

Electricity Compliance Reporting Manual for Western Australian Electricity Licensees

Summary of Changes to Licence Obligation
Classifications

January 2007

Economic Regulation Authority



WESTERN AUSTRALIA

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Item No	Obligations under Condition	Description	Previous Type	Amended Type	Basis for Reclassification
40	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.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
43	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 the independent market operator if applicable) must act in good faith to ensure that the rights and obligations of the affected contestable customer are as they would have been had the erroneous transfer not occurred.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
55	Electricity Industry Customer Transfer Code clause 7.1(1)	For a dispute in respect of a matter under or in connection with the Electricity Industry Customer Transfer Code, any disputing party must meet within five business days of a request from another disputing party and attempt to resolve the dispute by negotiations in good faith.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
56	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 by negotiations in good faith.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
157	Code of Conduct clause 2.13(1) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Where the customer requests not to be contacted for the purposes of marketing a marketer must use reasonable endeavours to ensure that a customer is not contacted on its behalf in relation to the supply of electricity for a period of two years.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance.

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159	Code of Conduct clause 2.13(3) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must give a copy of the record to the Electricity Ombudsman or the Authority on request.	2	NR	The non-compliance is identified by a party other than the licensee.
165	Code of Conduct clause 2.14(4) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must use reasonable endeavours to protect personal information held by the marketer from misuse, loss, unauthorised access or modification.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance.
396	Electricity Industry Metering Code clause 4.4(1)	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
397	Electricity Industry Metering Code clause 4.5(1)	A Code participant must not knowingly permit the registry to be materially inaccurate.	2	NR	The non-compliance is identified by a party other than the licensee.
406	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.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance. Compliance with the obligation is unmeasurable.
407	Electricity Industry Metering Code clause 5.1(2)	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code	2	NR	The obligation does not impose a firm obligation on the licensee. Compliance with the obligation is unmeasurable. The non-compliance is identified by a

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		participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.			party other than the licensee.
409	Electricity Industry Metering Code clause 5.4(1)	A network operator must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12 month period.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance.
410	Electricity Industry Metering Code clause 5.4(2)	A user must, when reasonably requested by a network operator, use reasonable endeavours to assist the network operator to comply with the network operator's obligation.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance. The non-compliance is identified by a party other than the licensee.
427	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 address, site and customer attributes, prescribed in relation to the site of each connection point with which the user is associated.	2	NR	The obligation does not impose a firm obligation on the licensee.
431	Electricity Industry Metering Code clause 5.19(6)	A user must use reasonable endeavours to ensure that it does not notify the network operator of a change in an attribute that results from the provision of standing data by the network operator to the user.	2	NR	The licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance.
471	Electricity Industry Metering Code clause 8.1(1)	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 under of in connection with the Electricity Industry Metering Code by negotiations in good faith.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.
472	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	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.

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		meet and attempt to resolve the dispute by negotiations in good faith.			
473	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.	2	NR	The obligation does not impose a firm obligation on the licensee. The non-compliance is identified by a party other than the licensee.