance with good electricity industry practice to carry out meter readings.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 388. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.4(2)  | A user must, when reasonably requested by a network operator, assist the network operator to comply with the network operator's obligation under subclause 5.4(1).  | Integrated<br>Regional,<br>Retail<br>Generation     | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 389. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.5(2)  | Subject to subclause 5.5(2A)(b), a network operator may impose a charge for the provision of data, but only if a user has requested the energy data to the extent permitted by, and in accordance with the applicable service level agreement between it and the user, and if a customer has given a direction under subclause 5.17A(1), in accordance with the prescribed conditions. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 390. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.5(2A) | A network operator must not impose a charge for the provision of standing data and for the provision of energy data if another enactment prohibits it doing so.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 391. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.6(1)  | Subject to subclause 5.6(2), a network operator must provide validated, and where necessary, substituted or estimated energy data for a metering point to the user for the metering point and the IMO within the timeframes prescribed in subclause 5.6(1)(2).   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 392. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.7     | If a replacement energy data value is inserted in a metering database for a metering point, the network operator must provide replacement energy data to the user for the metering point and the IMO within the timeframes prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 393. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.8     | A network operator must provide a user with whatever information the network operator has that is necessary to enable the user to comply with its obligations under the Code of Conduct, within the time necessary for the user to comply with the obligations.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 394. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.9     | A network operator must provide standing data, provided to or obtained by it under this Code, to users where required to do so under any enactment.  | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 395. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.10    | A network operator must provide a subset of the standing data to a retailer in accordance with the provisions of Annex 4 of the Customer Transfer Code.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 396. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.11    | If a transfer occurs at a connection point, then within 2 business days after the transfer date, as defined in the Customer Transfer Code, the network operator must provide the incoming retailer with a copy of the standing data for each metering point associated with the connection point.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 397. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.12(1) | If a user gives a network operator an energy data request for a metering point in accordance with the communication rules, and the energy data request relates only to a time or times for which the user was the current user at the metering point, then the network operator must provide a user with a complete set of energy data for the metering point within the timeframes prescribed.     | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 398. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.13    | If the current user for a metering point gives the network operator a standing data request for the metering point in accordance with the communication rules then the network operator must provide the current user with a complete current set of standing data for a metering point and advise whether there is a communications link for the metering point, within the timeframes prescribed. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 399. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.14(3) | If a user makes a bulk standing data request, the network operator must in accordance with the communication rules, acknowledge receipt of the request and provide the requested standing data within the timeframes prescribed.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 400. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.15    | If a network operator provides energy data to a user or the IMO it must also provide the date of the meter reading in accordance with the requirements specified.   | Distribution<br>Integrated Regional<br>Transmission | 2    |



| No.  | Licence, Condition   | Obligations under Condition                         | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 401. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.16     | If a user collects or receives energy data from a metering installation then the user must provide the network operator with the energy data (in accordance with the communication rules) within the timeframes prescribed.  | Integrated Regional<br><br>Retail<br>Generation     | 2    |
| 402. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.17(1)  | A user must provide standing data and validated, and where necessary substituted or estimated, energy data to the user's customer to which that information relates where the user is required by an enactment or an agreement to do so for billing purposes or for the purpose of providing metering services to the customer.                    | Integrated Regional<br><br>Retail<br>Generation     | 2    |
| 403. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.17A(1) | A network operator must provide data for a metering point from its metering database to a person if (and to the extent that) the customer associated with the metering point gives the network operator a direction to do so that complies with subclause 5.17A(2).  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 404. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.17A(3) | A network operator must comply with a direction under subclause 5.17A(1) within the timeframes prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 405. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.18     | If a user collects or receives information regarding a change in the energisation status of a metering point then the user must provide the network operator with the prescribed information, including the stated attributes, within the timeframes prescribed.   | Integrated Regional<br><br>Retail<br>Generation     | 2    |
| 406. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.19(1)  | A user must, when requested by the network operator acting in accordance with good electricity industry practice, use reasonable endeavours to collect information from customers, if any, that assists the network operator in meeting its obligations described in the Code and elsewhere, and provide that information to the network operator. | Integrated Regional<br><br>Retail<br>Generation     | NR   |

| No.  | Licence, Condition   | Obligations under Condition                        | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 407. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.19(2) | A user must, to the extent that it is able, collect and maintain a record of the prescribed information in relation to the site of each connection point with which the user is associated.   | Integrated Regional<br><br>Retail Generation        | NR   |
| 408. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.19(3) | Subject to subclauses 5.19(3A) and 5.19(6), the user must, within 1 business day after becoming aware of any change in an attribute described in subclause 5.19(2), notify the network operator of the change.                                  | Integrated Regional<br><br>Retail Generation        | 2    |
| 409. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.19(5) | A network operator must give notice to a user, or (if there is a different current user) the current user, acknowledging receipt of any customer, site or address attributes from the user within the timeframes prescribed.                    | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 410. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.19(6) | The user must use reasonable endeavours to ensure that it does not notify the network operator of a change in an attribute described in subclause 5.19(2) that results from the provision of standing data by the network operator to the user. | Integrated Regional<br><br>Retail Generation        | NR   |
| 411. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.20(1) | A network operator must, by not later than 6 months after the date this Code applies to the network operator, develop, in accordance with the communication rules, an Energy Data Verification Request Form.                                    | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 412. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.20(2) | An Energy Data Verification Request Form must require a Code participant to provide the information prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 413. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.20(4) | If a Code participant requests verification of energy data under subclause 5.20(3), the network operator must, in accordance with the metrology procedure, subject to subclause 5.20(5), use reasonable endeavours to verify energy data and inform the requesting Code participant of the result of the verification and provide the verified energy data within the timeframes prescribed. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 414. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(2) | A network operator must comply with any reasonable request under subclause 5.21(1).  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 415. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(4) | A test or audit under subclause 5.21(1) is to be conducted in accordance with the metrology procedure and the applicable service level agreement.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 416. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.21(5) | A Code participant must not request a test or audit under subclause 5.21(1) unless the Code participant is a user and the test or audit relates to a time or times at which the user was the current user or the Code participant is the IMO.  | Integrated Regional<br><br>Retail<br>Generation     | 2    |
| 417. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.21(6) | A Code participant must not make a request under subclause 5.21(1) that is inconsistent with any access arrangement or agreement.  | Integrated Regional<br><br>Retail<br>Generation     | 2    |
| 418. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(8) | A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or both, in accordance with the applicable service level agreement between it and the user.  | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                         | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 419. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(9)  | Any written service level agreement entered into under subclause 5.21(7) must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 420. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(11) | If a test or audit shows that the accuracy of the metering installation or information from the meter associated with the metering installation does not comply with the requirements under this Code, the network operator must advise the affected parties as soon as practicable of errors detected under a test or audit, the possible duration of the errors, and must restore the accuracy of the metering installation in accordance with the applicable service level agreement. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 421. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.21(12) | The original stored error correction data in a meter must not be altered except during accuracy testing and calibration of a metering installation.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 422. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(1)  | A network operator must validate energy data in accordance with this Code applying, as a minimum, the prescribed rules and procedures set out in Appendix 2 and must, where necessary, substitute and estimate energy data under this Code applying, as a minimum, the prescribed rules and procedures set out in Appendix 3.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 423. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(2)  | The network operator must use check metering data, where available, to validate energy data provided that the check metering data has been appropriately adjusted for differences in metering installation accuracy in accordance with subclause 3.13.   | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 424. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(3) | If a check meter is not available or energy data cannot be recovered from the metering installation within the time required under this Code, then the network operator must prepare substitute values using a method contained in Appendix 3 and agreed where necessary with the relevant Code participants.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 425. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(4) | If a network operator detects a loss of energy data or incorrect energy data from a metering installation, it must notify each affected Code participant of the loss or error within 24 hours after detection.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 426. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(5) | Substitution or estimation of energy data is required when energy data is missing, unavailable or corrupted, including in the circumstances described in this subclause.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 427. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.22(6) | A network operator must review all validation failures before undertaking any substitution.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 428. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.23(1) | If a network operator determines that there is no possibility of determining an actual value for a metering point, then the network operator must designate an estimated or substituted value for the metering point to be a deemed actual value for the metering point.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 429. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.23(3) | If a network operator has designated a deemed actual value for a metering point then the network operator must repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point and subclauses 5.24(3(c) and 5.24(4) apply in respect of the estimated or substituted value which was designated to be the deemed actual value. | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 430. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.24(1) | If a network operator uses an actual value (first value) for energy data for a metering point, and a better quality actual or deemed actual value is available (second value), the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 431. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.24(2) | If a network operator uses a deemed actual value (first value) for energy data for a metering point, and a better quality deemed actual value is available (second value), then the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 432. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.24(3) | If a network operator uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality actual, deemed, estimated or substituted value is available (second value), then the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice or the user and its customer jointly request it to do so. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 433. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.24(4) | A network operator (acting in accordance with good electricity industry practice) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced under subclause 5.24.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 434. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.25    | A network operator must ensure the accuracy of estimated energy data in accordance with the methods in its metrology procedure and ensure that any transformation or processing of data preserves its accuracy in accordance with the metrology procedure.   | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 435. | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1         | Electricity Industry Metering Code, clause 5.27    | Upon request from a network operator, the current user for a connection point must provide the network operator with customer attribute information that it reasonably believes are missing or incorrect within the timeframes prescribed.   | Integrated Regional<br><br>Retail Generation        | 2    |
| 436. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.29    | If a network operator makes an election under subclause 5.28 in respect of a network, then, (unless the election is terminated under the meter data agency agreement) the parties must undertake the activities prescribed, as applicable.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 437. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.30(1) | If a network operator makes an election under subclause 5.28 in relation to the network, then the parties must enter into an agreement in relation to the network, which must deal with at least the matters prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 438. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.31(1) | If a network operator makes an election under subclause 5.28 in relation to a network, the electricity networks corporation must assess the compliance of each metering installation in the network with this Code and notify the electing network operator of each non-compliant metering installation.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 439. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.31(2) | For each non-compliant metering installation notified under subclause 5.31(1)(b), the electing network operator may, by notice to the electricity networks corporation, require the electricity networks corporation to upgrade a non-compliant metering installation, in which case the electricity networks corporation must undertake the upgrade in accordance with the metering data agency agreement and good electricity industry practice. | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 440. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.34(2) | Except to the extent that the metering data agency agreement provides otherwise, the costs which may be recovered by the electricity networks corporation under subclause 5.34(1) must not exceed the amounts prescribed.  | Distribution<br>Integrated Regional<br>Transmission | 2    |

| No.  | Licence, Condition   | Obligations under Condition                           | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 441. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.37(1)(a) | A network operator must for the year ending on each 30 June, prepare a report setting out the information listed in subclause 5.37(2) for each metering service it was requested during the year to provide or scheduled during the year to carry out.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 442. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.37(1)(b) | A network operator must provide a copy of the report described in subclause 5.37(1)(a) to the Minister and the <a href="#">Authority ERA</a> not less than 5 business days before it is published under subclause 5.37(3).   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 443. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.37(1)(b) | A network operator must publish the report described in subclause 5.37(1) within 3 months after the year ends.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 444. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.37(2)    | The report prepared by the network operator must include the information prescribed.   | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 445. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.37(3)    | For each relevant metering service, the information in subclause 5.37(2) must be reported separately for the specified classes of connection point.  | Distribution<br>Integrated Regional<br>Transmission | 2    |
| 446. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 5.38       | network operator must keep such records of information as are required for the purposes of subclause 5.37, and must retain the information (in a format that is accessible within a reasonable period of time) for at least 7 years after the day on which a report containing the information is published under subclause 5.37(1)(c) | Distribution<br>Integrated Regional<br>Transmission | 2    |



| No.   | Licence, Condition   | Obligations under Condition   | Description   | Licensee  | Type |
|-------|--|---|---|---|------|
| 447.  | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 6.1(1)                   | A network operator must, in relation to its network, comply with the agreements, rules, procedures, criteria and processes prescribed.  | Distribution<br>Integrated Regional<br>Transmission   | 2    |
| 448.  | Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1   | Electricity Industry Metering Code, clause 6.1(2)                   | A user must, in relation to a network on which it has an access contract, comply with the rules, procedures, agreements and criteria prescribed.  | Integrated Regional<br><br>Retail<br>Generation   | 2    |
| 448A. | <a href="#">Distribution Licence, condition 5.1</a><br><a href="#">Integrated Regional Licence, condition 5.1</a><br><a href="#">Transmission Licence, condition 5.1</a> | <a href="#">Electricity Industry Metering Code, clause 6.2</a>      | <a href="#">A network operator must, as soon as practicable and in any event no later than 6 months after the date this Code applies to it, submit to the ERA for its approval the prescribed documents in subclauses 6.2(a)-(d).</a>   | <a href="#">Distribution</a><br><a href="#">Integrated Regional</a><br><a href="#">Transmission</a> | NR   |
| 448B. | <a href="#">Distribution Licence, condition 5.1</a><br><a href="#">Integrated Regional Licence, condition 5.1</a><br><a href="#">Transmission Licence, condition 5.1</a> | <a href="#">Electricity Industry Metering Code, clause 6.18</a>     | <a href="#">A network operator must publish the document within 10 business days after notification of the ERA's approval under subclauses 6.13(1)(a)(i), 6.16 or 6.17.</a>   | <a href="#">Distribution</a><br><a href="#">Integrated Regional</a><br><a href="#">Transmission</a> | NR   |
| 448C. | <a href="#">Distribution Licence, condition 5.1</a><br><a href="#">Integrated Regional Licence, condition 5.1</a><br><a href="#">Transmission Licence, condition 5.1</a> | <a href="#">Electricity Industry Metering Code, clause 6.19A(1)</a> | <a href="#">A network operator must publish its communication rules as soon as practicable, and in any event within 6 months after the date this Code applies to it.</a>  | <a href="#">Distribution</a><br><a href="#">Integrated Regional</a><br><a href="#">Transmission</a> | NR   |
| 448D. | <a href="#">Distribution Licence, condition 5.1</a><br><a href="#">Integrated Regional Licence, condition 5.1</a><br><a href="#">Transmission Licence, condition 5.1</a> | <a href="#">Electricity Industry Metering Code, clause 6.19B(1)</a> | <a href="#">Once communication rules have been published for a network under clause 6.19A, or amended under clause 6.21(3), the communication rules may only be amended thereafter in accordance with the communication rules made under subclause 6.7(1)(k) or clause 6.19C.</a> | <a href="#">Distribution</a><br><a href="#">Integrated Regional</a><br><a href="#">Transmission</a> | NR   |
| 449.  | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 6.20(4)                  | A network operator must amend any document in accordance with the <a href="#">Authority ERA's final findings recommendation.</a>  | Distribution<br>Integrated Regional<br>Transmission   | NR   |

| No.  | Licence, Condition   | Obligations under Condition                        | Description  | Licensee  | Type |
|------|--|--|--|---|------|
| 450. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 6.20(5) | The network operator must publish any document that has been amended under subclause 6.20(4).  | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 451. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 7.2(1)  | Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for voice communication in connection with the Code. | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR   |
| 452. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1   | Electricity Industry Metering Code, clause 7.2(2)  | A network operator must notify each Code participant of its initial contact details and of any change to its contact details at least 3 business days before the change takes effect.  | Distribution<br>Integrated Regional<br>Transmission                         | 2    |
| 453. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 7.2(4)  | If requested by a network operator with whom it has entered into an access contract, the Code participant must notify its contact details to a network operator within 3 business days after the request.  | Integrated Regional<br><br>Retail<br>Generation                             | 2    |
| 454. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 7.2(5)  | A Code participant must notify any affected network operator of any change to the contact details it notified to the network operator under subclause 7.2(4) at least 3 business days before the change takes effect.  | Integrated Regional<br><br>Retail<br>Generation                             | 2    |

| No.  | Licence, Condition   | Obligations under Condition                       | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 455. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 7.5    | A Code participant must subject to subclauses 5.17A and 7.6 not disclose, or permit the disclosure of, confidential information provided to it under or in connection with the Code and may only use or reproduce confidential information for the purpose for which it was disclosed or another purpose contemplated by the Code. | Integrated Regional<br><br>Retail<br>Generation                             | 2    |
| 456. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 7.6(1) | A Code participant must disclose or permit the disclosure of confidential information that is required to be disclosed by the Code.  | Integrated Regional<br><br>Retail<br>Generation                             | 2    |
| 457. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 8.1(1) | If any dispute arises between any Code participants then (subject to subclause 8.2(3)) representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute by negotiations in good faith.                            | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR   |
| 458. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 8.1(2) | If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.                             | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR   |

| No.  | Licence, Condition   | Obligations under Condition                       | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 459. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 8.1(3) | If the dispute is not resolved within 10 business days after the dispute is referred to senior management negotiations, the disputing parties must refer the dispute to the senior executive officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith. | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR   |
| 460. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 8.1(4) | If the dispute is resolved by representative negotiations, senior management negotiations or CEO negotiations, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.  | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | 2    |
| 461. | Distribution Licence, condition 5.1<br>Generation Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Retail Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry Metering Code, clause 8.3(2) | The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective in subclause 8.3(1).  | Distribution<br>Integrated Regional<br>Transmission<br>Retail<br>Generation | NR   |

## 15 Electricity Industry (Network Quality and Reliability of Supply) Code – Licence Conditions and Obligations

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

| No.  | Licence, Condition   | Obligations under Condition  | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 462. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 5(1)  | A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards.  | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 463. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 8     | A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply. | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 464. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 9     | A distributor or transmitter must, as far as reasonably practicable, ensure that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.   | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 465. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 10(1) | A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer.   | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 466. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 10(2) | A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption.  | Transmission<br>Distribution<br>Integrated Regional | NR   |

| No.  | Licence, Condition   | Obligations under Condition  | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 467. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 12(3) | A distributor must take prescribed action in the event of a significant interruption to a small use customer.   | Distribution<br>Integrated Regional                 | 2    |
| 468. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 13(2) | A distributor or transmitter must, so far as reasonably practicable, ensure that customers in specified areas do not have average total lengths of interruptions of supply greater than specified durations.  | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 469. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 13(3) | The average total length of interruptions of supply is to be calculated using the specified method.   | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 470. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 14(8) | A distributor or transmitter must, on request, provide to an affected customer a free copy of an instrument issued by the Minister and of any notice given under section 14(7) of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005. | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 471. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 15(2) | A distributor or transmitter that agrees with a customer to exclude or modify certain provisions must set out the advantages and disadvantages to the customer of doing so in their agreement.  | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 472. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 18    | A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe for a failure to give required notice of planned interruption.  | Distribution,<br>Integrated Regional                | 2    |
| 473. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 19    | A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours.  | Distribution,<br>Integrated Regional                | 2    |

| No.  | Licence, Condition   | Obligations under Condition  | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 474. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 21(1) | A distributor operating a relevant distribution system must provide eligible customers with information about applying for payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.                               | Distribution,<br>Integrated Regional                | 2    |
| 475. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 21(2) | A distributor operating a relevant distribution system must provide written notice to customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.  | Distribution,<br>Integrated Regional                | 2    |
| 476. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1  | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 21(3) | A distributor operating a relevant distribution system must provide written notice to eligible customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 not less than once in each financial year. | Distribution,<br>Integrated Regional                | 2    |
| 477. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 23(1) | A distributor or transmitter must take all such steps as are reasonably necessary to monitor the operation of its network to ensure compliance with specified requirements.   | Transmission<br>Distribution<br>Integrated Regional | NR   |
| 478. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 23(2) | A distributor or transmitter must keep records of information regarding its compliance with specific requirements for the period specified.   | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 479. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 24(3) | A distributor or transmitter must complete a quality investigation requested by a customer in accordance with specified requirements.   | Transmission<br>Distribution<br>Integrated Regional | 2    |

| No.  | Licence, Condition   | Obligations under Condition  | Description   | Licensee  | Type |
|------|--|--|---|---|------|
| 480. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 24(4) | A distributor or transmitter must report the results of an investigation to the customer concerned.   | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 481. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 25(2) | A distributor or transmitter must make available, at no cost, a copy of a document setting out its complaint handling processes to a small customer who makes a complaint to the distributor or transmitter or who asks to be given such information.                 | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 482. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 25(3) | A document setting out a distributor's or transmitter's complaint handling process must contain the specified information.  | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 483. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 26    | A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring, and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 June. | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 484. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 27(1) | A distributor or transmitter must prepare and publish a report about its performance in accordance with specified requirements.   | Transmission<br>Distribution<br>Integrated Regional | 2    |
| 485. | Distribution Licence, condition 5.1<br>Integrated Regional Licence, condition 5.1<br>Transmission Licence, condition 5.1 | Electricity Industry (Network Quality and Reliability of Supply) Code 2005, clause 27(3) | A distributor or transmitter must give a copy of its report about its performance to the Minister and the <a href="#">Authority/ERA</a> within the specified period.  | Transmission<br>Distribution<br>Integrated Regional | 2    |



## 16 Electricity Licences - Licensee Specific Conditions and Obligations

This section sets out the licensee specific conditions and obligations. This section has been compiled in good faith. However, it may not contain all of the specific licence conditions for each licensee. Licensees and auditors must examine the license to ensure that all of the licensee specific conditions are reported against.

| No.  | Licence, Condition  | Obligations under Condition  | Description  | Licensee  | Type |
|------|---|--|--|---|------|
| 486. | Horizon Power Integrated Regional Licence, Schedule 2, condition 2.1<br>Synergy Retail Licence, Schedule 2, condition 2.1                 | Electricity Industry (Licence Conditions) Regulation, regulation 8 | The licensee must submit to the Coordinator a draft renewable source electricity contract by the time specified in the Act or by the Coordinator.  | Horizon Power Integrated Regional Licence<br>Synergy Retail Licence | 2    |
| 487. | Horizon Power Integrated Regional Licence, Schedule 2, condition 2.6<br>Synergy Retail Licence, Schedule 2, condition 2.6                 | Electricity Industry (Licence Conditions) Regulation, regulation 8 | The licensee must comply with a direction by the Coordinator to submit an amendment to the renewable source electricity contract by the time specified.  | Horizon Power Integrated Regional Licence<br>Synergy Retail Licence | 2    |
| 488. | Horizon Power Integrated Regional Licence, Schedule 2, condition 3.1 and 3.2<br>Synergy Retail Licence, Schedule 2, condition 3.1 and 3.2 | Electricity Industry (Licence Conditions) Regulation, regulation 6 | The licensee must offer to purchase renewable source electricity from a renewable source electricity customer under an approved renewable source electricity contract.   | Horizon Power Integrated Regional Licence<br>Synergy Retail Licence | 2    |
| 489. | Horizon Power Integrated Regional Licence, Schedule 2, condition 3.3<br>Synergy Retail Licence, Schedule 2, condition 3.3                 | Electricity Industry (Licence Conditions) Regulation, regulation 7 | The licensee must submit to the Coordinator a written report detailing the amount of renewable source electricity purchased by the licensee and the cost of purchasing that renewable source electricity as soon as practicable at the end of each financial year. | Horizon Power Integrated Regional Licence<br>Synergy Retail Licence | 2    |

| No.  | Licence, Condition   | Obligations under Condition                     | Description  | Licensee  | Type |
|------|--|---|--|---|------|
| 490. | Horizon Power Integrated Regional Licence, Schedule 2, condition 4.1<br>Western Power Transmission Licence, Schedule 2, condition 2.1<br>Western Power Distribution Licence, Schedule 2, condition 2.1                       | Electricity Industry Act, section 61 and 65     | The licensee must submit to the Coordinator a draft extension and expansion policy within the specified timeframe.   | Horizon Power Integrated Regional Licence<br>Western Power Transmission Licence<br>Western Power Distribution Licence | 2    |
| 491. | Horizon Power Integrated Regional Licence, Schedule 2, condition 4.2<br>Western Power Transmission Licence, Schedule 2, condition 2.2<br>Western Power Distribution Licence, Schedule 2, condition 2.2                       | Electricity Industry Act, section 62, 64 and 65 | The licensee must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy or an amendment to an extension and expansion policy. | Horizon Power Integrated Regional Licence<br>Western Power Transmission Licence<br>Western Power Distribution Licence | 2    |
| 492. | Horizon Power Integrated Regional Licence, Schedule 2, condition 4.3<br>Western Power Transmission Licence, Schedule 2, condition 2.3<br>Western Power Transmission Licence, Schedule 2, condition Schedule 2, condition 2.3 | Electricity Industry Act, section 65            | The licensee must implement arrangements set out in an approved extension and expansion policy.  | Horizon Power Integrated Regional Licence<br>Western Power Transmission Licence<br>Western Power Distribution Licence | 2    |
| 493. | Western Power Transmission Licence, Schedule 2, condition 3.1<br>Western Power Transmission Licence, Schedule 2, condition 3.1   | Electricity Industry Act, section 11            | The licensee will operate and maintain a trouble call fault management system.   | Western Power Transmission Licence<br>Western Power Distribution Licence  | 2    |
| 494. | Western Power Transmission Licence, Schedule 2, condition 3.2<br>Western Power Transmission Licence, Schedule 2, condition 3.2   | Electricity Industry Act, section 11            | The licensee must provide prior notification to the <a href="#">Authority/ERA</a> if it intends to outsource its trouble call fault management system.                         | Western Power Transmission Licence<br>Western Power Distribution Licence  | 2    |

| No.  | Licence, Condition  | Obligations under Condition  | Description  | Licensee  | Type |
|------|---|--|--|---|------|
| 495. | Clear Energy Retail Licence, Schedule 2, condition 1  | Electricity Industry Act, section 11                                     | Prior to entering into a standard form contract or a non-standard contract with a customer, the licensee must provide the specified information verbally and in writing. | Clear Energy Retail Licence   | 2    |
| 496. | Horizon Power Integrated Regional Licence, condition 5.1<br>Synergy Retail Licence, condition 5.1 | Electricity Industry (Customer Contracts) Regulations 2005 regulation 40 | Subject to specified exceptions, the licensee must offer to supply electricity under a standard form contract to a customer who requests it.                             | Horizon Power Integrated Regional Licence<br>Synergy Retail Licence | 2    |

## Amendment Record Sheet

| Amendment Date | Description of amendment   |
|----------------|--|
| 30 April 2007  | This Manual includes new reporting requirements taken from the SCORRRR 2002 Report and 2006 Report.  |
| 26 March 2008  | Amendments to this Manual include: <ul style="list-style-type: none"> <li>• The removal of redundant information in respect of the SCORRRR retail and distribution performance indicators.</li> <li>• The removal of the information reporting obligations in relation to the Service Standard Benchmarks under the Western Power Access Arrangement. This is now subject to a separate reporting process to the <a href="#">AuthorityERA</a>.</li> <li>• The removal of redundant information in respect of the review of the Code of Conduct (For the Supply of Electricity to Small Use Customers) 2004 as the review has now been completed.</li> <li>• Updating the compliance reporting obligations for distributors, retailers and integrated regional licensees to align with the Code of Conduct (For the Supply of Electricity to Small Use Customers) 2008, gazetted on 8 January 2008.</li> <li>• Updating the performance reporting obligations for retailers and distributors to reflect the record keeping provisions in the Code of Conduct (For the Supply of Electricity to Small Use Customers) 2008.</li> <li>• Miscellaneous amendments to the performance reporting obligations for distributors and retailers.</li> </ul> |
| 1 July 2010    | Amendments to this Manual include: <ul style="list-style-type: none"> <li>• Sections 1 – 5 to remove redundant information.</li> <li>• Sections 6 and 7 to update the compliance report template.</li> <li>• Sections 8 and 14 to incorporate the amended 2008 Code that comes into effect on 1 July 2010.</li> <li>• Sections 12, 13, 15 and 16 to correct errors and omissions.</li> <li>• Updating section 17 to include performance reporting obligations arising from the amended 2008 Code.</li> </ul>   |
| 10 May 2011    | Amendments to this Manual include: <ul style="list-style-type: none"> <li>• Section 1 and 6 – minor amendments to the text/re-worded.</li> <li>• Section 2 – previous Section 2 replaced with “Section 2 – Amending this Reporting Manual”.</li> <li>• Section 3 – previous section 3 replaced with “Section 3 – Performance Reporting”</li> <li>• Section 4 – previous section 4 replaced with “Section 4 – Classification of Compliance Obligations”</li> <li>• Section 5 – re-structured.</li> <li>• Section 7 – reworded to specify that Schedule A has been provided as the format for reporting non-compliances on an annual basis (i.e. as an attachment to the annual compliance report).</li> <li>• Section 11 – previous section 11 replaced with a new section “Electricity Industry (Customer Contracts) Regulations – Licence Conditions and Obligations”.</li> <li>• Section 12 – <ul style="list-style-type: none"> <li>- the “Type” for No. 105 (No.85 in previous Manual) changed from Type NR to Type 2.</li> </ul> </li> </ul>  |

|                 |  |
|-----------------|--|
|                 | <ul style="list-style-type: none"> <li>- previous No. 90, 91 and 92 have been deleted and moved to section 17.</li> <li>• Section 13 – <ul style="list-style-type: none"> <li>- “Note” regarding licence condition numbering has been deleted.</li> <li>- Licence number references have been amended to line up with the new electricity licence templates.</li> <li>- previous No. 102, 103 and 104 deleted (those obligations have been removed from the licence).</li> </ul> </li> <li>• Section 14 – <ul style="list-style-type: none"> <li>- Licence number references have been amended to line up with the new electricity licence templates.</li> <li>- No.154 and 155 (previous No. 140 and 141) make reference to clause 23.1 of Integrated Regional licence and clause 23.1 of the Retail licence.</li> <li>- previous No. 281 has been deleted (obligation removed from licence).</li> </ul> </li> <li>• Section 15 – <ul style="list-style-type: none"> <li>- No. 339 (previous No.326) - Deleted “Generation” and “Retail” from the “Licensee” column.</li> </ul> </li> <li>• Previous section 17 – extracted and replaced as section 18.</li> <li>• New Section 17 – Electricity Licences – Licence Specific Conditions and Obligations.</li> </ul>  |
| 18 January 2013 | <p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> <li>• Section 3 – reworded to refer to the <a href="#">AuthorityERA</a>’s power to require licensees to provide information to the <a href="#">AuthorityERA</a> under section 11/Schedule 1 of the Electricity Industry Act and amend the email address for submitting annual performance reports</li> <li>• Section 4 – References to reclassification of obligations moved from Table 1 to a new paragraph.</li> <li>• Section 5 – minor re-wording and insertion of explicit obligation for licensees to address all six information elements in the table in Section 7 when preparing a compliance report.</li> <li>• Section 6 – removed the <a href="#">AuthorityERA</a>’s postal address from the generic compliance report template.</li> <li>• Section 8 – updated the Type 1 compliance obligations to reflect amendments made in sections 13, 14 and 15 (see below).</li> <li>• Section 13 – Amended to include new distribution licence conditions regarding the Priority Restoration Register.</li> <li>• Section 14 – Amended to align with the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2012</i>.</li> <li>• Section 15 – Amended to align with the <i>Electricity Industry Metering Code 2012</i>.</li> <li>• Section 18 – Amended to align the distributor and retailer reporting indicators with Part 13 of the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2012</i> and other minor corrections.</li> </ul> |
| 12 May 2014     | <ul style="list-style-type: none"> <li>• Section 3 – Amended to direct licensees to refer to the relevant Reporting Handbook for information on how to lodge annual performance reports with the <a href="#">AuthorityERA</a>.</li> <li>• Section 18 – deleted, the specification of performance reporting indicators has been moved to the Reporting Handbooks.</li> <li>• Obligations 249 and 345 – amended to remove erroneous reference to distribution and transmission licences.</li> </ul>  |

|                  |  |
|------------------|--|
| 22 July 2014     | <p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> <li>• Covering Section contains a new disclaimer.</li> <li>• Section 8 – updated the Type 1 compliance obligations to reflect amendments made in section 14 (see below).</li> <li>• Section 14 – Amended to align with the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2014</i> (Gazetted on 10 June 2014).</li> <li>• Obligation 236 (subclause 7.7(2) of the Code of Conduct) has been amended to a Type 1 reporting obligation for all the requirements applicable to retail and integrated regional licensees specified in subclause 7.7(2), except for when a customer registered with a retailer under subclause 7.7(1) notifies the retailer that the customer's supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation.</li> <li>• Some minor typographical errors were corrected throughout the document.</li> </ul>   |
| 1 September 2014 | <p>Separated obligation 236 (clause 7.7(2) of the Code of Conduct) into two parts:</p> <ul style="list-style-type: none"> <li>• The amended obligation 236 now only refers to a change of the customer's supply address or contact details; and</li> <li>• a new obligation, 236A, has been created to deal with the retailer's obligation to notify the distributor about changes in a customer's life support equipment, or that the customer no longer requires registration as a life support customer.</li> </ul> <p>Obligation 236 continues to be classified as a Type 1 reporting obligation, and obligation 236A is classified as a Type 2 reporting obligation.</p> <p>Separated obligation 237 (clause 7.7(3) of the Code of Conduct) into two parts:</p> <ul style="list-style-type: none"> <li>• The amended obligation 237 now only refers to a change of the customer's supply address or contact details; and</li> <li>• a new obligation, 237A, has been created to deal with the actions the distributor must take when they have been informed by the retailer of a change of the customer's life support equipment, or that the customer no longer requires registration as a life support customer.</li> </ul> <p>Obligation 237 continues to be classified as a Type 1 reporting obligation, and obligation 237A is classified as a Type 2 reporting obligation.</p> |
| 19 July 2016     | <p>Amendments to this manual include:</p> <ul style="list-style-type: none"> <li>• Sections 3.1 and 5.2.2 – amended to remove the option to deliver performance reports and compliance reports by hand.</li> <li>• Section 13 – amended to align with the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2016</i> (effective from 1 July 2016).</li> <li>• Clauses 236A and 237A removed – the obligation to register the customer's life support equipment type no longer exists.</li> <li>• Section 14 – amended to add previously omitted clauses in the <i>Electricity Industry (Metering) Code 2012</i> (reference numbers 448A – 448D in this manual).</li> <li>• Minor edits throughout the document to clarify the intent of the obligation, streamline wording and replace "Authority" with "ERA".</li> </ul>  |