

Electricity Compliance Reporting Manual

Electricity Industry Act 2004

March 2008

Economic Regulation Authority

 WESTERN AUSTRALIA

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1 Introduction

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

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

The Authority is responsible for administering the licensing scheme under the Act, including determining the terms, conditions and issuing of licences.

A business licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations and codes.

It is the Authority'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 there is a shared understanding amongst all stakeholders in respect of licence terms and conditions applicable to a licensee 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 Authority has issued this 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;
- 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 Authority on a self-reporting basis; and
- The reports that licensees must provide to the Authority and the timing of these reports.

The Reporting Manual aims to identify all the compliance requirements for each type of licence in every operational scenario. As a result this Reporting Manual is very comprehensive. The Authority notes that for most licensees the majority of the compliance requirements set out in this manual will not apply. Further, many of the compliance requirements may only come into play in certain circumstances (for example the 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 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 infer 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 2 details the recent amendments to the Code of Conduct (for the Supply of Electricity to Small Use Customers);
- Section 3 details the new performance reporting obligations arising from the amendments to the Code of Conduct (for the Supply of Electricity to Small Use Customers);
- Section 4 details the transition to the new performance reporting obligations arising from the amendments to the Code of Conduct (for the Supply of Electricity to Small Use Customers);
- 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 non-compliances with licence conditions;
- Section 8 details the Type 1 reporting obligations for all licence types;
- Sections 9 to 16 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 (Licence Conditions) 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) 2008 (Section 14);
 - Electricity Industry (Network Quality and Reliability of Supply) Code 2005 (Section 15); and
 - Electricity Industry Metering Code 2005 (Section 16).
- Section 17 details the performance reporting requirements described in the Code of Conduct, Network Quality and Reliability of Supply Code, Electricity Networks Access Code and additional SCONRRR performance reporting obligations.

2 Amendments to the Code of Conduct

Under section 79 of the Act, the Authority may, in consultation with the Electricity Code of Conduct Committee (ECCC), approve a code of conduct to regulate the conduct of those holding electricity retailer, distribution or integrated regional licences and electricity marketing agents.

The ECCC, comprising consumer, industry and government representatives, was established in August 2006 to review the *Code of Conduct (For the Supply of Electricity to Small Use Customers) 2004* (2004 Code) as required by section 81 of the Act.

The review of the 2004 Code commenced in September 2006 and the ECCC published a draft report for public consultation in February 2007. The final recommendation report was delivered to the Authority on 30 May 2007. In its Decision published in June 2007, the Authority proposed alternative amendments in respect of 3 of the 115 recommendations in the final report and sought further advice from the ECCC. This advice was provided in September 2007 and the Authority published a final decision in October 2007. Documents related to the review of the 2004 Code can be found on the Authority's [web site](#)¹.

On 8 January 2008, the 2004 Code was repealed and replaced by the *Code of Conduct (For the Supply of Electricity to Small Use Customers) 2008* (2008 Code). The compliance obligations set out in sections 8 and 14 of this manual have been amended to align with the provisions in the 2008 Code.

3 New Performance Reporting Obligations

Under section 11 of the Act, the Authority may determine licence terms and conditions, including requiring the licensee to publish specified information in relation to its performance under the licence. In accordance with these powers the Authority requires licensees to comply with the performance reporting requirements identified in section 17 of this manual. The Authority will publish information regarding the performance of electricity distributors and retailers based on the information provided by licensees annually.

The replacement of the 2004 Code with the 2008 Code has implications for performance reporting by retailers and distributors². The 2008 Code has been amended to:

- amalgamate all of the record keeping obligations into Part 13;
- remove any duplication of reporting obligations with other Codes and Regulations made pursuant to the Act;
- align the record keeping obligations in Part 13, where possible, with the national performance reporting framework developed by the Utility Regulators Forum³.

Sections 17.1 and 17.2 of this manual have been amended to incorporate the performance indicators in Part 13 of the 2008 Code that apply to distributors and retailers respectively.

Distributors are now required to provide data on the average duration of interruption (SAIDI) and average frequency of interruption (SAIFI) for their entire network in addition to the specified classes of distribution feeder⁴.

¹ http://www.era.wa.gov.au/3/596/51/200607_review_o.pm

² This also applies to integrated regional licensees who distribute or retail electricity to small use customers.

³ Copies of the reports issued by the Steering Committee on National Regulatory Reporting Requirements in March 2002 and November 2006 can be found on the Authority's web site:
http://www.era.wa.gov.au/2/281/51/regulatory_guid.pm

⁴ The previous version of the manual required distributors to report reliability data in the categories of CBD, Urban, Short Rural and Long Rural feeders. The additional reliability indicators have been introduced to provide a whole of network view of system reliability.

The Authority will provide Microsoft Excel Data Sheets to licensees by 20 June of each year. It is intended that licensees will complete the Data Sheets and return them to the Authority, by 20 September of each year. The Data Sheets will be accompanied by Performance Reporting Handbooks (the latest versions of which are available on the Authority's [web site](#)⁵) that provide additional information on the definition and calculation of the performance indicators in section 17 of this manual.

4 Transition to the New Reporting Requirements

Licensees are required to comply with the 2008 Code effective from the date that it was published in the Government Gazette (8 January 2008). Compliance reports in respect of the Code of Conduct (for the Supply of Electricity to Small Use Customers) submitted by distribution, retail and integrated regional licensees for the reporting year ending 30 June 2008 will be based on an assessment against the compliance obligations in the 2004 Code for the period 1 July 2007 to 7 January 2008 and the compliance obligations in the 2008 Code for the period 8 January 2008 to 30 June 2008.

The replacement of the 2004 Code with the 2008 Code has reduced the number of performance indicators for distributors and retailers because the indicators in the 2008 Code have been aligned with similar indicators in the 2002 SCONRRR Report and 2006 SCONRRR Report respectively.

Distributors are required to provide performance data in respect of an additional 8 reliability indicators (whole of network SAIDI and SAIFI), but this is not considered to be difficult to achieve given that distributors already calculate disaggregated data in respect of the 4 classes of feeder.

Taking account of the factors detailed above, it is anticipated that licensees will be able to achieve full compliance with the new compliance reporting and performance reporting requirements for the reporting year ending 30 June 2008, with the first reports to be provided to the Authority by 20 September 2008.

5 Compliance Reporting Requirements

5.1 Classification of Conditions

Figure 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 unmeasurable or which have minimal impact. This objective will also be supported through the introduction of a more high-level and 'exception-based' reporting framework for Type 2 breaches; and
- 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.

⁵ http://www.era.wa.gov.au/2/281/51/regulatory_guid.pm

The regulatory obligations in Sections 9 to 16 (inclusive) have been classified against the classification criteria set out in Figure 1.

Figure 1: Criteria for classification

Rating/ (Type)	Classification of Non-compliance	Criteria for Classification
1	Major	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> the consequences of non-compliance would cause major damage, loss or disruption to customers; or the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.
2	Moderate	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> 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 the regulatory obligation is not otherwise classified as a Type 1 or a Type NR non-compliance. <p>Reclassification of Type 2 as a Type 1 may occur in circumstances of systemic non-compliance.</p>
NR	Minor	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> 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; or compliance with the obligation is immeasurable; or the non-compliance is required to be reported to the Regulator under another instrument, guideline or code⁶; or the non-compliance is identified by a party other than the licensee⁷; or 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. <p>Reclassification of Type NR as a Type 2 may occur in circumstances of:</p> <ul style="list-style-type: none"> systemic non-compliance; or a failure to resolve non-compliance promptly.

5.2 Immediate Notification

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation. This notification must include:

- A telephone call to the Executive Director - Licensing, Monitoring & Customer Protection or the Assistant Director Monitoring on (08) 9213 1900 to explain the nature and impact of the breach; and

⁶ To account for the future development of a jurisdictionally-based incident reporting regime which, consistent with the approach adopted in other jurisdictions, would be supported by a separate reporting regime.

⁷ For example, a ring-fencing breach by a Distributor notified by a Retailer.

- A letter from the licensee's senior executive officer to the Authority'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 to rectify the breach;
 - The actions 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.

The format of the letter that must be used for reporting breaches of Type 1 obligations is provided in section 8.

5.3 Compliance Reports

The licensee is required to submit compliance reports to the Authority, for type 2 licence obligations that:

- Confirm that it has complied with all relevant licence obligations during the period, other than those specifically referred to in the report;
- Identify any 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; and
 - The date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

The format of the compliance report, which must be approved by the licensee's senior executive officer, is provided in section 4. Licensees should note that these compliance reports are in addition to the Data Sheets referred to in section 3.

5.4 Reporting Cycle

Every licensee is required to submit a compliance report to the Authority covering all of its type 1 and type 2 licence obligations for each financial year (1 July to 30 June inclusive) by 31 August immediately following the financial year that is the subject of the report.

As noted in section 3, licensees are also required to provide Data Sheets to the Authority annually, by 20 September immediately following the financial year that is the subject of the report.

5.5 Lodging Immediate Notifications and Compliance Reports

A licensee must lodge any Type 1 immediate notification and its compliance reports (including Data Sheets) both electronically and in writing to the following addresses:

Electronic lodgement:

<mailto:electricity.reporting@era.wa.gov.au>

Hard copy lodgement:

Chairman
Economic Regulation Authority
PO Box 8469
Perth Business Centre
Western Australia 6849

As noted above, any Type 1 immediate notification must also include a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection Division on (08) 9213 1900.

5.6 Amending this Reporting Manual

The Authority 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 Authority; and
- Improve the compliance and reporting process.

The Authority will undertake consultation with licensees and other stakeholders as appropriate prior to making any significant revisions to this Reporting Manual.

6 Compliance Report Template

Licensees must use the following format for their compliance reports. The format of “Schedule A” referred to below is detailed in section 5 of this Reporting Manual.

Compliance Report

Period: [Date] 200_ to [Date] 200_

Submitted by: [Licensee]

ACN: [Number]

To: Chairman
Economic Regulation Authority
PO Box 8469
Perth Business Centre
Western Australia 6849

[Name] reports as follows:

- (1) This report documents compliance during [Period] with all obligations classified as Type[s] [Number] obligations in the Authority’s current “[Licence Name]”.
- (2) This report has been prepared by [Licensee] 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 Electricity Industry Act 2004 and in compliance with the Authority’s current “[Licence Name]”.
- (3) Schedule A to this report provides information on all obligations with which [Licensee] did not comply during [Period] as required by the Authority’s current “[Licence Name]”.
- (4) Other than the information provided in Schedule A, [Licensee] has complied with all Type 2 obligations to which it is subject.
- (5) This compliance report has been approved and signed by [Licensee]’s senior executive officer.

DATE:

Signed

Name

Designation

7 Format for Reporting Non-Compliances

Licensees must use the following format for reporting to the Authority:

- A non-compliance with a Type 1 licence obligation.
- A non-compliance of a licence obligation in “Schedule A” of an annual compliance report referred to in section 4 of this Reporting Manual.

Format for reporting Type 1 non-compliance		
Licence obligation no. from table in section 7 of this manual	Brief description of licence obligation that has been breached	Describe: <ol style="list-style-type: none"> 1) The nature and extent of the breach; 2) The impact of the breach including the number of customers and other licensees affected; 3) The reasons for the breach; 4) The actions that the licensee has taken to rectify the breach; 5) The actions taken to prevent recurrence of the breach; and 6) The date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

Licensees should note that the most recent version of the non-compliance reporting template will be made available in Microsoft Excel format on the Authority’s web site⁸.

⁸ http://www.era.wa.gov.au/2/281/51/regulatory_guid.pm

8 Type 1 Reporting Obligations for all Licence Types

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
217.	Electricity Industry Act section 82	Code of Conduct clause 7.6	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.	Distribution, Retail, Integrated Regional	1
218.	Electricity Industry Act section 82	Code of Conduct clause 7.7(1)	A retailer must undertake the actions specified in circumstances where the customer provides the retailer with confirmation that a person residing at the customer's supply address requires life support equipment.	Retail, Integrated Regional	1
219.	Electricity Industry Act section 82	Code of Conduct clause 7.7(2)	A distributor must undertake the actions specified in circumstances where the distributor has been informed by a retailer or a relevant government agency that a person residing at a customer's supply address requires life support equipment.	Distribution, Integrated Regional	1
223.	Electricity Industry Act section 82	Code of Conduct clause 8.3(1)	A distributor must create and maintain a Priority Restoration Register.	Distribution, Integrated Regional	1
224.	Electricity Industry Act section 82	Code of Conduct clause 8.3(2)	The Priority Restoration Register must comply with any criteria determined by the Minister.	Distribution, Integrated Regional	1
228.	Electricity Industry Act section 82	Code of Conduct clause 9.5(1)	A retailer must not operate a pre-payment meter at the supply address of a residential customer if the residential customer, or a person residing at the residential customer's supply address, requires life support equipment.	Retail, Integrated Regional	1
229.	Electricity Industry Act section 82	Code of Conduct clause 9.5(2)	If a prepayment meter customer notifies a retailer that a person residing at the supply address depends on life support equipment, the retailer must undertake the actions specified.	Retail, Integrated Regional	1

9 Electricity Industry Customer Transfer Code – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
1.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional, Transmission	NR
2.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional, Transmission	2
3.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional, Transmission	2
4.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional, Transmission	2
5.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional, Transmission	2
6.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
7.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 3.4(1)	A retailer, unless otherwise agreed, 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.	Retail, Integrated Regional	2
8.	Electricity Industry (Licence Conditions) Regulations 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) Regulations 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 withdrawn request for historical consumption data.	Retail, Integrated Regional	2
10.	Electricity Industry (Licence Conditions) Regulations 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) Regulations 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) Regulations 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) Regulations 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 if they have been approved or otherwise in accordance with the metering code.	Distribution, Integrated Regional, Transmission	2
14.	Electricity Industry (Licence Conditions) Regulations 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) Regulations 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 it is unable to determine a single exit point to which the data request relates.	Distribution, Integrated Regional, Transmission	2
16.	Electricity Industry (Licence Conditions) Regulations 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 a contestable customer with a quotation for the supply of electricity by the retailer to the contestable customer or to initiate a transfer in relation to the contestable customer.	Retail, Integrated Regional	2
17.	Electricity Industry (Licence Conditions) Regulations 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) Regulations 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 circumstances defined.	Retail, Integrated Regional	2
19.	Electricity Industry (Licence Conditions) Regulations 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) Regulations 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, Transmission, Integrated Regional	2
21.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 3.10(2)	A network operator must not charge more for historical consumption data than the defined amounts.	Distribution, Transmission, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
22.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
23.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
24.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
25.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
26.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
27.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 4.5(1)	A retailer, unless otherwise agreed, 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.	Retail, Integrated Regional	2
28.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
29.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
30.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
31.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
32.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 4.9(2)	A network operator must not object to a customer transfer request otherwise that in accordance with clause 4.9(1) of the Electricity Industry Customer Transfer Code.	Distribution, Transmission, Integrated Regional	2
33.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 4.9(3)	A network operator that objects to a customer transfer request must give an electronic notice detailing specified information to a retailer within the timeframe prescribed.	Distribution, Transmission, Integrated Regional	2
34.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2
35.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
36.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
37.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 4.10(3)	In certain circumstances a network operator must electronically notify the retailer of the most likely exit points to which a customer transfer request relates, up to a maximum of 10, 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.	Distribution, Transmission, Integrated Regional	2
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 the contestable customer's meter is actually read.	Distribution, Transmission, Integrated Regional	2
39.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2
40.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	NR
41.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
42.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
43.	Electricity Industry (Licence Conditions) Regulations 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 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.	Distribution, Transmission, Retail, Integrated Regional	NR
44.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 4.16	An incoming retailer must retain a copy of a verifiable consent given by a contestable customer in relation to the lodgement of a customer transfer request for two years, except in the case of a customer transfer request to reverse an erroneous transfer.	Retail, Integrated Regional	2
45.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
46.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 5.1(1)	A network operator must submit communication rules to the Authority within six months after the commencement of the Electricity Industry Customer Transfer Code.	Distribution, Transmission, Integrated Regional	NR
47.	Electricity Industry (Licence Conditions) Regulations 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 Authority.	Distribution, Transmission, Integrated Regional	NR
48.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 5.1(4)	A network operator and a retailer must comply with approved communication rules.	Distribution, Transmission, Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
49.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2
50.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 6.3(1)	A network operator must use its reasonable endeavours to ensure that a retailer can give it a notice by post, facsimile or electronic communication and notify the retailer of a telephone number for voice communication.	Distribution, Transmission, Integrated Regional	NR
51.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
52.	Electricity Industry (Licence Conditions) Regulations 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, Integrated Regional	2
53.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 6.4(2)	A retailer must notify any change in its contact details to a network operator at least three business days before the change takes effect.	Retail, Integrated Regional	2
54.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2
55.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	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.	Distribution, Transmission, Retail, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
56.	Electricity Industry (Licence Conditions) Regulations 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 by negotiations in good faith.	Distribution, Transmission, Retail, Integrated Regional	NR
57.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2
58.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code clause 7.2(4)	A disputing party that refers a dispute to the Authority must give notice to the Authority of the nature of the dispute, including specified details.	Distribution, Transmission, Retail, Integrated Regional	NR
59.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	NR
60.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code Annex 1	A network operator's request for standing data must require a retailer to provide certain information.	Distribution, Transmission, Integrated Regional	2
61.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code Annex 2	A network operator's request for historical consumption data must require a retailer to provide certain information.	Distribution, Transmission, Integrated Regional	2
62.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
63.	Electricity Industry (Licence Conditions) Regulations 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 who submits a request for standing data.	Distribution, Transmission, Integrated Regional	2
64.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Integrated Regional	2
65.	Electricity Industry (Licence Conditions) Regulations 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 a retailer's request.	Distribution, Transmission, Integrated Regional	2
66.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code Annex 5 clause A5(6)	A network operator must provide the most likely matches to the retailer, up to a maximum of 99, if a request does not return a single UMI and checksum.	Distribution, Transmission, Integrated Regional	2
67.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code Annex 5 clause A5(7)	A network operator must, unless otherwise advised by the retailer, provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum.	Distribution, Transmission, Integrated Regional	2
68.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	NR
69.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
70.	Electricity Industry (Licence Conditions) Regulations regulation 5(2)	Electricity Industry Customer Transfer Code Annex 6 clause A6.6	The originator of an electronic communication must identify itself in the communication.	Distribution, Transmission, Retail, Integrated Regional	NR
71.	Electricity Industry (Licence Conditions) Regulations 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, Transmission, Retail, Integrated Regional	NR

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

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
72.	Electricity Industry (Obligation to Connect) Regulations regulation 3	Electricity Industry (Obligation to Connect) Regulations regulation 4	A distributor must attach or connect premises to a distribution system if a retailer or customer takes certain action and the circumstances in regulation 5(1) of the Electricity Industry (Obligation to Connect) Regulations exist.	Distribution, Integrated Regional	2
73.	Electricity Industry (Obligation to Connect) Regulations regulation 3	Electricity Industry (Obligation to Connect) Regulations 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) Regulations regulation 3	Electricity Industry (Obligation to Connect) Regulations 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 it would be applied by a prudent distributor.	Distribution, Integrated Regional	2
75.	Electricity Industry (Obligation to Connect) Regulations regulation 6	Electricity Industry (Obligation to Connect) Regulations 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) Regulations regulation 3	Electricity Industry (Obligation to Connect) Regulations regulation 7(1)	A distributor must energise premises in certain prescribed circumstances.	Distribution, Integrated Regional	2
77.	Electricity Industry (Obligation to Connect) Regulations regulation 8	Electricity Industry (Obligation to Connect) Regulations regulation 8	A distributor that is obliged to energise premises must do so within a defined timetable.	Distribution, Integrated Regional	2

11 Electricity Industry (Licence Conditions) Regulations – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
78.	Electricity Industry (Licence Conditions) Regulations regulation 6	Electricity Industry (Licence Conditions) Regulations regulation 6	The electricity corporation must offer to purchase renewable source electricity, under an approved contract, from an eligible customer who wishes to sell such electricity to the corporation.	Retail, Integrated Regional	2
79.	Electricity Industry (Licence Conditions) Regulations regulation 7	Electricity Industry (Licence Conditions) Regulations regulation 7	The electricity corporation must, as soon as practicable after the end of each financial year, submit a written report to the Coordinator regarding its costs in purchasing renewable source electricity under approved contracts.	Retail, Integrated Regional	NR
80.	Electricity Industry (Licence Conditions) Regulations regulation 8(8)	Electricity Industry (Licence Conditions) Regulations regulation 8(8)	The electricity corporation must comply with a direction given by the Coordinator under regulation 8(5) of the Electricity Industry (Licence Conditions) Regulations to submit an appropriate amendment to its contract to provide for the purchase of renewable source electricity.	Retail, Integrated Regional	NR

12 Electricity Industry Act – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
81.	Distribution Licence condition 18.1 Generation Licence condition 15.1 Integrated Regional Licence condition 23.1 Retail Licence condition 22.1 Transmission Licence condition 15.1	Electricity Industry Act section 13(1)	A licensee must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority.	Distribution, Generation, Retail, Integrated Regional, Transmission	NR
82.	Distribution Licence condition 19.1 Generation Licence condition 16.1 Integrated Regional Licence condition 24.1 Transmission Licence condition 16.1	Electricity Industry Act section 14(1)(a)	A licensee must provide for an asset management system.	Distribution, Generation, Integrated Regional, Transmission	NR
83.	Distribution Licence condition 19.1 and 19.2 Generation Licence condition 16.1 and 16.2 Integrated Regional Licence condition 24.1 and 24.2 Transmission Licence condition 16.1 and 16.2	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 Authority.	Distribution, Generation, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
84.	Distribution Licence condition 19.3 Generation Licence condition 16.3 Integrated Regional Licence condition 24.3 Transmission Licence condition 16.3	Electricity Industry Act section 14(1)(c)	A licensee must provide the Authority with a report by an independent expert as to the effectiveness of its asset management system every 24 months, or such longer period as determined by the Authority.	Distribution, Generation, Integrated Regional, Transmission	NR
85.	Distribution Licence condition 4.1 Generation Licence condition 4.1 Integrated Regional Licence condition 4.1 Retail Licence condition 4.1 Transmission Licence condition 4.1	Electricity Industry Act section 17(1)	A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	Distribution, Generation, Retail, Integrated Regional, Transmission	NR
86.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Generation, Retail, Integrated Regional, Transmission	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
87.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Generation, Retail, Integrated Regional, Transmission	2
88.	Integrated Regional Licence condition 13.1 Retail Licence condition 13.1	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.	Retail, Integrated Regional	2
89.	Integrated Regional Licence condition 14.4 Retail Licence condition 14.4	Electricity Industry Act section 54(2)	A licensee must comply with any direction by the Authority to amend the standard form contract and do so within the period specified.	Retail, Integrated Regional	2
90.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Act section 62(1)(b)	Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy.	Distribution, Integrated Regional, Transmission	NR
91.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Act section 64(2)	Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to an amendment to an extension and expansion policy.	Distribution, Integrated Regional, Transmission	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
92.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Act section 65(d)	Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy.	Distribution, Integrated Regional, Transmission	NR
93.	Integrated Regional Licence 17.1 Retail Licence condition 17.1	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, Integrated Regional	2
94.	Distribution Licence condition 14.1 Integrated Regional Licence 19.1 Retail Licence condition 19.1	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, Retail, Integrated Regional	2
95.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Act section 115(1)	A licensee that is a network service provider or an associate of a network service provider, in relation to network infrastructure covered by the Code, must not engage in conduct for the purpose of hindering or prohibiting access by any person to services in accordance with the Code, the making of access agreements or any particular agreement in respect of those facilities, or the access to which a person is entitled under an access agreement or a determination made by way of arbitration.	Distribution, Integrated Regional, Transmission	2
96.	Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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 for the purpose of hindering or prohibiting access.	Retail, Integrated Regional, Transmission	2

13 Electricity Licences – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
97.	Electricity Industry Act section 11	Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A licensee must ensure that an electricity marketing agent of the licensee complies with the applicable codes.	Retail, Integrated Regional	2
98.	Electricity Industry Act section 11	Integrated Regional Licence condition 6.2 Retail Licence condition 6.2	The licensee must report a breach of the applicable code conditions by an electricity marketing agent to the Authority within the prescribed timeframe.	Retail, Integrated Regional	2
99.	Electricity Industry Act section 11	Integrated Regional Licence condition 13.2 Retail Licence condition 13.2	A licensee must, if directed by the Authority, review the standard form contract and submit to the Authority the results of that review within the time specified by the Authority.	Retail, Integrated Regional	NR
100.	Electricity Industry Act section 11	Integrated Regional Licence condition 13.3 Retail Licence condition 13.3	A licensee must comply with any direction given by the Authority in relation to the scope, process and methodology of the standard form contract review.	Retail Integrated Regional	NR
101.	Electricity Industry Act section 11	Integrated Regional Licence condition 14.1 Retail Licence condition 14.1	A licensee may only amend the standard form contract with the Authority's approval.	Integrated Regional Retail	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
102.	Electricity Industry Act section 11	Distribution Licence condition 12.2 Integrated Regional Licence condition 15.2 Retail Licence condition 15.2	A licensee must, unless otherwise notified in writing by the Authority, review the customer service charter within the timeframe specified, and submit to the Authority the results of that review within 5 days after it is completed.	Distribution Integrated Regional Retail	2
103.	Electricity Industry Act section 11	Distribution Licence condition 15.2 Generation Licence condition 12.2 Integrated Regional Licence condition 20.2 Transmission Licence condition 12.2	A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems and notify the Authority in the manner prescribed, if the expansion or reduction is not provided for in the asset management system.	Generation Distribution Transmission Integrated Regional	2
104.	Electricity Industry Act section 11	Distribution Licence condition 15.3 Generation Licence condition 12.3 Integrated Regional Licence condition 20.3 Transmission Licence condition 12.3	A licensee must not expand the generating works, distribution systems or transmission systems outside the licence area.	Generation Distribution Transmission Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
105.	Electricity Industry Act section 11	Distribution Licence condition 16.1 Generation Licence condition 13.1 Integrated Regional Licence condition 21.1 Retail Licence condition 20.1 Transmission Licence condition 13.1	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, Generation, Retail, Integrated Regional, Transmission	2
106.	Electricity Industry Act section 11	Distribution Licence condition 17.4 Generation Licence condition 14.4 Integrated Regional Licence condition 22.4 Retail Licence condition 21.4 Transmission Licence condition 14.4	A licensee must comply with any individual performance standards prescribed by the Authority.	Distribution, Generation, Retail, Integrated Regional, Transmission	2
107.	Electricity Industry Act section 11	Distribution Licence condition 18.2 Generation Licence condition 15.2 Integrated Regional Licence condition 23.2 Retail Licence condition 22.2 Transmission Licence condition 15.2	A licensee must comply, and require its auditor to comply, with the Authority's standard audit guidelines dealing with the performance audit.	Distribution, Generation, Retail, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
108.	Electricity Industry Act section 11	Distribution Licence condition 19.4 Generation Licence condition 16.4 Integrated Regional Licence condition 24.4 Transmission Licence condition 16.4	A licensee must comply, and must require the licensee's expert to comply, with the relevant aspects of the Authority's standard guidelines dealing with the asset management system.	Distribution, Generation, Integrated Regional, Transmission	2
109.	Electricity Industry Act section 11	Distribution Licence condition 20.1 Generation Licence condition 17.1 Integrated Regional Licence condition 25.1 Retail Licence condition 23.1 Transmission Licence condition 17.1	A licensee must report to the Authority, in the manner prescribed, if a licensee is under external administration or there is a significant change in the circumstances upon which the licence was granted which may affect a licensee's ability to meet its obligations.	Distribution, Generation, Retail, Integrated Regional, Transmission	2
110.	Electricity Industry Act section 11	Distribution Licence condition 21.1 Generation Licence condition 18.1 Integrated Regional Licence condition 26.1 Retail Licence condition 24.1 Transmission Licence condition 18.1	A licensee must provide the Authority, in the manner prescribed, any information the Authority requires in connection with its functions under the Electricity Industry Act.	Distribution, Generation, Retail, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
111.	Electricity Industry Act section 11	Distribution Licence condition 22.2 Generation Licence condition 19.2 Integrated Regional Licence condition 27.2 Retail Licence condition 25.2 Transmission Licence condition 19.2	A licensee must publish any information it is directed by the Authority to publish, within the timeframes specified.	Distribution, Generation, Retail, Integrated Regional, Transmission	2
112.	Electricity Industry Act section 11	Distribution Licence condition 23.1 Generation Licence condition 20.1 Integrated Regional Licence condition 28.1 Retail Licence condition 26.1 Transmission Licence condition 20.1	Unless otherwise specified, all notices must be in writing.	Distribution, Generation, Retail, Integrated Regional, Transmission	2

14 Code of Conduct – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
113.	Electricity Industry Act section 82	Code of Conduct clause 2.1 Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must ensure that its marketing representatives comply with Part 2 of the Code of Conduct.	Retail, Integrated Regional	2
114.	Electricity Industry Act section 82	Code of Conduct clause 2.2 Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must ensure that standard and non-standard contracts are entered into in the manner and satisfying the conditions specified.	Retail, Integrated Regional	2
115.	Electricity Industry Act section 82	Code of Conduct clause 2.3(1) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must ensure that the information specified is provided to the customer before arranging a contract and that the customer is provided with a written copy of the contract on request.	Retail, Integrated Regional	2
116.	Electricity Industry Act section 82	Code of Conduct clause 2.3(2) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Where a standard form contract is not entered into as a result of door to door marketing or for a non-standard contract initiated by telephone, a marketing representative must obtain and make a record of the customer's verifiable consent that the specified information has been given.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
117.	Electricity Industry Act section 82	Code of Conduct clause 2.3(3) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Where a standard form contract is entered into as a result of door to door marketing or for a non-standard contract (other than that initiated by telephone), a marketing representative must obtain the customer's written acknowledgement that the specified information has been given.	Retail, Integrated Regional	2
118.	Electricity Industry Act section 82	Code of Conduct clause 2.4(1) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative must offer to provide the customer with a copy of the contract and, where this offer is accepted by the customer, provide a copy of the contract at that time or as soon as possible thereafter.	Retail, Integrated Regional	2
119.	Electricity Industry Act section 82	Code of Conduct clause 2.4(2) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative must give the information specified to the customer.	Retail, Integrated Regional	2
120.	Electricity Industry Act section 82	Code of Conduct clause 2.4(3) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	In circumstances where a standard form contract is not entered into as a result of door to door marketing, a retailer or marketing representative must give the specified information no later than with or on the customer's first bill.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
121.	Electricity Industry Act section 82	Code of Conduct clause 2.4(4) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	In circumstances where a standard form contract is entered into as a result of door to door marketing or a non-standard contract, a retailer or marketing representative must give the specified information and a copy of the contract before the customer has entered into the contract and must obtain a written acknowledgement that the information has been given.	Retail, Integrated Regional	2
122.	Electricity Industry Act section 82	Code of Conduct clause 2.5(1) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must not, when marketing, engage in conduct that is misleading, deceptive or likely to mislead or deceive or that is unconscionable.	Retail, Integrated Regional	2
123.	Electricity Industry Act section 82	Code of Conduct clause 2.5(2) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must not exert undue pressure on a customer, nor harass or coerce a customer.	Retail, Integrated Regional	2
124.	Electricity Industry Act section 82	Code of Conduct clause 2.5(3) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must ensure that the inclusion of concessions is made clear to customers and any prices that exclude concessions are disclosed.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
125.	Electricity Industry Act section 82	Code of Conduct clause 2.5(4) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must ensure that all standard form contracts that are entered into as a result of door to door marketing and all non-standard contracts are in writing.	Retail, Integrated Regional	2
126.	Electricity Industry Act section 82	Code of Conduct clause 2.5(5) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must ensure that a customer is able to contact the marketer on the marketer's telephone number during normal business hours for the purposes of enquiries, verifications and complaints.	Retail, Integrated Regional	2
127.	Electricity Industry Act section 82	Code of Conduct clause 2.6(1) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must provide the information specified to the customer when marketing by means other than face to face and after having identified the purpose of the contact, if the contact is not by electronic means, the marketing representative must ask the customer whether they wish to proceed further.	Retail, Integrated Regional	2
128.	Electricity Industry Act section 82	Code of Conduct clause 2.6(2) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must, on request, provide the customer with the information specified.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
129.	Electricity Industry Act section 82	Code of Conduct clause 2.6(3) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative who meets with a customer face to face must: <ul style="list-style-type: none"> as soon as practicable tell the customer the purpose of the visit; wear a clearly visible and legible identity card showing the information specified; and as soon as practicable provide the information specified in writing to the customer. 	Retail, Integrated Regional	2
130.	Electricity Industry Act section 82	Code of Conduct clause 2.6(4) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	If, when marketing to a customer, the customer indicates that they wish to end the contact, the marketing representative must end the contact as soon as practicable and not attempt to contact the customer for the next 30 days unless the customer agrees otherwise.	Retail, Integrated Regional	2
131.	Electricity Industry Act section 82	Code of Conduct clause 2.6(5) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Unless requested by the customer, a marketing representative must not make contact with a customer outside the permitted call times, unless the contact is by electronic means or the contact arises outside the customer's premises in circumstances where the customer initiates contact.	Retail, Integrated Regional	2
132.	Electricity Industry Act section 82	Code of Conduct clause 2.6(6) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must ensure that contact for the purposes of marketing does not continue for more than 15 minutes past the end of the permitted call times without the customer's verifiable consent unless the contact is by electronic means.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
133.	Electricity Industry Act section 82	Code of Conduct clause 2.6(7) and 2.6(8) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	Except in response to a customer request or query, a marketer must keep the specified records each time it initiates contact with a customer for the purposes of marketing.	Retail, Integrated Regional	2
134.	Electricity Industry Act section 82	Code of Conduct clause 2.7(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 ensure that a customer is not contacted on its behalf in relation to the supply of electricity for a period of two years unless: <ul style="list-style-type: none"> the customer requests contact; or the customer has moved premises; or a marketer has a legal obligation to contact the customer. 	Retail, Integrated Regional	2
135.	Electricity Industry Act section 82	Code of Conduct clause 2.7(2) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must keep a record of each customer who has requested not to be contacted, that includes the specified information.	Retail, Integrated Regional	2
136.	Electricity Industry Act section 82	Code of Conduct clause 2.7(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.	Retail, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
137.	Electricity Industry Act section 82	Code of Conduct clause 2.7(4) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketer must provide the customer on request with written confirmation that the customer will not be contacted for the next two years.	Retail, Integrated Regional	2
138.	Electricity Industry Act section 82	Code of Conduct clause 2.7(5) Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A marketing representative must comply with a notice on or near premises indicating that the customer does not wish to receive unsolicited mail or other marketing information.	Retail, Integrated Regional	2
139.	Electricity Industry Act section 82	Code of Conduct clause 2.8 Integrated Regional Licence condition 6.1 Retail Licence condition 6.1	A retailer must comply with the National Privacy Principles as set out in the Privacy Act 1998 in relation to information collected under Part 2 of the Code of Conduct.	Retail, Integrated Regional	2
140.	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
141.	Electricity Industry Act section 82	Code of Conduct clause 3.1(2)	A retailer must forward the customer's request for the connection to the relevant distributor in the timeframe specified unless the customer agrees otherwise.	Retail, Integrated Regional	2
142.	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 three months unless the circumstances specified exist.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
143.	Electricity Industry Act section 82	Code of Conduct clause 4.2(2)	A retailer may only place a customer on a shortened billing cycle, without the customer's verifiable consent, in the circumstances specified.	Retail, Integrated Regional	2
144.	Electricity Industry Act section 82	Code of Conduct clause 4.2(3)	A retailer must give the 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
145.	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
146.	Electricity Industry Act section 82	Code of Conduct clause 4.2(5)	A retailer must return a customer, who is subject to a shortened billing cycle and has paid three consecutive bills by the due date, on request, to the billing cycle that previously applied to the customer.	Retail, Integrated Regional	2
147.	Electricity Industry Act section 82	Code of Conduct clause 4.2(6)	A retailer must inform a customer, who is subject to a shortened billing cycle, at least once every three months, of the conditions upon which a customer can be returned to its previous billing cycle.	Retail, Integrated Regional	2
148.	Electricity Industry Act section 82	Code of Conduct clause 4.3(1)	In respect of any 12 month period, on receipt of a request by a customer, a retailer may provide a customer with estimated bills under a bill smoothing arrangement.	Retail, Integrated Regional	2
149.	Electricity Industry Act section 82	Code of Conduct clause 4.3(2)	If a retailer provides a customer with estimated bills under a bill smoothing arrangement the retailer must ensure that the conditions specified are met.	Retail, Integrated Regional	2
150.	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
151.	Electricity Industry Act section 82	Code of Conduct clause 4.5(1)	A retailer must include minimum prescribed information on the customer's bill, unless the customer agrees otherwise.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
152.	Electricity Industry Act section 82	Code of Conduct clause 4.5(3)	A retailer must advise the customer of the amount of historical debt and its basis before, with or on the customer's bill, if the retailer wishes to bill the customer for the historical debt.	Retail, Integrated Regional	2
153.	Electricity Industry Act section 82	Code of Conduct clause 4.6(1)	A retailer must base the customer's bill on the distributor's or metering agent's reading of the meter, or the customer's reading of the meter in the circumstances specified.	Retail, Integrated Regional	2
154.	Electricity Industry Act section 82	Code of Conduct clause 4.6(2)	A retailer must give the customer information that explains to that customer how to read a meter correctly (if applicable) in clear, simple and concise language.	Retail, Integrated Regional	2
155.	Electricity Industry Act section 82	Code of Conduct clause 4.7	A retailer must use its best endeavours to ensure that metering reading data is obtained as frequently as is required to prepare its bills and, in any event, at least once every twelve months in accordance with clause 4.6(1)(a) of the Code of Conduct.	Retail, Integrated Regional	NR
156.	Electricity Industry Act section 82	Code of Conduct clause 4.8(1)	A retailer must give the customer an estimated bill in the manner specified, if the retailer is unable to reasonably base a bill on a reading of the meter.	Retail, Integrated Regional	2
157.	Electricity Industry Act section 82	Code of Conduct clause 4.8(2)	A retailer must specify the stated information in circumstances where the customer's bill is estimated.	Retail, Integrated Regional	2
158.	Electricity Industry Act section 82	Code of Conduct clause 4.8(3)	A retailer must tell a customer, on request, the basis and reason for the estimation.	Retail, Integrated Regional	2
159.	Electricity Industry Act section 82	Code of Conduct clause 4.9	Where the 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.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
160.	Electricity Industry Act section 82	Code of Conduct clause 4.10	A retailer must use its best endeavours to replace an estimated bill with a bill based on an actual reading if the customer satisfies the requirements as specified.	Retail, Integrated Regional	NR
161.	Electricity Industry Act section 82	Code of Conduct clause 4.11(1)	A retailer must request the distributor or metering agent to test the meter if a customer requests the meter to be tested and pays any reasonable charge of the retailer for testing the meter.	Retail, Integrated Regional	2
162.	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, Integrated Regional	2
163.	Electricity Industry Act section 82	Code of Conduct clause 4.12(1)	A retailer must change the customer to an alternate tariff within the period specified if the customer applies to receive an alternate tariff and demonstrates to the retailer that they satisfy the conditions of eligibility.	Retail, Integrated Regional	2
164.	Electricity Industry Act section 82	Code of Conduct clause 4.13	A retailer must give the customer written notice prior to changing the customer to an alternative tariff if the customer's electricity use has changed and the customer is no longer eligible to continue to receive an existing, more beneficial tariff.	Retail, Integrated Regional	2
165.	Electricity Industry Act section 82	Code of Conduct clause 4.14(1)	A retailer may recover any amounts undercharged to a customer as a result of a change in the customer's electricity use for the period of up to 12 months prior to the date on which the retailer provided notice in the specified manner.	Retail, Integrated Regional	NR
166.	Electricity Industry Act section 82	Code of Conduct clause 4.14(2)	A retailer must repay any amounts overcharged to a customer as a result of a change in the customer's electricity use.	Retail, Integrated Regional	2
167.	Electricity Industry Act section 82	Code of Conduct clause 4.15(1)	A retailer must use reasonable endeavours to arrange for a final bill if a customer requests the retailer to issue a final bill at the customer's supply address.	Retail, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
168.	Electricity Industry Act section 82	Code of Conduct clause 4.15(2)	A retailer must repay the customer any amount in credit at the time of account closure.	Retail, Integrated Regional	2
169.	Electricity Industry Act section 82	Code of Conduct clause 4.16	A retailer must review the customer's bill on request by the customer, subject to the customer paying the lesser of the portion of the bill agreed to not be in dispute or an amount equal to the average of the customer's bill over the previous 12 months, and paying any future bills that are properly due.	Retail, Integrated Regional	2
170.	Electricity Industry Act section 82	Code of Conduct clause 4.17(1)	A retailer must follow the procedures specified if a review of a bill has been conducted and the retailer is satisfied that the bill is correct or incorrect.	Retail, Integrated Regional	2
171.	Electricity Industry Act section 82	Code of Conduct clause 4.17(2)	A retailer must inform the customer of the outcome of the review of a bill as soon as practicable, but, in any event, within 20 business days from the date of receipt of the request for review.	Retail, Integrated Regional	2
172.	Electricity Industry Act section 82	Code of Conduct clause 4.18(2)	A retailer must recover an amount undercharged as a result of an act or omission by a retailer or distributor in the manner specified.	Retail, Integrated Regional	2
173.	Electricity Industry Act section 82	Code of Conduct clause 4.19(2)	A retailer must use its best endeavours to inform the customer (including a customer who has vacated the supply address) and repay or credit any amount overcharged as a result of an act or omission by a retailer or distributor, in the manner and period specified.	Retail, Integrated Regional	NR
174.	Electricity Industry Act section 82	Code of Conduct clause 4.19(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

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
175.	Electricity Industry Act section 82	Code of Conduct clause 4.19(4)	A retailer must use reasonable endeavours to credit the amount overcharged within 20 business days of the customer making the request, in circumstances where instructions as to payment are not received.	Retail, Integrated Regional	NR
176.	Electricity Industry Act section 82	Code of Conduct clause 5.1	The due date on the bill must be at least 12 business days from the date of the bill, with the date of dispatch deemed to be the date of the bill, unless the retailer specifies a later date.	Retail, Integrated Regional	2
177.	Electricity Industry Act section 82	Code of Conduct clause 5.2(1)	A retailer must offer the specified minimum payment methods.	Retail, Integrated Regional	2
178.	Electricity Industry Act section 82	Code of Conduct clause 5.2(2)	A retailer must comply with the Electronic Funds Transfer Code of Conduct in making an electronic payment.	Retail, Integrated Regional	2
179.	Electricity Industry Act section 82	Code of Conduct clause 5.3	A retailer must, prior to commencing a direct debit, obtain the customer's verifiable consent and agree to the specified conditions for the direct debit.	Retail, Integrated Regional	2
180.	Electricity Industry Act section 82	Code of Conduct clause 5.4	A retailer must accept payment in advance from a customer on request, in the circumstances specified.	Retail, Integrated Regional	2
181.	Electricity Industry Act section 82	Code of Conduct clause 5.5	A retailer must, at no charge, offer a residential customer a redirection of the customer's bill to a third person, if requested by a customer who is unable to pay by a minimum payment method, due to illness or absence.	Retail, Integrated Regional	2
182.	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.	Retail, Integrated Regional	2
183.	Electricity Industry Act section 82	Code of Conduct clause 5.6(2)	A retailer must not charge an additional late payment fee in relation to the same bill within five business days from the date of receipt of the previous late payment fee notice.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
184.	Electricity Industry Act section 82	Code of Conduct clause 5.6(3)	A retailer must not charge a residential customer more than two late payment fees in relation to the same bill.	Retail, Integrated Regional	2
185.	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.	Retail, Integrated Regional	2
186.	Electricity Industry Act section 82	Code of Conduct clause 5.7(2)	A retailer must not require a customer who was evicted or otherwise required to vacate a supply address to pay for electricity consumed at the customer's supply address in the circumstances specified.	Retail, Integrated Regional	2
187.	Electricity Industry Act section 82	Code of Conduct clause 5.7(4)	A retailer must not require a previous customer to pay for electricity consumed at the supply address in the circumstances specified.	Retail, Integrated Regional	2
188.	Electricity Industry Act section 82	Code of Conduct clause 5.8(1)	A retailer must comply with the Conduct Principles set out in the guideline on debt collection issued by the Australian Competition and Consumer Commission.	Retail, Integrated Regional	2
189.	Electricity Industry Act section 82	Code of Conduct clause 5.8(2)	A retailer must not commence proceedings for recovery of a debt in the circumstances specified.	Retail, Integrated Regional	2
190.	Electricity Industry Act section 82	Code of Conduct clause 5.8(3)	A retailer must not recover or attempt to recover a debt relating to a supply address from a person other than the customer with whom the retailer has or had entered into a contract for the supply of electricity to that supply address.	Retail, Integrated Regional	2
191.	Electricity Industry Act section 82	Code of Conduct clause 6.1(1)	A retailer must assess whether a residential customer is experiencing payment difficulties or financial hardship, within three business days from when the residential customer informs a retailer that they are experiencing payment problems.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
192.	Electricity Industry Act section 82	Code of Conduct clause 6.1(2)	A retailer must give reasonable consideration to the information and advice specified when undertaking an assessment regarding payment difficulties or financial hardship.	Retail, Integrated Regional	NR
193.	Electricity Industry Act section 82	Code of Conduct clause 6.1(3)	A retailer must advise a residential customer on request of the details of an assessment.	Retail, Integrated Regional	2
194.	Electricity Industry Act section 82	Code of Conduct clause 6.2(1)	A retailer may not unreasonably deny a residential customer's request for a temporary suspension of actions in the circumstances specified.	Retail, Integrated Regional	2
195.	Electricity Industry Act section 82	Code of Conduct clause 6.2(2)	A retailer must allow a temporary suspension of actions for a period of at least 10 days.	Retail, Integrated Regional	2
196.	Electricity Industry Act section 82	Code of Conduct clause 6.2(3)	A retailer must give reasonable consideration to a request by a relevant consumer representative organisation to allow additional time to assess a residential customer's capacity to pay.	Retail, Integrated Regional	NR
197.	Electricity Industry Act section 82	Code of Conduct clause 6.3	A retailer must offer the alternative payment arrangements, and advise the residential customers that additional assistance may be available, in circumstances where a residential customer is assessed as experiencing payment difficulties or financial hardship.	Retail, Integrated Regional	2
198.	Electricity Industry Act section 82	Code of Conduct clause 6.4(1)	A retailer must offer a residential customer who is experiencing payment difficulties or financial hardship at least the specified payment arrangements.	Retail, Integrated Regional	2
199.	Electricity Industry Act section 82	Code of Conduct clause 6.4(2)	A retailer must take into account and specify the stated information and take the specified actions when offering an instalment plan to a residential customer experiencing payment difficulties or financial hardship.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
200.	Electricity Industry Act section 82	Code of Conduct clause 6.6(1)	A retailer must give reasonable consideration to a request by a customer, or a relevant consumer representative organisation, for a reduction of the customer's fees, charges, or debt.	Retail, Integrated Regional	NR
201.	Electricity Industry Act section 82	Code of Conduct clause 6.6(2)	In giving reasonable consideration under clause 6.6(1), a retailer should refer to the guidelines in its hardship policy referred to in clause 6.10(2)(c) and 6.10(2)(d).	Retail, Integrated Regional	2
202.	Electricity Industry Act section 82	Code of Conduct clause 6.7	A retailer must give reasonable consideration to offering a customer an instalment plan or offering to revise an existing instalment plan, in circumstances where it is reasonably demonstrated to the retailer that the customer is unable to meet its previously elected payment arrangement.	Retail, Integrated Regional	NR
203.	Electricity Industry Act section 82	Code of Conduct clause 6.8	A retailer must advise the customer of the specified assistance information.	Retail, Integrated Regional	2
204.	Electricity Industry Act section 82	Code of Conduct clause 6.9(1)	A retailer must determine the minimum payment in advance amount for residential customers experiencing payment difficulties or financial hardship in consultation with relevant consumer representative organisations.	Retail, Integrated Regional	2
205.	Electricity Industry Act section 82	Code of Conduct clause 6.9(2)	A retailer may apply different minimum payment in advance amounts for residential customers experiencing payment difficulties or financial hardship and other customers.	Retail, Integrated Regional	NR
206.	Electricity Industry Act section 82	Code of Conduct clause 6.10(1)	A retailer must develop a hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.	Retail, Integrated Regional	2
207.	Electricity Industry Act section 82	Code of Conduct clause 6.10(2)	A retailer must ensure that the hardship policy complies with the specified criteria.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
208.	Electricity Industry Act section 82	Code of Conduct clause 6.10(3)	A retailer must give a customer, financial counsellor or relevant consumer representative organisation, on request, details of the financial hardship policy, at no charge.	Retail, Integrated Regional	2
209.	Electricity Industry Act section 82	Code of Conduct clause 6.10(4)	A retailer must keep a record of the specified information related to the hardship policy.	Retail, Integrated Regional	2
210.	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
211.	Electricity Industry Act section 82	Code of Conduct clause 7.1	A retailer must give the customer a reminder notice, use its best endeavours to contact the customer and give the customer a disconnection warning, in the manner and timeframes specified, prior to arranging for disconnection of a customer's supply address for failure to pay a bill.	Retail, Integrated Regional	2
212.	Electricity Industry Act section 82	Code of Conduct clause 7.2	A retailer must not arrange for disconnection of a customer's supply address for failure to pay a bill in the circumstances specified.	Retail, Integrated Regional	2
213.	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 the customer's supply address for failure to pay a bill within 15 business days from arranging for disconnection of the customer's gas supply.	Retail, Integrated Regional	2
214.	Electricity Industry Act section 82	Code of Conduct clause 7.4	A retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter unless the conditions specified are satisfied.	Retail, Integrated Regional	2
215.	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, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
216.	Electricity Industry Act section 82	Code of Conduct clause 7.6	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.	Distribution, Retail, Integrated Regional	1
217.	Electricity Industry Act section 82	Code of Conduct clause 7.7(1)	A retailer must undertake the actions specified in circumstances where the customer provides the retailer with confirmation that a person residing at the customer's supply address requires life support equipment.	Retail, Integrated Regional	1
218.	Electricity Industry Act section 82	Code of Conduct clause 7.7(2)	A distributor must undertake the actions specified in circumstances where the distributor has been informed by a retailer or a relevant government agency that a person residing at a customer's supply address requires life support equipment.	Distribution, Integrated Regional	1
219.	Electricity Industry Act section 82	Code of Conduct clause 8.1(1)	A retailer must arrange for reconnection of the customer's supply address if the customer has remedied its breach, makes a request for reconnection, pays the retailer's reasonable charges (if any) or accepts an offer of an instalment plan for the retailer's reasonable charges.	Retail, Integrated Regional	2
220.	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 timeframe specified.	Retail, Integrated Regional	2
221.	Electricity Industry Act section 82	Code of Conduct clause 8.2	A distributor must reconnect the customer's supply address upon the request of a retailer, within the timeframes specified.	Distribution, Integrated Regional	2
222.	Electricity Industry Act section 82	Code of Conduct clause 8.3(1)	A distributor must create and maintain a Priority Restoration Register.	Distribution, Integrated Regional	1
223.	Electricity Industry Act section 82	Code of Conduct clause 8.3(2)	The Priority Restoration Register must comply with any criteria determined by the Minister.	Distribution, Integrated Regional	1

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
224.	Electricity Industry Act section 82	Code of Conduct clause 9.3(1)	A retailer must not operate a pre-payment meter at a residential customer's supply address without the verifiable consent of the customer or its nominated representative.	Retail, Integrated Regional	2
225.	Electricity Industry Act section 82	Code of Conduct clause 9.3(2)	A retailer must establish an account for each pre-payment meter operating at a residential customer's supply address.	Retail, Integrated Regional	2
226.	Electricity Industry Act section 82	Code of Conduct clause 9.4	A retailer must provide the prescribed information to a pre-payment meter customer in the manner stated at no charge.	Retail, Integrated Regional	2
227.	Electricity Industry Act section 82	Code of Conduct clause 9.5(1)	A retailer must not operate a pre-payment meter at the supply address of a residential customer if the residential customer, or a person residing at the residential customer's supply address, requires life support equipment.	Retail, Integrated Regional	1
228.	Electricity Industry Act section 82	Code of Conduct clause 9.5(2)	If a prepayment meter customer notifies a retailer that a person residing at the supply address depends on life support equipment, the retailer must undertake the actions specified.	Retail, Integrated Regional	1
229.	Electricity Industry Act section 82	Code of Conduct clause 9.6	A retailer must ensure that recharge facilities are located and capable of being accessed in the manner specified.	Retail, Integrated Regional	2
230.	Electricity Industry Act section 82	Code of Conduct clause 9.7	A retailer must ensure that the pre-payment meter customer receives a benefit of a concession if the pre-payment meter customer demonstrates to the retailer that the customer is entitled to receive a concession.	Retail, Integrated Regional	2
231.	Electricity Industry Act section 82	Code of Conduct clause 9.8	A retailer must ensure that a pre-payment meter provides an emergency credit amount to the value of at least ten dollars.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
232.	Electricity Industry Act section 82	Code of Conduct clause 9.9(1)	A retailer must ensure that a pre-payment meter customer (including a pre-payment meter customer who has vacated the supply address) can retrieve all remaining credit at the time the customer vacates the supply address, in circumstances where notification of the proposed vacation date has been provided.	Retail, Integrated Regional	2
233.	Electricity Industry Act section 82	Code of Conduct clause 9.9(2)	If a pre-payment meter customer has been overcharged as a result of an act or omission of a retailer or distributor, the retailer must use its best endeavours to inform the pre-payment meter customer accordingly within 10 business days of the retailer becoming aware of the error and seek reimbursement instructions from the customer.	Retail, Integrated Regional	NR
234.	Electricity Industry Act section 82	Code of Conduct clause 9.9(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
235.	Electricity Industry Act section 82	Code of Conduct clause 9.9(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
236.	Electricity Industry Act section 82	Code of Conduct clause 9.9(6)	If a retailer proposes to recover an amount undercharged as a result of an act or omission by the retailer or distributor, the retailer must comply with the conditions specified.	Retail, Integrated Regional	2
237.	Electricity Industry Act section 82	Code of Conduct clause 9.10	A retailer must ensure that supply is recommenced through a pre-payment meter after self-disconnection as soon as information is communicated to the pre-payment meter that a payment causing a positive financial balance of the account has been made.	Retail, Integrated Regional	2
238.	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 a variation, in the timeframes specified.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
239.	Electricity Industry Act section 82	Code of Conduct clause 10.1(2)	A retailer must give a customer on request, at no charge, reasonable information on the retailer's tariffs, including alternative tariffs.	Retail, Integrated Regional	2
240.	Electricity Industry Act section 82	Code of Conduct clause 10.1(3)	A retailer must give a customer the information requested on tariffs in the manner and within the timeframes specified.	Retail, Integrated Regional	2
241.	Electricity Industry Act section 82	Code of Conduct clause 10.2(1)	A retailer must, on request, give a non-contestable customer its billing data.	Retail, Integrated Regional	2
242.	Electricity Industry Act section 82	Code of Conduct clause 10.2(2)	A retailer must give the requested billing data at no charge in the circumstances specified.	Retail, Integrated Regional	2
243.	Electricity Industry Act section 82	Code of Conduct clause 10.2(3)	A retailer must give the requested billing data within 10 business days of the receipt of the request or payment of the retailer's reasonable charge for providing the billing data.	Retail, Integrated Regional	2
244.	Electricity Industry Act section 82	Code of Conduct clause 10.2(4)	A retailer must keep a non-contestable customer's billing data for seven years.	Retail, Integrated Regional	2
245.	Electricity Industry Act section 82	Code of Conduct clause 10.3	A retailer must give a customer on request, at no charge, the concession information specified.	Retail, Integrated Regional	2
246.	Electricity Industry Act section 82	Code of Conduct clause 10.4	A retailer must give a customer on request, at no charge, the general energy efficiency information specified.	Retail, Integrated Regional	2
247.	Electricity Industry Act section 82	Code of Conduct clause 10.5	A retailer must give information to the customer, or refer the customer to the relevant distributor for a response, if asked by a customer for information relating to the distribution of electricity.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
248.	Electricity Industry Act section 82	Code of Conduct clause 10.6	A distributor must give a customer on request, at no charge, the specified information that is particular to a distributor.	Distribution, Integrated Regional	2
249.	Electricity Industry Act section 82	Code of Conduct clause 10.7(1)	A distributor must, on request, give a customer its consumption data.	Distribution, Integrated Regional	2
250.	Electricity Industry Act section 82	Code of Conduct clause 10.7(2)	A distributor must give a customer the requested consumption data at no charge in the circumstances specified.	Distribution, Integrated Regional	2
251.	Electricity Industry Act section 82	Code of Conduct clause 10.7(3)	A distributor must give a customer the requested consumption data within 10 business days of the receipt of the request or payment of the distributor's reasonable charge for providing the consumption data.	Distribution, Integrated Regional	2
252.	Electricity Industry Act section 82	Code of Conduct clause 10.7(4)	A distributor must keep a customer's consumption data for seven years.	Distribution, Integrated Regional	2
253.	Electricity Industry Act section 82	Code of Conduct clause 10.8(1)	A distributor must, on request, tell a customer how the customer can obtain information on distribution standards and metering arrangements that are relevant to the customer.	Distribution, Integrated Regional	2
254.	Electricity Industry Act section 82	Code of Conduct clause 10.8(2)	A distributor must publish information on distribution standards and metering arrangements on the distributor's web site.	Distribution, Integrated Regional	2
255.	Electricity Industry Act section 82	Code of Conduct clause 10.9	A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Code of Conduct is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.	Distribution, Retail, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
256.	Electricity Industry Act section 82	Code of Conduct clause 10.10(1)	A retailer and distributor must tell a customer on request how the customer can obtain a copy of the Code of Conduct.	Distribution, Retail, Integrated Regional	2
257.	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, at no charge, on their web sites.	Distribution, Retail, Integrated Regional	2
258.	Electricity Industry Act section 82	Code of Conduct clause 10.10(3)	A retailer and distributor must make a copy of the Code of Conduct available for inspection, at no charge, at their offices.	Distribution, Retail, Integrated Regional	2
259.	Electricity Industry Act section 82	Code of Conduct clause 10.11(1)	A retailer and distributor must make available to the customer on request, at no charge, services that assist the customer in interpreting information provided by the retailer or distributor.	Distribution, Retail, Integrated Regional	2
260.	Electricity Industry Act section 82	Code of Conduct clause 10.11(2)	A retailer and, where appropriate a distributor, must include the telephone number for their special information services and for independent multi-lingual services, on the documents specified.	Distribution, Retail, Integrated Regional	2
261.	Electricity Industry Act section 82	Code of Conduct clause 10.12(1)	A distributor must advise a customer, at no charge, of the availability of different types of meters.	Distribution, Integrated Regional	2
262.	Electricity Industry Act section 82	Code of Conduct clause 10.12(2)	A retailer must, if requested by a customer, advise the customer of the availability of different types of meters or refer the customer to the relevant distributor for a response.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
263.	Electricity Industry Act section 82	Code of Conduct clause 11.1(1) Distribution Licence condition 12.1 Integrated Regional Licence condition 15.1 Retail Licence condition 15.1	A retailer and distributor must produce and publish a Customer Service Charter.	Distribution, Retail, Integrated Regional	2
264.	Electricity Industry Act section 82	Code of Conduct clause 11.1(2)	A retailer and distributor must address the specified information in their Customer Service Charters.	Distribution, Retail, Integrated Regional	2
265.	Electricity Industry Act section 82	Code of Conduct clause 11.2(1)	A retailer and distributor must give a customer on request, at no charge, a copy of the Customer Service Charter.	Distribution, Retail, Integrated Regional	2
266.	Electricity Industry Act section 82	Code of Conduct clause 11.2(2)	A retailer and distributor must dispatch a copy of the Customer Service Charter to a customer who requests a copy, within two business days of the request.	Distribution, Retail, Integrated Regional	2
267.	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, Retail, Integrated Regional	2
268.	Electricity Industry Act section 82	Code of Conduct clause 12.1(2)	A retailer and distributor must develop, maintain and implement a complaints handling process that meets the specified requirements.	Distribution, Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
269.	Electricity Industry Act section 82	Code of Conduct clause 12.1(3)	A retailer or distributor must at least provide the specified advice to a customer when handling a complaint.	Distribution, Retail, Integrated Regional	2
270.	Electricity Industry Act section 82	Code of Conduct clause 12.2	A retailer must comply with any guideline developed by the Authority relating to distinguishing customer queries from customer complaints.	Distribution, Retail, Integrated Regional	2
271.	Electricity Industry Act section 82	Code of Conduct clause 12.3	A retailer, distributor and marketer must give a customer on request, at no charge, information that will assist the customer in utilising the respective complaints handling processes.	Distribution, Retail, Integrated Regional	2
272.	Electricity Industry Act section 82	Code of Conduct clause 12.4	A retailer, distributor or marketer who receives a complaint that does not relate to its functions, must refer the complaint to the appropriate entity and inform the customer of the referral.	Distribution, Retail, Integrated Regional	2
273.	Electricity Industry Act section 82	Code of Conduct clause 13.1	A retailer, distributor or marketer must keep a record or other information as required to be kept by the Code of Conduct for at least two years from the last date on which the information was recorded, unless expressly provided otherwise.	Distribution, Retail, Integrated Regional	2
274.	Electricity Industry Act section 82	Code of Conduct clause 13.2	A retailer must keep a record of the total number of customers under the affordability and access indicators specified.	Retail, Integrated Regional	2
275.	Electricity Industry Act section 82	Code of Conduct clause 13.3(1)	A retailer must keep a record of the customer complaint indicators specified.	Retail, Integrated Regional	2
276.	Electricity Industry Act section 82	Code of Conduct clause 13.3(2)	A retailer must keep a copy of each complaint referred to in clause 13.3(1) (including complaints made directly to a marketer).	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
277.	Electricity Industry Act section 82	Code of Conduct clause 13.4	A retailer must keep a record of the total number of payments and data on the average amount of payments made under the compensation indicators specified.	Retail, Integrated Regional	2
278.	Electricity Industry Act section 82	Code of Conduct clause 13.5	A retailer must keep a record of the call centre performance indicators specified.	Retail, Integrated Regional	2
279.	Electricity Industry Act section 82	Code of Conduct clause 13.6	A retailer must keep a record of the total number of residential and business accounts specified.	Retail, Integrated Regional	2
280.	Electricity Industry Act section 82	Code of Conduct clause 13.7	A retailer must keep a record of the number of pre-payment meter customers and complaints information specified.	Retail, Integrated Regional	2
281.	Electricity Industry Act section 82	Code of Conduct clause 13.8	A distributor must keep a record of the total number of connections provided and connections not provided on or before the agreed date.	Distribution, Integrated Regional	2
282.	Electricity Industry Act section 82	Code of Conduct clause 13.9	A distributor must keep a record of the street light faults and repair indicators specified.	Distribution, Integrated Regional	2
283.	Electricity Industry Act section 82	Code of Conduct clause 13.10(1)	A distributor must keep a record of the customer complaint indicators specified.	Distribution, Integrated Regional	2
284.	Electricity Industry Act section 82	Code of Conduct clause 13.10(2)	A distributor must keep a copy of each customer complaint referred to in clause 13.10(1).	Distribution, Integrated Regional	2
285.	Electricity Industry Act section 82	Code of Conduct clause 13.11	A distributor must keep a record of the total number of compensation payments made under clause 14.4.	Distribution, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
286.	Electricity Industry Act section 82	Code of Conduct clause 13.12	A distributor must keep a record of the call centre performance indicators specified.	Distribution, Integrated Regional	2
287.	Electricity Industry Act section 82	Code of Conduct clause 13.13	A distributor must keep a record of the number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address and the complaints information specified.	Distribution, Integrated Regional	2
288.	Electricity Industry Act section 82	Code of Conduct clause 13.14	A distributor must keep a record of the total number of customers who are connected to its network.	Distribution, Integrated Regional	2
289.	Electricity Industry Act section 82	Code of Conduct clause 13.15(1)	A retailer and a distributor must prepare a report setting out the information required by Part 13 of the Code of Conduct, in respect of each year ending on 30 June. The report must be published no later than the following 1 October.	Distribution, Integrated Regional	2
290.	Electricity Industry Act section 82	Code of Conduct clause 13.15(2)	A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.	Distribution, Integrated Regional	2
291.	Electricity Industry Act section 82	Code of Conduct clause 14.1(1)	A retailer must pay the stated compensation to a customer where the customer is not reconnected in the manner specified and an exception to payment does not apply.	Retail, Integrated Regional	2
292.	Electricity Industry Act section 82	Code of Conduct clause 14.1(2)	A distributor must compensate a retailer for the payment if a retailer is liable to and makes a payment due to an act or omission of the distributor.	Distribution, Integrated Regional	2
293.	Electricity Industry Act section 82	Code of Conduct clause 14.2	A retailer must pay the stated compensation to a customer where the retailer has failed to follow any of the specified procedures prior to disconnection for a failure to pay and an exception to payment does not apply.	Retail, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
294.	Electricity Industry Act section 82	Code of Conduct clause 14.3(1)	A retailer must acknowledge and respond to a written query or complaint by a customer within the timeframes prescribed.	Retail, Integrated Regional	2
295.	Electricity Industry Act section 82	Code of Conduct clause 14.3(2)	A retailer must pay the stated compensation to a customer where the retailer has failed to acknowledge or respond to a query or complaint within the timeframes prescribed and an exception to payment does not apply.	Retail, Integrated Regional	2
296.	Electricity Industry Act section 82	Code of Conduct clause 14.4(1)	A distributor must acknowledge and respond to a written query or complaint by a customer within the timeframes prescribed.	Distribution, Integrated Regional	2
297.	Electricity Industry Act section 82	Code of Conduct clause 14.4(2)	A distributor must pay the stated compensation to a customer where the retailer has failed to acknowledge or respond to a query or complaint within the timeframes prescribed and an exception to payment does not apply.	Distribution, Integrated Regional	2
298.	Electricity Industry Act section 82	Code of Conduct clause 14.6(1)	A retailer who is required to make a compensation payment for failing to satisfy a service standard, must do so in the manner specified.	Retail, Integrated Regional	2
299.	Electricity Industry Act section 82	Code of Conduct clause 14.6(2)	A distributor who is required to make a compensation payment for failing to satisfy a service standard, must do so in the manner specified.	Distribution, Integrated Regional	2

15 Electricity Industry Metering Code – Licence Conditions and Obligations

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
300.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	NR
301.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
302.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act.	Distribution, Integrated Regional, Transmission	2
303.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 accumulated electricity production or consumption at the metering point in the manner prescribed.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
304.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
305.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, to allow the interval energy data to be downloaded in the manner prescribed.	Distribution, Integrated Regional, Transmission	2
306.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 which 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, Integrated Regional, Transmission	2
307.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.5(3)	A network operator must, for each metering installation on its network, on and from the time of its connection to the network, provide, install, operate and maintain the metering installation in the manner prescribed (unless otherwise agreed).	Distribution, Integrated Regional, Transmission	2
308.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.5(4)	A network operator must ensure that, except for a Type 7 metering installation, 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
309.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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 between it and the user.	Distribution, Integrated Regional, Transmission, Retail, Generation	2
310.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, the network operator must advise affected parties of the non-compliance and arrange for the non-compliance to be corrected as soon as practicable.	Distribution, Integrated Regional, Transmission	2
311.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
312.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.8	A network operator must, for each metering installation on its network, ensure that the metering installation is secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	Distribution, Integrated Regional, Transmission	2
313.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.9(3)	Each metering installation must meet at least the requirements for that type of metering installation specified in Table 3 in Appendix 1 of the Code.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
314.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.9(7)	For a metering installation used to supply a customer with requirements above 1000 volts that require a VT and whose annual consumption is below 750MWh, the metering installation must meet the relevant accuracy requirements of Type 3 metering installation for active energy only.	Distribution, Integrated Regional, Transmission	2
315.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
316.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.10	A network operator must ensure that any programmable settings within any of its metering installations, data loggers or peripheral devices, that may affect the resolution of displayed or stored data, meet the relevant requirements specified in the applicable metrology procedure and comply with any applicable specifications or guidelines specified by the National Measurement Institute under the National Measurement Act.	Distribution, Integrated Regional, Transmission	2
317.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 permits collection of data within the timeframes and to the level of availability specified.	Distribution, Integrated Regional, Transmission	2
318.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.11(2)	A network operator must make repairs to the metering installation in accordance with the applicable service level agreement if an outage or malfunction occurs to a metering installation.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
319.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	2
320.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
321.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act and any requirements specified in the applicable metrology procedure.	Distribution, Integrated Regional, Transmission	2
322.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.12(3)	A network operator must provide isolation facilities, to the standard of good electricity industry practice, to facilitate testing and calibration of the metering installation.	Distribution, Integrated Regional, Transmission	2
323.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.12(4)	A network operator must maintain drawings and supporting information, to the standard of good electricity industry practice, detailing the metering installation for maintenance and auditing purposes.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
324.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
325.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.13(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, Integrated Regional, Transmission	2
326.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.13(4)	A check metering installation for a metering point must not exceed twice the error level permitted under clause 3.9 for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point, and must be otherwise consistent with the prescribed requirements.	Distribution, Integrated Regional, Transmission	2
327.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.14(3)	If, under clause 3.14(2) of the Code, a metering installation uses metering class CTs and VTs that do not comply with the prescribed requirements, then the network operator must either (or both) install meters of a higher class accuracy or apply accuracy calibration factors within the meter in order to achieve the overall accuracy requirements prescribed.	Distribution, Integrated Regional, Transmission	2
328.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.16(1)	A 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
329.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.16(2)	A network operator must ensure that a Type 1 metering installation to Type 4 metering installation on the network includes a communications link.	Distribution, Integrated Regional, Transmission	2
330.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 within the metering installation unless it has been agreed between the network operator and the Code participant that energy data may be recorded in sub-multiples of a trading interval.	Distribution, Integrated Regional, Transmission	2
331.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.16(5)	A network operator or a user may require the other to negotiate and enter into a written service level agreement in respect of the matters in the metrology procedure dealt with under clause 3.16(4) of the Code.	Distribution, Integrated Regional, Transmission, Retail, Generation	2
332.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.16(6)	A network operator may only impose a charge for the matters dealt with in the metrology procedure in accordance with the applicable service level agreement between it and the user.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
333.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.18(1)	If the Electricity Retail Corporation supplies electricity to a contestable customer at a connection point under a non-regulated contract, and in circumstances where immediately before entering into the contract, the electricity retail corporation supplied electricity to the contestable customer under a regulated contract, then the metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements.	Distribution, Retail, Integrated Regional, Transmission	2
334.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.20(1)	A network operator must, if reasonably requested by a Code participant, provide enhanced technology features in a metering installation.	Distribution, Integrated Regional, Transmission	2
335.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 the applicable service level agreement between it and the user.	Distribution, Integrated Regional, Transmission	2
336.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
337.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 on site for storing the interval energy data for the periods prescribed.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
338.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 and access the metering software applicable to all devices being installed and be able to program the devices and set parameters.	Distribution, Integrated Regional, Transmission	2
339.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 use, a network operator must ensure that signals are isolated by relays or electronic buffers to prevent accidental or malicious damage to the meter.	Distribution, Integrated Regional, Transmission	2
340.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 use, a network operator must provide the user or the user's customer with sufficient details of the signal specification to enable compliance with clause 3.23(c) of the Code.	Distribution, Integrated Regional, Transmission	2
341.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.25	A network operator that operates and maintains a pre-payment meter on its network must operate and maintain the pre-payment meter in accordance with good electricity industry practice and, as far as reasonably practicable, minimise any departure from what the requirements of the Code would have been in respect of the pre-payment meter if clause 3.24 were deleted.	Distribution, Integrated Regional, Transmission	2
342.	Generation Licence condition 5.1 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.	Retail, Generation	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
343.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 at least annually, update the list.	Distribution, Integrated Regional, Transmission	2
344.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 standing data and energy data for each metering point on its network.	Distribution, Integrated Regional, Transmission	2
345.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.1(2)	A network operator must ensure that its metering database and associated links, circuits, information storage and processing systems are secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	Distribution, Integrated Regional, Transmission	2
346.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.1(3)	A network operator must prepare, and if applicable, must implement a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to Code participants.	Distribution, Integrated Regional, Transmission	2
347.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
348.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
349.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	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.	Distribution, Integrated Regional, Transmission, Retail, Generation	NR
350.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	NR
351.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 4.5(2)	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.	Retail, Generation	2
352.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.6(1)	If a network operator is notified of a change to or inaccuracy in an item of standing data by a Code participant which is the designated source for the item of standing data, then the network operator must update the registry.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
353.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
354.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.7	A network operator must notify any affected user for a metering point of the updated standing data within the timeframes prescribed, where that user would otherwise be entitled to the updated standing data.	Distribution, Integrated Regional, Transmission	2
355.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.8(3)	A network operator must allow a user who supplies, purchases or generates electricity 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 'read only' password provided by the network operator.	Distribution, Integrated Regional, Transmission	2
356.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.8(4)	A network operator must have security devices and methods in place that ensure that energy data held in its metering installation and data held in its metering database is secured from unauthorized local or remote access, in the manner prescribed, sufficient to the standard of good electricity industry practice.	Distribution, Integrated Regional, Transmission	2
357.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.8(5)	A network operator must ensure that electronic passwords and other electronic security controls are secured from unauthorized access and are only issued to authorized personnel.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
358.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 for at least the periods, and with the level of accessibility, prescribed.	Distribution, Integrated Regional, Transmission	2
359.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	NR
360.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	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 participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.	Distribution, Integrated Regional, Transmission	NR
361.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
362.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	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.	Distribution, Integrated Regional, Transmission	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
363.	Generation Licence condition 5.1 Retail Licence condition 5.1	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.	Retail, Generation	NR
364.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.5(2)	A network operator may only impose a charge for the provision of data under this Code in accordance with the applicable service level agreement between it and the user and must not impose a charge for the provision of data if another enactment prohibits it from doing so.	Distribution, Integrated Regional, Transmission	2
365.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.5(3)	A user must not impose any charge for the provision of the data under this Code unless it is permitted to do so under another enactment.	Retail, Generation	2
366.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.6(1)	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.	Distribution, Integrated Regional, Transmission	2
367.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.7	A network operator must provide replacement energy data to the user for the metering point and the IMO within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
368.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
369.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
370.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
371.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.11	If a transfer occurs at a connection point, a network operator must provide an incoming retailer with a copy of the standing data for each metering point associated with the connection point within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
372.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.12(1)	If a network operator is given a request 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, a network operator must provide a user with a complete set of energy data for a metering point within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
373.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.13	A network operator must provide a 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, if it is given a request in accordance with the communication rules.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
374.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.14(3)	A network operator must acknowledge receipt of a bulk standing data request from a user and provide the requested standing data within the timeframes prescribed in accordance with the communication rules.	Distribution, Integrated Regional, Transmission	2
375.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.15	A network operator that provides energy data to a user or the IMO must also provide the date of the meter reading.	Distribution, Integrated Regional, Transmission	2
376.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.16	A user that collects or receives energy data from a metering installation must provide the network operator with the energy data (in accordance with the communication rules) within the timeframes prescribed.	Retail, Generation	2
377.	Generation Licence condition 5.1 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.	Retail, Generation	2
378.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.18	A user that collects or receives information regarding a change in the energisation status of a metering point must provide the network operator with the prescribed information, including the stated attributes, within the timeframes prescribed.	Retail, Generation	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
379.	Generation Licence condition 5.1 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.	Retail, Generation	NR
380.	Generation Licence condition 5.1 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 address, site and customer attributes, prescribed in relation to the site of each connection point, with which the user is associated.	Retail, Generation	NR
381.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.19(3)	A user must, after becoming aware of any change in a site's prescribed attributes, notify the network operator of the change within the timeframes prescribed.	Retail, Generation	2
382.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.19(4)	A user that becomes aware that there is a sensitive load at a customer's site must immediately notify the network operator's Network Operations Control Centre of the fact.	Retail, Generation	2
383.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
384.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.19(6)	A user must use reasonable endeavours to ensure that it does 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.	Retail, Generation	NR
385.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.20(1)	A network operator must, within 6 months from the date this Code applies to the network operator, develop, in accordance with the communication rules, an energy data verification request form.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
386.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
387.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.20(4)	If a Code participant requests verification of energy data, a network operator must, in accordance with the metrology procedure, 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, Integrated Regional, Transmission	2
388.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.21(2)	A network operator must comply with any reasonable request by a Code participant to undertake either a test or an audit of the accuracy of the metering installation or the energy or standing data of the metering installation.	Distribution, Integrated Regional, Transmission	2
389.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.21(4)	A test or audit is to be conducted in accordance with the metrology procedure and the applicable service level agreement.	Distribution, Integrated Regional, Transmission	2
390.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.21(5)	A Code participant must not request a test or audit 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.	Retail, Generation	2
391.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.21(6)	A Code participant must not make a test or audit request that is inconsistent with any access arrangement or agreement.	Retail, Generation	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
392.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
393.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.21(9)	Any written service level agreement in respect of the testing of the metering installations, or the auditing of information from the meters associated with the metering installations, must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code which results in energy data errors in the network operator's favour.	Distribution, Integrated Regional, Transmission	2
394.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.21(11)	A 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, Integrated Regional, Transmission	2
395.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
396.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 and must, where necessary, substitute and estimate energy data under this Code applying, as a minimum, the prescribed rules and procedures.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
397.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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.	Distribution, Integrated Regional, Transmission	2
398.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.22(3)	A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required.	Distribution, Integrated Regional, Transmission	2
399.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.22(4)	A network operator that detects a loss of energy data or incorrect energy data from a metering installation must notify each affected Code participant of the loss or error within 24 hours after detection.	Distribution, Integrated Regional, Transmission	2
400.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.22(5)	Substitution or estimation of energy data is to be required when energy data is missing, unavailable or corrupted, including in the circumstances described.	Distribution, Integrated Regional, Transmission	2
401.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
402.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.23(1)	A network operator that determines that there is no possibility of determining an actual value for a metering point must designate an estimated or substituted value for the metering point to be a deemed actual value for the metering point.	Distribution, Integrated Regional, Transmission	2
403.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.23(3)	A network operator that has designated a deemed actual value for a metering point must repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point.	Distribution, Integrated Regional, Transmission	2
404.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.24(1)	A network operator that 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), must replace the first value with the second value if doing so would be consistent with good electricity industry practice.	Distribution, Integrated Regional, Transmission	2
405.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.24(2)	A network operator that 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), must replace the first value with the second value if doing so would be consistent with good electricity industry practice.	Distribution, Integrated Regional, Transmission	2
406.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.24(3)	A network operator that 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), 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, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
407.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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.	Distribution, Integrated Regional, Transmission	2
408.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
409.	Generation Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.27	Upon request, a current user must provide the network operator with customer attribute information that it reasonably believes are missing or incorrect within the timeframes prescribed.	Retail, Generation	2
410.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.29	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, then, except to the extent that the metering data agency agreement provides otherwise, the parties must undertake the activities prescribed.	Distribution, Integrated Regional, Transmission	2
411.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.30(1)	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, then the electing network operator and the electricity networks corporation must enter into a metering data agency agreement in relation to the network, which must deal with at least the matters prescribed.	Distribution, Integrated Regional, Transmission	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
412.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.31(1)	If a network operator makes an election for the electricity networks corporation to be its metering data agent 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, Integrated Regional, Transmission	2
413.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.31(2)	An 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, Integrated Regional, Transmission	2
414.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 for acting as the network operator's metering data agent must not exceed the amounts prescribed.	Distribution, Integrated Regional, Transmission	2
415.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
416.	Generation Licence condition 5.1 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.	Retail, Generation	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
417.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 6.20(4)	A network operator must amend any document in accordance with the Authority's final findings.	Distribution, Integrated Regional, Transmission	NR
418.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	NR
419.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Integrated Regional, Transmission	2
420.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 7.2(4)	A Code participant must notify its contact details to a network operator with whom it has entered into an access contract within 3 business days after the network operator's request.	Retail, Generation	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
421.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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 at least 3 business days before the change takes effect.	Retail, Generation	2
422.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 7.5	A Code participant must 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.	Retail, Generation	2
423.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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.	Retail, Generation	2
424.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 Transmission Licence condition 5.1	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 or in connection with the Electricity Industry Metering Code by negotiations in good faith.	Distribution, Integrated Regional, Transmission, Retail, Generation	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
425.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	NR
426.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	NR
427.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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, Integrated Regional, Transmission, Retail, Generation	2
428.	Distribution Licence condition 5.1 Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1 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 of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit.	Distribution, Integrated Regional, Transmission, Retail, Generation	NR

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

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
429.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR
430.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR
431.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.	Transmission, Distribution, Integrated Regional	NR
432.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
433.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR
434.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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, Integrated Regional	2
435.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR
436.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
437.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
438.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
439.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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	2
440.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
441.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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	2
442.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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	2
443.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission 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	2
444.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	NR

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
445.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
446.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
447.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
448.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2

No	Licence Condition	Obligations under Condition	Description	Licensee	Type
449.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
450.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
451.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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, Distribution, Integrated Regional	2
452.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 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 Authority within the specified period.	Transmission, Distribution, Integrated Regional	2

17 Performance Reporting Obligations

Licenses' reporting obligations are encapsulated in a series of indicators.

As shown below all the indicators that fall under the Reporting Information for Distribution Licensees are prefixed with the letter 'D'. Likewise, all the indicators that fall under the Reporting Information for Retail Licensees are prefixed with the letter 'R'.

In addition, all the indicators are grouped under specific headings such as 'Customer Connections', 'Complaints', 'Network and Asset Information' etc where each heading is designated a letter.

That is, any particular indicator will consist of two letters, one that designates whether or not it relates to distribution or retail licensees and one that designates the group it refers to followed by a number. For example, the indicator DA 2 falls under the Reporting Information for Distribution Licensees as it is prefixed with the letter 'D' and relates to the grouping 'Customer Connections' as it subsequently contains the letter 'A'.

17.1 Reporting Information – Distribution Licensees

Table 1: Customer Connections

No.	Reference	Description
DA 1	Code of Conduct clause 13.8(1)(a)	The total number of connections provided
DA 2	Code of Conduct clause 13.8(1)(b)	The total number of connections not provided on or before the agreed date
DA 3	Code of Conduct clause 13.14	Total number of customers who are connected to the distributor's network

Table 2: Network Reliability

No.	Reference	Description
DB 1	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(5)	The number of premises of small use customers to which the supply of electricity has been interrupted for more than 12 hours continuously
DB 2	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(5)	The number of premises of small use customers to which the supply of electricity has been interrupted more than the permitted number of times, as is defined in section 12(1) {of the Code}
DB 3	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(a)	For each discrete area ⁹ , the average length of interruption of supply to customer premises expressed in minutes
DB 4	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(b)	For each discrete area ⁴⁵ , the average number of interruptions of supply to customer premises
DB 5	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(c)	For each discrete area ⁴⁵ , the average percentage of time that electricity has been supplied to customer premises

⁹ For the purposes of these clauses, 'discrete areas' is defined in accordance with Sch 1(2) of the Code.

No.	Reference	Description
DB 6	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(d)	For each discrete area ⁴⁵ , the average total length of all interruptions of supply to customer premises expressed in minutes
DB 7	SCONRRR	Overall SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 8	SCONRRR	Distribution Network (Planned) SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 9	SCONRRR	Distribution Network (Unplanned) SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 10	SCONRRR	Normalised distribution network SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 11	SCONRRR	Overall SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 12	SCONRRR	Distribution Network (Planned) SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 13	SCONRRR	Distribution Network (Unplanned) SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 14	SCONRRR	Normalised distribution network SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 15	SCONRRR	Overall CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 16	SCONRRR	Distribution Network (Planned) CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 17	SCONRRR	Distribution Network (Unplanned) CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural
DB 18	SCONRRR	Normalised distribution network CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural

Table 3: Complaints

No.	Reference	Description
DC 1	Code of Conduct clause 13.10(1)(a)	Total number of complaints (excluding quality and reliability complaints) received
DC 2	Code of Conduct clause 13.10(1)(b)(i)	Total number of administrative processes or customer service complaints
DC 3	Code of Conduct clause 13.10(1)(b)(ii)	Total number of other complaints
DC 4	Code of Conduct clause 13.10(1)(d)	Percentage of customer complaints concluded within 15 business days
DC 5	Code of Conduct clause 13.13(a)	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address
DC 6	Code of Conduct clause 13.13(c)	Percentage of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address concluded within 15 business days
DC 7	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(6)	The total number of complaints received {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with}
DC 8	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(7)	The number of complaints received from customers in each of the discrete areas ¹⁰ {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with}

¹⁰ For the purposes of this clause, 'discrete areas' is defined in accordance with Sch 1(2).

No.	Reference	Description
DC 9	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(8)	The total amount spent in addressing complaints {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with} other than by way of payment under sections 18 and 19 {of the Code}
DC 10	SCONRRR	Total number of technical QoS complaints
DC 11	SCONRRR	Total percentage of technical QoS complaints that are low supply voltage complaints
DC 12	SCONRRR	Total percentage of technical QoS complaints that are voltage dip complaints
DC 13	SCONRRR	Total percentage of technical QoS complaints that are voltage swell complaints
DC 14	SCONRRR	Total percentage of technical QoS complaints that are voltage spike complaints
DC 15	SCONRRR	Total percentage of technical QoS complaints that are waveform distortion complaints
DC 16	SCONRRR	Total percentage of technical QoS complaints that are TV or radio interference complaints
DC 17	SCONRRR	Total percentage of technical QoS complaints that are noise from appliances complaints
DC 18	SCONRRR	Total percentage of technical QoS complaints that are other complaints
DC 19	SCONRRR	<p>Breakdown of technical QoS complaints into the likely cause of the problem that caused the complaint {by percentage}, separated into:</p> <ul style="list-style-type: none"> • Network equipment faulty; • Network interference by NSP equipment; • Network interference by another customer; • Network limitation; • Customer internal problem; • No problem identified; • Environmental; and • Other.

Table 4: Compensation Payments

No.	Reference	Description
DD 1	Code of Conduct clause 13.11	Total number of payments made under clause 14.4 {of the Code of Conduct}
DD 2	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(9)	The number and total amount of payments made by the distributor under section 18 {of the Code}
DD 3	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(9)	The number and total amount of payments made by the distributor under section 19 {of the Code}

Table 5: Timely repair of faulty street lights

No.	Reference	Description
DE 1	Code of Conduct clause 13.9(1)(a)	Total number of street lights reported faulty each month in the metropolitan area
DE 2	Code of Conduct clause 13.9(1)(a)	Total number of street lights reported faulty each month in the regional area
DE 3	Code of Conduct clause 13.9(1)(b)	Total number of street lights not repaired before the agreed date in the metropolitan area
DE 4	Code of Conduct clause 13.9(1)(b)	Total number of street lights not repaired before the agreed date in the regional area
DE 5	Code of Conduct clause 13.9(1)(c)	Total number of street lights in the metropolitan area
DE 6	Code of Conduct clause 13.9(1)(c)	Total number of street lights in the regional area
DE 7	Code of Conduct clause 13.9(1)(d)	Average number of days to repair faulty street lights in the metropolitan area
DE 8	Code of Conduct clause 13.9(1)(d)	Average number of days to repair faulty street lights in the regional area

Table 6: Call Centre Performance

No.	Reference	Description
DF 1	Code of Conduct clause 13.12(a)	Total number of telephone calls to an operator
DF 2	Code of Conduct clause 13.12(b)	Number of telephone calls to an operator responded to within 30 seconds
DF 3	Code of Conduct clause 13.12(b)	Percentage of telephone calls to an operator responded to within 30 seconds
DF 4	Code of Conduct clause 13.12(c)	Average duration (in seconds) before a call is answered by an operator
DF 5	Code of Conduct clause 13.12(d)	Percentage of calls that are unanswered

Table 7: Network and Asset Information

No.	Reference	Description
DG 1	SCONRRR	Number of metered supply points by feeder category (CBD, urban, short rural and long rural), broken up into residential and non-residential customers and sub-transmission, high voltage and low voltage
DG 2	SCONRRR	Number of unmetered supply points, by type of feeder (CBD, urban, long rural and short rural)
DG 3	SCONRRR	Energy delivered (GWh) by type of feeder (CBD, urban, long rural and short rural) broken up into residential and non-residential customers and sub-transmission, high voltage and low voltage
DG 4	SCONRRR	Line lengths by type of feeder (CBD, urban, long rural and short rural) broken up into underground and overhead line categories and sub-transmission, high voltage and low voltage
DG 5	SCONRRR	Number and total capacity of transformers, separated into sub-transmission and distribution
DG 6	SCONRRR	Total distribution losses (%)
DG 7	SCONRRR	Size of network service area (sq km)
DG 8	SCONRRR	Number of poles
DG 9	SCONRRR	Peak demand (MW)

17.2 Reporting Information – Retail Licensees

Table 8: Customers and Customer Information

No.	Reference	Description
RA 1	Code of Conduct clause 13.6(1)(a)	Total number of residential accounts held by its customers
RA 2	Code of Conduct clause 13.6(1)(b)	Total number of residential accounts held by non-contestable customers
RA 3	Code of Conduct clause 13.6(1)(c)	Total number of business accounts held by contestable customers
RA 4	Code of Conduct clause 13.6(1)(d)	Total number of business accounts held by non-contestable customers
RA 5	Code of Conduct clause 13.7(a)	Total number of pre-payment meter customers

Table 9: Affordability and Access

No.	Reference	Description
RB 1	Code of Conduct clause 13.2(1)(a)(i)	Total number of residential customers who are subject to an instalment plan
RB 2	Code of Conduct clause 13.2(1)(a)(i)	Percentage of residential customers who are subject to an instalment plan
RB 3	Code of Conduct clause 13.2(1)(b)(i)	Total number of non-residential customers who are subject to an instalment plan
RB 4	Code of Conduct clause 13.2(1)(b)(i)	Percentage of non-residential customers who are subject to an instalment plan
RB 5	Code of Conduct clause 13.2(1)(a)(ii)	Total number of residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}
RB 6	Code of Conduct clause 13.2(1)(a)(ii)	Percentage of residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}
RB 7	Code of Conduct clause 13.2(1)(b)(ii)	Total number of non-residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}
RB 8	Code of Conduct clause 13.2(1)(b)(ii)	Percentage of non-residential customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}

No.	Reference	Description
RB 9	Code of Conduct clause 13.2(1)(a)(iii)	Total number of residential customers who have been placed on a shortened billing cycle
RB 10	Code of Conduct clause 13.2(1)(a)(iii)	Percentage of residential customers who have been placed on a shortened billing cycle
RB 11	Code of Conduct clause 13.2(1)(b)(iii)	Total number of non-residential customers who have been placed on a shortened billing cycle
RB 12	Code of Conduct clause 13.2(1)(b)(iii)	Percentage of non-residential customers who have been placed on a shortened billing cycle
RB 13	Code of Conduct clause 13.2(1)(a)(xiii)	Total number of residential customers who have had direct debit plans terminated
RB 14	Code of Conduct clause 13.2(1)(a)(xiii)	Percentage of residential customers who have had direct debit plans terminated
RB 15	Code of Conduct clause 13.2(1)(b)(vii)	Total number of non-residential customers who have had direct debit plans terminated
RB 16	Code of Conduct clause 13.2(1)(b)(vii)	Percentage of non-residential customers who have had direct debit plans terminated

Table 10: Disconnections for Non-Payment

No.	Reference	Description
RC 1	Code of Conduct clause 13.2(1)(a)(iv)	Total number of residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill
RC 2	Code of Conduct clause 13.2(1)(a)(iv)	Percentage of residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill
RC 3	Code of Conduct clause 13.2(1)(b)(iv)	Total number of non-residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill
RC 4	Code of Conduct clause 13.2(1)(b)(iv)	Percentage of non-residential customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill
RC 5	Code of Conduct clause 13.2(1)(a)(v)	Total number of residential customers who have been disconnected who were previously the subject of an instalment plan
RC 6	Code of Conduct clause 13.2(1)(a)(v)	Percentage of residential customers who have been disconnected who were previously the subject of an instalment plan
RC 7	Code of Conduct clause 13.2(1)(a)(vi)	Total number of residential customers who have been disconnected at the same supply address within the past 24 months
RC 8	Code of Conduct clause 13.2(1)(a)(vi)	Percentage of residential customers who have been disconnected at the same supply address within the past 24 months
RC 9	Code of Conduct clause 13.2(1)(a)(vii)	Total number of residential customers who have been disconnected while receiving a concession

No.	Reference	Description
RC 10	Code of Conduct clause 13.2(1)(a)(vii)	Percentage of residential customers who have been disconnected while receiving a concession

Table 11: Reconnections

No.	Reference	Description
RD 1	Code of Conduct clause 13.2(1)(a)(viii)	Total number of residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected
RD 2	Code of Conduct clause 13.2(1)(a)(viii)	Percentage of residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected
RD 3	Code of Conduct clause 13.2(1)(b)(v)	Total number of non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected
RD 4	Code of Conduct clause 13.2(1)(b)(v)	Percentage of non-residential customers who have been reconnected at the same supply address in the same name within 7 days of having been disconnected
RD 5	Code of Conduct clause 13.2(1)(a)(ix)	Total number of residential customers who have been reconnected in the same name who were previously the subject of an instalment plan
RD 6	Code of Conduct clause 13.2(1)(a)(ix)	Percentage of residential customers who have been reconnected in the same name who were previously the subject of an instalment plan
RD 7	Code of Conduct clause 13.2(1)(a)(x)	Total number of residential customers who have been reconnected in the same name and at the same supply address within the past 24 months
RD 8	Code of Conduct clause 13.2(1)(a)(x)	Percentage of residential customers who have been reconnected in the same name and at the same supply address within the past 24 months

No.	Reference	Description
RD 9	Code of Conduct clause 13.2(1)(a)(xi)	Total number of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession
RD 10	Code of Conduct clause 13.2(1)(a)(xi)	Percentage of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession

Table 12: Security Deposits

No.	Reference	Complaints
RE 1	Code of Conduct clause 13.2(1)(a)(xii)	Total number of residential customers who have lodged security deposits
RE 2	Code of Conduct clause 13.2(1)(a)(xii)	Percentage of residential customers who have lodged security deposits
RE 3	Code of Conduct clause 13.2(1)(b)(vi)	Total number of non-residential customers who have lodged security deposits
RE 4	Code of Conduct clause 13.2(1)(b)(vi)	Percentage of non-residential customers who have lodged security deposits

Table 13: Complaints

No.	Reference	Complaints
RF 1	Code of Conduct clause 13.3(1)(a)	Total number of complaints received from residential customers
RF 2	Code of Conduct clause 13.3(1)(b)(i)	The percentage of total complaints from residential customers that relate to billing/credit complaints
RF 3	Code of Conduct clause 13.3(1)(b)(ii)	The percentage of total complaints from residential customers that relate to transfer complaints
RF 4	Code of Conduct clause 13.3(1)(b)(iii)	The percentage of total complaints from residential customers that relate to marketing complaints
RF 5	Code of Conduct clause 13.3(1)(b)(iv)	The percentage of total complaints from residential customers that relate to other complaints
RF 6	Code of Conduct clause 13.3(1)(d)	Percentage of residential customer complaints concluded within 15 business days
RF 7	Code of Conduct clause 13.3(1)(a)	Total number of complaints received from non-residential customers
RF 8	Code of Conduct clause 13.3(1)(b)(i)	The percentage of total complaints from non-residential customers that relate to billing/credit complaints
RF 9	Code of Conduct clause 13.3(1)(b)(ii)	The percentage of total complaints from non-residential customers that relate to transfer complaints

No.	Reference	Complaints
RF 10	Code of Conduct clause 13.3(1)(b)(iii)	The percentage of total complaints from non-residential customers that relate to marketing complaints
RF 11	Code of Conduct clause 13.3(1)(b)(iv)	The percentage of total complaints from non-residential customers that relate to other complaints
RE 12	Code of Conduct clause 13.3(1)(d)	Percentage of non-residential customer complaints concluded within 15 business days
RF 13	Code of Conduct clause 13.7(b)	Total number of complaints, other than those complaints specified in clause 13.13(a) {of the Code}, relating to a pre-payment meter customer
RF 14	Code of Conduct clause 13.3(7)(d)	Percentage of pre-payment meter complaints, other than those complaints specified in clause 13.13(a) {of the Code}, concluded within 15 business days

Table 14: Compensation Payments

No.	Reference	Complaints
RG 1	Code of Conduct clause 13.4(a)	Total number of payments made under clause 14.1 {of the Code of Conduct}
RG 2	Code of Conduct clause 13.4(a)	Average amount of payments made under clause 14.1 {of the Code of Conduct}
RG 3	Code of Conduct clause 13.4(b)	Total number of payments made under clause 14.2 {of the Code of Conduct}
RG 4	Code of Conduct clause 13.4(b)	Average amount of payments made under clause 14.2 {of the Code of Conduct}
RG 5	Code of Conduct clause 13.4(c)	Total number of payments made under clause 14.3 {of the Code of Conduct}
RG 6	Code of Conduct clause 13.4(c)	Average amount of payments made under clause 14.3 {of the Code of Conduct}

Table 15: Contact Centre Performance

No.	Reference	Description
RH 1	Code of Conduct clause 13.5(a)	Total number of telephone calls to an operator
RH 2	Code of Conduct clause 13.5(b)	Total number of telephone calls to an operator responded to within 30 seconds
RH 3	Code of Conduct clause 13.5(b)	Percentage of telephone calls to an operator responded to within 30 seconds
RH 4	Code of Conduct clause 13.5(c)	Average duration (in seconds) before call answered by an operator
RH 5	Code of Conduct clause 13.5(d)	Percentage of calls that are unanswered

Amendment Record Sheet:

Amendment Date	Description of amendment
30 April 2007	This Manual includes new reporting requirements taken from the SCONRRR 2002 Report and 2006 Report.
26 March 2008	<p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> • The removal of redundant information in respect of the SCONRRR retail and distribution performance indicators. • 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 Authority. • 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. • 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. • 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. • Miscellaneous amendments to the performance reporting obligations for distributors and retailers.