

Electricity Compliance Reporting Manual

Electricity Industry Act 2004

May 2011 [February 2013](#)

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

- a consolidated list of the terms and conditions of each type of electricity licence to assist licensees with identifying the compliance obligations relevant to the licence(s) they have been granted;
- 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 format of 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 electricity licence in every operational scenario, as a result, the Reporting Manual is very comprehensive. The Authority notes that for most licensees the majority of the compliance requirements set out in the Reporting Manual will not apply. Further, many of the compliance requirements may only come into play in certain circumstances (for example, ~~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 imply a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this Reporting Manual, licensees are required to ensure they are

aware of the statutory obligations relevant to their licence and take measures to comply with these obligations.

This Reporting Manual is structured as follows:

- Section 3 details the nature of licensee's performance reporting requirements, including the timing of reporting and the lodging requirements;
- Section 4 details the classification criteria for compliance obligations;
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing and format of reporting;
- Section 6 details the format of the compliance report template;
- Section 7 details the format for reporting a non-compliance;
- Section 8 details the Type 1 reporting obligations for all licence types (~~i.e.~~ where immediate notification to the Authority is required);
- 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 (Customer Contracts) Regulations 2005* (Section 11);
 - *Electricity Industry Act 2004: Licence Conditions and Obligations* (Section 12);
 - Distribution Licence, Generation Licence, Integrated Regional Licence, Retail Licence and Transmission Licence Conditions and Obligations (Section 13);
 - *Code of Conduct (for the Supply of Electricity to Small Use Customers)* (Section 14);
 - *Electricity Industry Metering Code 2005* (Section 15); and
 - *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* (Section 16).
- Section 17 details the licence conditions applicable to specific licensees;
- Section 18 details the performance reporting requirements prescribed in the Code of Conduct, the Network Quality and Reliability of Supply Code, and the SCONRRR¹ framework.

¹ Steering Committee on National Regulatory Reporting Requirements

2 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.

3 Performance Reporting

Under section 11 (Schedule 1) of the Act, the ~~Authority may determine~~ licences may include provisions terms and conditions, including requiring the licensee to ~~publish~~ provide to the Authority specified information on any matter relevant to the operation of the licence. –in relation to its performance under the licence. In accordance with these powers, the Authority requires holders of electricity distribution licences and electricity retail licences that supply small use customers² to comply with the performance reporting requirements identified in section ~~187~~ of this Reporting Manual. The Authority will publish information regarding the performance of ~~these~~ electricity distributors and electricity retailers that supply small use customers that will be based on the information provided by licensees ~~annually~~ on an annual basis.

3.1 Format and Timing of Annual Performance Reports

The annual performance report template is an Excel ~~spreadsheet workbook~~ (hereafter referred to as “datasheets”), which the Authority will publish on its website³ prior to the end of each financial year. The Authority will also publish the *Electricity Retail Licence Performance Reporting Handbook* and the *Electricity Distribution Performance Reporting Handbook* (hereafter collectively referred to as “Reporting Handbooks”) on its website, to assist licensees with completing the datasheets. The Reporting Handbooks will provide additional information on the definition and calculation of the performance indicators identified in section ~~187~~ of this Reporting Manual.

Licensees are required to complete the datasheets and return them to the Authority, by 20 September of each year.

3.2 Lodgement of Annual Performance Reports

A licensee must lodge its datasheets electronically by emailing it to the following email address:

records@licensing@erawa.com.au

The datasheets should be filled out electronically in Excel and the spreadsheet should be sent as an email attachment to the above email address. The Authority will not accept scanned, faxed or hard copies of the datasheets.

² ~~A small use customer refers to e~~Customers who consume less than 160 MWh of electricity per annum.

³ http://www.erawa.com.au/licensing/electricity-licensing/regulatory-guidelines/http://www.era-wa.gov.au/2/284/54/regulatory_guid.pm

4 Classification of Compliance Obligations

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

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

Table 1: Criteria for Classification of Compliance Obligations

Rating (Type)	Classification of Non-compliance	Criteria for Classification
1	Major	Classified on the basis that: <ul style="list-style-type: none"> • 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	Classified on the basis that: <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. • Reclassification of Type 2 as a Type 1 may occur in circumstances of systemic non-compliance.
NR (not reportable) ⁴	Minor	Classified on the basis that: <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; • compliance with the obligation is immeasurable; • the non-compliance is required to be reported to the Regulator under another instrument, guideline or code; • the non-compliance is identified by a party other than the licensee; 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 to 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.

⁴ Compliance obligations classified as Type “NR” are not reportable for purposes of the annual compliance report, but will be assessed during the independent performance audit.

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

5 Compliance Reporting

Compliance reporting covers both the immediate notification of Type 1 non-compliances and the submission of annual compliance reports to the Authority~~Compliance reporting covers both immediate notification of Type 1 non-compliances and annual compliance reports.~~

5.1 Notification of Type 1 Non-compliances

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

- a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection or the Assistant Director Monitoring on (08) ~~9213 1900~~6557 7900 to explain the nature and impact of the breach; and
- a letter from the licensee's CEO or senior executive officer to the Authority's Chairman within 5 business days of the breach, which details:
 - the licence obligation that has been breached;
 - the nature and extent of the breach;
 - the impact of the breach including the number of customers and other licensees affected;
 - the reasons for the breach;
 - the actions that the licensee has taken/will take to rectify the breach;
 - the actions that the licensee has taken/will take to prevent recurrence of the breach; and
 - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

A licensee must lodge the letter at the following address:

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

5.2 Annual Compliance Reports

5.2.1 *Format and Timing of Annual Compliance Reports*

The licensee is required to submit an annual compliance report to the Authority by 31 August for the year ending 30 June. The template for the annual compliance report is provided in

section 6 of this Reporting Manual. Section 7 of this Reporting Manual provides a template (referred to as Schedule A) for reporting non-compliances. The annual compliance report requires a licensee to:

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

[It is mandatory for licensees to address all six information elements in the template set out in Section 7 for each non-compliance that is included in the annual compliance report](#)

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

5.2.2 Lodgement of Compliance Reports

A licensee must lodge an original signed copy of the annual compliance report to the following address:

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

Annual compliance reports may also be delivered by hand to the Authority's offices. Please refer to the Authority's website <http://www.erawa.com.au> to find the Authority's current address.

6 Annual Compliance Report Template

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

Compliance Report

Time period: 1 July 20__ to 30 June 20__

Submitted by: [*Licensee name*]

ACN: [*Number*]

To: Chairman
Economic Regulation Authority
[PO Box 8469](#)
[Perth Business Centre](#)
[WA 6849](#)

[*Name of signing officer*] reports as follows:

- a. This report documents compliance during [*Time period*] with all obligations classified as Type 1 and Type 2 obligations in the Authority's current Electricity Compliance Reporting Manual.
- b. This report has been prepared by [*Licensee name*] 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 current [*Licence Name/type*]⁵.
- c. Schedule A to this report provides information on all obligations with which [*Licensee name*] did not comply during [*Time period*] as required by the current [*Licence name/type*].
- d. Other than the information provided in Schedule A, [*Licensee name*] has complied with all Type 1 and Type 2 obligations to which it is subject.
- e. This compliance report has been approved and signed by [*Licensee*]'s [*CEO/senior executive officer*].

Date:

Signed

Name

Position

The format of Schedule A (referred to in points c and d of the above template), is provided in section 7 of this Reporting Manual. **Note:** If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. "No non-compliances to report").

⁵ One annual compliance report may be used for compliance reporting on one or more licences that are held by the same licensee [provided the compliance report clearly identifies each licence that has been included](#).

7 Format for Reporting Non-Compliances

Licensees must use the following format for Schedule A when reporting non-compliances to the Authority. The information prescribed in Schedule A should be provided for each non-compliance that is being reported. The annual compliance report template provided in section 6 of this Reporting Manual should be completed and Schedule A provided as an attachment. *Note:* If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. “No non-compliances to report”).

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

8 Type 1 Reporting Obligations for all Licence Types

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

<u>No.</u>	<u>Licence Condition</u>	<u>Obligations under Condition</u>	<u>Description</u>	<u>Licensee</u>	<u>Type</u>
<u>127.</u>	<u>Electricity Industry Act section 11</u>	<u>Distribution Licence condition 29.1</u> <u>Integrated Regional Licence condition 29.1</u>	<u>A distributor must create and maintain a Priority Restoration Register.</u>	<u>Distribution, Integrated Regional</u>	<u>1</u>
<u>128.</u>	<u>Electricity Industry Act section 11</u>	<u>Distribution Licence condition 29.3</u> <u>Integrated Regional Licence condition 29.3</u>	<u>The Priority Restoration Register must comply with any criteria determined by the Minister.</u>	<u>Distribution, Integrated Regional</u>	<u>1</u>
<u>228.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.6</u>	<u>A retailer or distributor must comply with the limitations specified in clause 7.6 when arranging for disconnection or disconnecting a customer's supply address.</u>	<u>Distribution, Retail, Integrated Regional</u>	<u>1</u>
<u>229.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(1)</u>	<u>Where a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the customer's supply address requires life support equipment, the retailer must comply with subclause 7.7(1).</u>	<u>Retail, Integrated Regional</u>	<u>1</u>
<u>231.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(3)</u>	<u>Where a distributor has been informed by a retailer under subclause 7.7(1)(c) or by a relevant government agency that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2), the distributor must comply with subclause 7.7(3).</u>	<u>Distribution, Integrated Regional</u>	<u>1</u>
<u>248.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.5(1)</u>	<u>A retailer must not provide a pre-payment meter service if the residential customer, or a person residing at the residential customer's supply address, requires life support equipment.</u>	<u>Retail, Integrated Regional</u>	<u>1</u>

<u>No.</u>	<u>Licence Condition</u>	<u>Obligations under Condition</u>	<u>Description</u>	<u>Licensee</u>	<u>Type</u>
<u>249.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.5(2)</u>	<u>If a pre-payment meter customer notifies a retailer that a person residing at the supply address depends on life support equipment, the retailer must, or must immediately arrange to, remove or render non-operational the pre-payment meter at no charge; replace or switch the pre-payment meter to a standard meter at no charge; and provide information to the pre-payment meter customer about the contract options available to the customer.</u>	<u>Retail, Integrated Regional</u>	<u>1</u>
<u>250.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.5(3)</u>	<u>If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(2), the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(3).</u>	<u>Distribution, Integrated Regional</u>	<u>1</u>

8 Type 1 Reporting Obligations for all Licence Types

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
221.	Electricity Industry Act section 82	Code of Conduct clause 7.6	A retailer or a distributor must not arrange for disconnection or to disconnect a customer's supply address in the circumstances specified, subject to the exception specified.	Distribution, Retail, Integrated Regional	4
222.	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	4
223.	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	4
227.	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	4
228.	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	4
237.	Electricity Industry Act section 82	Code of Conduct clause 9.6(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	4
238.	Electricity Industry Act section 82	Code of Conduct clause 9.6(2)	If a pre-payment 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	4
239.	Electricity Industry Act section 82	Code of Conduct clause 9.6(3)	If a retailer requests a distributor to revert a pre-payment meter, the distributor must revert the pre-payment meter within the time frames specified.	Distribution, Integrated Regional	4

9 Electricity Industry Customer Transfer Code – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
1.	Electricity Industry (Licence Conditions) 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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 than 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
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
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 form 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 form 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) Regulations – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
72.	Electricity Industry (Obligation to Connect) 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 (Customer Contracts) Regulations – Licence Conditions and Obligations

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

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

83.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 9	A non standard contract must require the customer to pay for electricity supplied under the contract.	Retail, Integrated Regional	2
84.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 10	A non standard contract must prohibit the customer from tampering with or bypassing network equipment or allowing any other person to do so.	Retail, Integrated Regional	2
85.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 11	A non standard contract must describe the circumstances where a retailer has the right to disconnect supply and is required to reconnect supply.	Retail, Integrated Regional	2
86.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 12	A non standard contract must require the retailer to deal with security deposits and the payment of interest in the manner specified.	Retail, Integrated Regional	2
87.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 13	A non standard contract must describe the retailer's obligations in relation to the provision of prices and tariff information.	Retail, Integrated Regional	2
88.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 14	A non standard contract must describe the procedures to be followed by the retailer in relation to the preparation, issue and review of customer bills.	Retail, Integrated Regional	2
89.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 15	A non standard contract must describe the matters relating to the termination of the contract specified in the regulation.	Retail, Integrated Regional	2

90.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 16 and 34	A non standard contract must inform the customer that the provisions of the contract may be amended without the customer's consent and describe the process for amendment of the contract including requirements for approval and the way in which the amendment will be published. The non standard contract must require the retailer to notify the customer of any amendment to the contract.	Retail, Integrated Regional	2
91.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 17	A non standard contract must deal with the assignment of rights and obligations including assignment without the customer's consent.	Retail, Integrated Regional	2
92.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 18	A non standard contract must describe the procedures to be followed by the retailer in responding to a complaint made by the customer.	Retail, Integrated Regional	2
93.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 19	A non standard contract must specify the steps by the retailer to ensure the information held by the retailer is dealt with in a confidential manner.	Retail, Integrated Regional	2
94.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 20	A non standard contract must deal with the governing law, the effect of an invalid or unenforceable provision, the way in which notice may be given and the use of electronic communication by the retailer.	Retail, Integrated Regional	2
95.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 21	A non standard contract must not include a provision that excludes, restricts or modifies the Code of Conduct for the Supply of Electricity to Small Use Customers unless it is authorised by the Code,	Retail, Integrated Regional	2

96.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 32	A non standard contract must include details about the cooling off period specified in the regulation.	Retail, Integrated Regional	2
97.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 33(2)	A non standard contract must authorise the customer to terminate the contract at any time with no less than 5 days notice.	Retail, Integrated Regional	2
98.	Retail Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 33(3) and (4)	A non standard contract that is a fixed contract must describe the matters relating to the termination of the contract specified in the regulation.	Retail, Integrated Regional	2
99.	Integrated Regional Licence condition 22.1 Distribution Licence condition 22.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 36	The licensee must determine, from time to time, the default supplier for each connection point that connects to a distribution system operated by the licensee.	Distribution, Integrated Regional	2
100.	Retail Licence condition 28.1 Integrated Regional Licence condition 28.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 38	Where the licensee becomes aware of a customer taking a supply of electricity that is deemed to be supplied under the licensee's standard form contract, the licensee must, within 5 days after becoming aware notify the customer of the specified information.	Retail, Integrated Regional	2

12 Electricity Industry Act – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
101.	Distribution Licence condition 14.1 Generation Licence condition 14.1 Integrated Regional Licence condition 14.1 Retail Licence condition 14.1 Transmission Licence condition 14.1	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
102.	Distribution Licence condition 20.1 Generation Licence condition 20.1 Integrated Regional Licence condition 20.1 Transmission Licence condition 20.1	Electricity Industry Act section 14(1)(a)	A licensee must provide for an asset management system.	Distribution, Generation, Integrated Regional, Transmission	NR
103.	Distribution Licence condition 20.2 and 20.3 Generation Licence condition 20.2 and 20.3 Integrated Regional Licence condition 20.2 and 20.3 Transmission Licence condition 20.2 and 20.3	Electricity Industry Act section 14(1)(b)	A licensee must notify details of the asset management system and any substantial changes to it to the Authority.	Distribution, Generation, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
104.	Distribution Licence condition 20.4 Generation Licence condition 20.4 Integrated Regional Licence condition 20.4 Transmission Licence condition 20.4	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
105.	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	2
106.	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
107.	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
108.	Integrated Regional Licence condition 24.1 Retail Licence condition 24.1	Electricity Industry Act section 54(1)	A retail or integrated regional licensee must not supply electricity to a small use customer otherwise than under a standard form contract or a non-standard form contract.	Retail, Integrated Regional	2
109.	Integrated Regional Licence condition 25.4	Electricity Industry Act section 54(2)	A licensee must comply with any direction by the Authority to amend the standard form contract and do	Retail, Integrated	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
	Retail Licence condition 25.4		so within the period specified.	Regional	
110.	Integrated Regional Licence 27.1 Retail Licence condition 27.1	Electricity Industry Act section 76	If a designation under section 71(1) of the Electricity Industry Act is in force a licensee must perform the functions of a retailer of last resort and must carry out the supplier of last resort plan if it comes into operation under section 70 of the Electricity Industry Act.	Retail, Integrated Regional	2
111.	Distribution Licence condition 21.1 Integrated Regional Licence 21.1 Retail Licence condition 21.1	Electricity Industry Act section 101	A retail, distribution or integrated regional licensee must not supply electricity to small use customers unless the licensee is a member of an approved scheme and is bound by and compliant with any decision or direction of the electricity ombudsman under the approved scheme.	Distribution, Retail, Integrated Regional	2
112.	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
113.	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.	Distribution, Retail, Integrated Regional, Transmission	2

13 Electricity Licences – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
114.	Electricity Industry Act section 11	Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A licensee must ensure that an electricity marketing agent of the licensee complies with the applicable codes.	Retail, Integrated Regional	2
115.	Electricity Industry Act section 11	Integrated Regional Licence condition 23.2 Retail Licence condition 23.2	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
116.	Electricity Industry Act section 11	Integrated Regional Licence condition 24.2 Retail Licence condition 24.2	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
117.	Electricity Industry Act section 11	Integrated Regional Licence condition 24.3 Retail Licence condition 24.3	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
118.	Electricity Industry Act section 11	Integrated Regional Licence condition 25.1 Retail Licence condition 25.1	A licensee may only amend the standard form contract with the Authority's approval.	Retail, Integrated Regional,	2
119.	Electricity Industry Act section 11	Distribution Licence condition 12.1 Generation Licence condition 12.1 Integrated Regional Licence condition 12.1 or 24.1 Retail Licence condition 12.1 Transmission Licence condition 12.1	A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.	Distribution, Generation, Retail, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
120.	Electricity Industry Act section 11	Distribution Licence condition 13.4 Generation Licence condition 13.4 Integrated Regional Licence condition 13.4 or 25.4 Retail Licence condition 13.4 Transmission Licence condition 13.4	A licensee must comply with any individual performance standards prescribed by the Authority.	Distribution, Generation, Retail, Integrated Regional, Transmission	2
121.	Electricity Industry Act section 11	Distribution Licence condition 14.2 Generation Licence condition 14.2 Integrated Regional Licence condition 14.2 Retail Licence condition 14.2 Transmission Licence condition 14.2	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
122.	Electricity Industry Act section 11	Distribution Licence condition 20.5 Generation Licence condition 20.5 Integrated Regional Licence condition 20.5 Transmission Licence condition 20.5	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
123.	Electricity Industry Act section 11	Distribution Licence condition 15.1 Generation Licence condition 15.1 Integrated Regional Licence condition 15.1 Retail Licence condition 15.1 Transmission Licence condition 15.1	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
124.	Electricity Industry Act section 11	Distribution Licence condition 16.1 Generation Licence condition 16.1 Integrated Regional Licence condition 16.1 Retail Licence condition 16.1 Transmission Licence condition 16.1	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
125.	Electricity Industry Act section 11	Distribution Licence condition 17.1 and 17.2 Generation Licence condition 17.1 and 17.2 Integrated Regional Licence condition 17.1 and 17.2 Retail Licence condition 17.1 and 17.2 Transmission Licence condition 17.1 and 17.2	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
126.	Electricity Industry Act section 11	Distribution Licence condition 18.1 Generation Licence condition 18.1 Integrated Regional Licence condition 18.1 Retail Licence condition 18.1 Transmission Licence condition 18.1	Unless otherwise specified, all notices must be in writing.	Distribution, Generation, Retail, Integrated Regional, Transmission	2
<u>127.</u>	<u>Electricity Industry Act section 11</u>	<u>Distribution Licence condition 29.1</u> <u>Integrated Regional Licence condition 29.1</u>	<u>A distributor must create and maintain a Priority Restoration Register.</u>	<u>Distribution,</u> <u>Integrated Regional</u>	<u>1</u>
<u>128.</u>	<u>Electricity Industry Act section 11</u>	<u>Distribution Licence condition 29.3</u> <u>Integrated Regional Licence condition 29.3</u>	<u>The Priority Restoration Register must comply with any criteria determined by the Minister.</u>	<u>Distribution,</u> <u>Integrated Regional</u>	<u>1</u>

14 Code of Conduct – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
<u>MARKETING</u>					
127-129.	Electricity Industry Act section 82	Code of Conduct clause 2.1 Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A retailer must ensure that its electricity marketing agents comply with Part 2 of the Code of Conduct, subject to clause 2.1A.	Retail, Integrated Regional	2
128-130.	Electricity Industry Act section 82	Code of Conduct clause 2.2 Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must ensure that standard and non-standard contracts are entered into in the manner and satisfying the conditions specified <u>in clause 2.2.</u>	Retail, Integrated Regional	2
129-131.	Electricity Industry Act section 82	Code of Conduct clause 2.3(1) (a)-(b) Integrated Regional Licence condition 23.1 (Regional Power Corporation) Retail Licence condition 23.1 (Electricity Retail Corporation)	An electricity marketing agent <u>acting on behalf of Electricity Retail Corporation or Regional Power Corporation</u> must ensure that the information specified <u>in subclauses 2.3(1)(a)-(b)</u> is provided to the customer before arranging a contract.	<u>Electricity Retail Corporation and Regional Power Corporation</u> Retail, Integrated Regional	2
<u>132.</u>	Electricity Industry Act section 82	Code of Conduct clause 2.3(1) (c)-(d) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must ensure that the information specified <u>in subclauses 2.3(1)(c)-(d)</u> is provided to the customer before arranging a contract.	Retail, Integrated Regional	<u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
130. 133.	Electricity Industry Act section 82	Code of Conduct clause 2.3(2) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Where For a standard form contract that is not an unsolicited consumer agreement is not entered into as a result of door to door marketing or for or for a non-standard contract initiated by telephone or electronic means by the customer, an electricity marketing agent must obtain and make a record of the customer's verifiable consent that the specified information in subclause 2.3(1), as applicable, has been given.	Retail, Integrated Regional	2
131. 134.	Electricity Industry Act section 82	Code of Conduct clause 2.3(3) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	When re a standard form contract is entered into as a result of door to door marketing an unsolicited consumer agreement or for a non-standard contract (other than that initiated by telephone or electronic means by the customer), an electricity marketing agent must obtain the customer's written acknowledgement that the specified information in subclause 2.3(1), as applicable, has been given.	Retail, Integrated Regional	2
132. 135.	Electricity Industry Act section 82	Code of Conduct clause 2.4(1) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	When re the a customer has entered is into a new contract that is not an unsolicited consumer agreement contractual relationship with a retailer or electricity marketing agent, the retailer or electricity marketing agent must offer to provide the customer with a copy of the contract, and, where if this offer is accepted by the customer, provide a copy of the contract at that time or as soon as possible, but no more than 28 days thereafter.	Retail, Integrated Regional	2
133. 136.	Electricity Industry Act section 82	Code of Conduct clause 2.4(2) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Where the customer has entered into a new contractual relationship with a retailer or electricity marketing agent, the retailer or electricity marketing agent must give to the customer -the information specified in subclause 2.4(2) to the customer.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
134. 137.	Electricity Industry Act section 82	Code of Conduct clause 2.4(3) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Subject to sub clause 2.4(4)(5), in circumstances where a standard form contract is not entered into as a result of door to door marketing, for a standard form contract a retailer or electricity marketing agent must give the specified information in subclause 2.4(2) no later than with, or on, the customer's first bill, and if requested by the customer, and the customer has not previously been provided a copy of the contract, a copy of the contract must be provided to the customer at no charge. If requested by a customer, and before a customer has entered into a non standard form contract or a standard form contract that is an unsolicited consumer agreement, the electricity marketing agent must obtain the customer's written acknowledgement that the information in subclause 2.4(2) has been given; if the customer has not previously been provided a written copy of the contract, a copy of the contract must be provided at no charge to the customer.	Retail, Integrated Regional	2
135.	Electricity Industry Act section 82	Code of Conduct clause 2.4(4) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Subject to clause 2.4(5), 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 electricity marketing agent must give the specified information and a copy of the contract before the customer has entered into the contract and the electricity marketing agent must obtain a written acknowledgement that the information has been given.	Retail, Integrated Regional	2
136.	Electricity Industry Act section 82	Code of Conduct clause 2.5(41)(a)(b) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
137.	Electricity Industry Act section 82	Code of Conduct clause 2.5(2) Integrated Regional Licence condition 23.1 Retail Licence condition 23.4	An electricity marketing agent must not exert undue pressure on a customer, nor harass or coerce a customer.	Retail, Integrated Regional	2
138.	Electricity Industry Act section 82	Code of Conduct clause 2.5(13) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must ensure that the inclusion of concessions is made clear to <u>residential</u> customers and any prices that exclude concessions are disclosed.	Retail, Integrated Regional	2
139.	Electricity Industry Act section 82	Code of Conduct clause 2.5(24) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must ensure that <u>all standard form contracts that are entered into as a result of door to door marketing and all non-standard contracts that are not unsolicited consumer agreements</u> are in writing.	Retail, Integrated Regional	2
140.	Electricity Industry Act section 82	Code of Conduct clause 2.5(35) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A retailer or other party must ensure that a customer is able to contact the retailer or other party on the retailer's or other party's telephone number during normal business hours for the purposes of enquiries, verifications and complaints.	Retail, Integrated Regional	2
141.	Electricity Industry Act section 82	Code of Conduct clause 2.6(1) Integrated Regional Licence condition 23.4 Retail Licence condition 23.4	An electricity marketing agent 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 electricity marketing agent must ask the customer whether they wish to proceed further.	Retail, Integrated Regional	2
142.	Electricity Industry Act section 82	Code of Conduct clause 2.6(12) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must, on request, provide the a customer with the information specified in subclause 2.6(1).	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
143-141.	Electricity Industry Act section 82	Code of Conduct clause 2.6(23) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent who meets with a customer face to face must: <ul style="list-style-type: none"> • <u>when negotiating a contract that is not an unsolicited consumer agreement</u>, as soon as practicable tell the customer the purpose of the visit; • wear a clearly visible and legible identity card showing the information specified <u>in subclause 2.6(2)(b)</u>; and • as soon as practicable provide the <u>written</u> information specified in <u>writing to the customer subclause 2.6(2)(c)</u>. 	Retail, Integrated Regional	2
144.	Electricity Industry Act section 82	Code of Conduct clause 2.6(4) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	If, when marketing to a customer, the customer indicates that they wish to end the contact, the electricity marketing agent 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
145.	Electricity Industry Act section 82	Code of Conduct clause 2.6(5) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Unless requested by the customer, an electricity marketing agent 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
146.	Electricity Industry Act section 82	Code of Conduct clause 2.6(6) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent 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
147. 142.	Electricity Industry Act section 82	Code of Conduct clause 2.6(37) and 2.6(48) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Except in-when responding to a customer request or query, a retailer or other party must keep the specified records in subclause 2.6(3) each time it initiates contact with a customer for the purposes of marketing.	Retail, Integrated Regional	2
148.	Electricity Industry Act section 82	Code of Conduct clause 2.7(1) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	Where the customer requests not to be contacted for the purposes of marketing a retailer or other party 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 retailer or other party has a legal obligation to contact the customer. 	Retail, Integrated Regional	2
149.	Electricity Industry Act section 82	Code of Conduct clause 2.7(2) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A retailer or other party must keep a record of each customer who has requested not to be contacted, that includes the specified information.	Retail, Integrated Regional	2
150.	Electricity Industry Act section 82	Code of Conduct clause 2.7(3) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A retailer or other party must give a copy of the record to the Electricity Ombudsman or the Authority on request.	Retail, Integrated Regional	NR
151.	Electricity Industry Act section 82	Code of Conduct clause 2.7(4) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A retailer or other party 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
152.	Electricity Industry Act section 82	Code of Conduct clause 2.7(5) Integrated Regional Licence condition 23.1 Retail Licence condition 23.4	An electricity marketing agent 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
153.	Electricity Industry Act section 82	Code of Conduct clause 2.8 Integrated Regional Licence condition 23.1 Retail Licence condition 23.4	A retailer and an electricity marketing agent 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
154. 142.	Electricity Industry Act section 82	Code of Conduct clause 2.944(1) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	An electricity marketing agent must keep a record of complaints about marketing carried out by or on behalf of the electricity marketing agent made by a customer or person contacted for the purposes of marketing, and, upon request, must give to the electricity ombudsman, within 28 days of receiving the request, all information that the electricity marketing agent has relating to the complaint.	Retail, Integrated Regional	2
155. 143.	Electricity Industry Act section 82	Code of Conduct clause 2.944(2) Integrated Regional Licence condition 23.1 Retail Licence condition 23.1	A record or other information that an electricity marketing agent is required, by the Code, to keep, must be kept for at least <u>two (2)</u> years after the last time the person to whom the information relates was contacted by or on behalf of the electricity marketing agent, <u>or after receipt of the last contact from or on behalf of the electricity marketing manager, whichever is the later.</u>	Retail, Integrated Regional	2
<u>CONNECTION</u>					
156. 144.	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
157-145.	Electricity Industry Act section 82	Code of Conduct clause 3.1(2)	Unless the customer agrees otherwise, a retailer must forward the customer's request for the connection to the relevant distributor <u>that same day, if the request is received before 3pm on a business day; or the next business day if the request is received after 3pm or on a weekend or public holiday in the timeframe specified unless the customer agrees otherwise.</u>	Retail, Integrated Regional	2
BILLING					
158-146.	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 (3) months, unless <u>under the circumstances specified exist in subclause 4.1.</u>	Retail, Integrated Regional	2
159-147.	Electricity Industry Act section 82	Code of Conduct clause 4.2(12)	For the purposes of subclause 4.1(a)(ii), a retailer may only place a has given a customer <u>notice, if, prior to placing a customer on a shortened billing cycle, without the customer's verifiable consent, in the retailer advises the customer of the information the circumstances specified in subclause 4.2(1).</u>	Retail, Integrated Regional	2
148.	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.2(2)</u>	<u>A retailer must not place a residential customer on a shortened billing cycle without the customer's verifiable consent if the customer informs the retailer that the customer is experiencing payment difficulties or financial hardship.</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
160-149.	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
161-150.	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
162-151.	Electricity Industry Act section 82	Code of Conduct clause 4.2(5)	<u>Upon request, a</u> A retailer must return a customer, who is subject to a shortened billing cycle and has paid three (3) consecutive bills by the due date, on request, to the billing cycle that previously applied to the customer.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
163-152.	Electricity Industry Act section 82	Code of Conduct clause 4.2(6)	At least once every three (3) months, 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 the customer's previous billing cycle.	Retail, Integrated Regional	2
164-153.	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 which reflects a bill-smoothing arrangement.	Retail, Integrated Regional	2
165-154.	Electricity Industry Act section 82	Code of Conduct clause 4.3(2)	If a retailer provides a customer with estimated a bills under a bill-smoothing arrangement, the retailer must ensure that the conditions specified in subclause 4.3(2) are met.	Retail, Integrated Regional	2
166-155.	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
167-156.	Electricity Industry Act section 82	Code of Conduct clause 4.5(1)	Unless the customer agrees otherwise, a retailer must include the minimum prescribed information in subclause 4.5(1) on the customer's bill, unless the customer agrees otherwise.	Retail, Integrated Regional	2
168-157.	Electricity Industry Act section 82	Code of Conduct clause 4.5(3)	If a retailer identifies and wishes to bill a customer for an historical debt, the retailer A retailer must advise the customer of the amount of the historical debt and its basis, before, with or on the customer's next bill, if the retailer wishes to bill the customer for the historical debt.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
169. 158.	Electricity Industry Act section 82	Code of Conduct clause 4.6(1)	A retailer must base the a customer's bill on the following: <ul style="list-style-type: none"> the distributor's or metering agent's reading of the meter at the customer's supply address; or the customer's reading of the meter in the circumstances specified in subclause 4.6(1)(b); or where the connection point is a type 7 connection point, the procedure as set out in the metrology procedure or Metering Code. 	Retail, Integrated Regional	2
170. 159.	Electricity Industry Act section 82	Code of Conduct clause 4.6(2)	Prior to a customer reading a meter under subclause 4.6(1)(b), 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
171. 160.	Electricity Industry Act section 82	Code of Conduct clause 4.7	Other than in respect of a Type 7 connection, a retailer must use its best endeavours to ensure that meter reading data is obtained as frequently as is required to prepare its bills; and, in any event, at least once every twelve 12 months, in accordance with clause 4.6(1)(a) of the Code of Conduct.	Retail, Integrated Regional	NR
172. 161.	Electricity Industry Act section 82	Code of Conduct clause 4.8(1)	If a retailer is unable to reasonably base a bill on a reading of the meter, a retailer must give the customer an estimated bill, in the manner specified, if the retailer is unable to reasonably base a bill on a reading of the meter.	Retail, Integrated Regional	2
173. 162.	Electricity Industry Act section 82	Code of Conduct clause 4.8(2)	In circumstances where the customer's bill is estimated, a retailer must specify, in a visible and legible manner, specify the stated information on the customer's bill the information detailed in subclause 4.8(2), in circumstances where the customer's bill is estimated.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
174. 163.	Electricity Industry Act section 82	Code of Conduct clause 4.8(3)	Upon request, a retailer must tell-inform a customer, on request, of the basis and the reason for the estimation.	Retail, Integrated Regional	2
175. 164.	Electricity Industry Act section 82	Code of Conduct clause 4.9	Where the if a retailer gives a customer an estimated bill, and the meter is subsequently read, the retailer must include an adjustment on the next bill to take account of the actual meter reading in accordance with clause 4.19.	Retail, Integrated Regional	2
176. 165.	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 in subclause 4.10.	Retail, Integrated Regional	NR
177. 166.	Electricity Industry Act section 82	Code of Conduct clause 4.11(1)	If a customer requests the meter to be tested and pays a retailer's reasonable charge (if any) for doing so, a retailer must request the distributor or metering agent to do so 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
178. 167.	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
179. 168.	Electricity Industry Act section 82	Code of Conduct clause 4.12(1)	If a retailer offers alternative tariffs and a customer applies to receive an alternate tariff (and demonstrates to the retailer that they satisfy the conditions of eligibility), a retailer must change the customer to an alternate tariff within 10 business days of the customer satisfying those conditions 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
180-169.	Electricity Industry Act section 82	Code of Conduct clause 4.13	If a customer's electricity use changes and the customer is no longer eligible to continue to receive an existing, more beneficial tariff, a retailer must give the customer written notice prior to changing the customer to an alternative tariff 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
181.—	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
182.—	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
183-170.	Electricity Industry Act section 82	Code of Conduct clause 4.14(1) 5(1)	If a customer requests a retailer to issue a final bill at the customer's supply address, a retailer must use reasonable endeavours to arrange for a that final bill in accordance with the customer's request if a customer requests the retailer to issue a final bill at the customer's supply address.	Retail, Integrated Regional	NR
184-171.	Electricity Industry Act section 82	Code of Conduct clause 4.14 5 (2)	A retailer must repay the customer any amount in credit at the time of the account's s closure.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
185-172.	Electricity Industry Act section 82	Code of Conduct clause 4.15 6	<u>Subject to a customer paying that portion of the bill under review that a customer and a retailer agree is not in dispute, or an amount equal to the average amount of the customer's bill over the previous 12 months (excluding the bill in dispute, whichever is less), and paying any future bills that are properly due, a</u> 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
186-173.	Electricity Industry Act section 82	Code of Conduct clause 4.1 6 7(1)(a)	A retailer must follow the procedures specified <u>If a review of a bill has been conducted and the retailer is satisfied that the bill is correct, the retailer may require a customer to pay the unpaid amount; must advise the customer that the customer may request the retailer to arrange a meter test in accordance with the applicable law; and must advise the customer of the existence and operation of the retailer's internal complaints handling processes and details of any applicable external complaints handling processes.</u> or incorrect.	Retail, Integrated Regional	2
174.	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.16(1)(b)</u>	<u>If a review of the bill has been conducted and a retailer is satisfied that the bill is incorrect, a retailer must adjust the bill in accordance with clauses 4.17 and 4.18.</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
187-175.	Electricity Industry Act section 82	Code of Conduct clause 4.1 6 7(2)	A <u>The</u> retailer must inform the <u>a</u> 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
176.	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.16(3)</u>	<u>If the retailer has not informed a customer of the outcome of the review of a bill within 20 business days from the date of receipt of the request for review, the retailer must provide the customer with notification of the status of the review as soon as practicable.</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
188-177.	Electricity Industry Act section 82	Code of Conduct clause 4.17 8 (2)	<u>If a retailer must propose to recover an amount undercharged as a result of an act or omission by a error, defect, or default for which the retailer or distributor is responsible (including where a meter has been found to be defective), a retailer must do so in the manner specified in subclause 4.17(2).</u>	Retail, Integrated Regional	2
189-178.	Electricity Industry Act section 82	Code of Conduct clause 4.1 8 9(2)	<u>If a customer (including a customer who has vacated the supply address) has been overcharged as a result of an error, defect, or default for which a retailer or distributor is responsible (including where a meter has been found to be defective), aA retailer must use its best endeavours to inform the customer within 10 business days of a retailer becoming aware of the error, defect, or default, and, subject to subclause 4.18(6), (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, subject to clause 4.19(6)ask the customer for instructions as to whether the amount should be credited to the customer's account or repaid to the customer.</u>	Retail, Integrated Regional	NR
190-179.	Electricity Industry Act section 82	Code of Conduct clause 4.1 8 9(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
180.	Electricity Industry Act section 82	Code of Conduct clause 4.18(4)	<u>In circumstances where instructions regarding repayment of an overcharged bill are not received within 20 business days of a retailer making the request, aA 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 to the customer's account.</u>	Retail, Integrated Regional	NR
<u>181.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.18(6)</u>	<u>Where the amount overcharged is less than \$75, refer to subclause 4.18(6) as to how a retailer may proceed to deal with the matter.</u>	<u>Retail, Integrated Regional</u>	<u>NR</u>
<u>182.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.19(1)</u>	<u>If a retailer proposes to recover from a customer an amount of an adjustment which does not arise due to any act or omission of the customer, a retailer must comply with subclause 4.19(1).</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
<u>183.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.19(2)</u>	<u>If the meter is read pursuant to either clause 4.6 or clause 4.3(2)(d) and the amount of the adjustment is an amount owing to the customer, the retailer must use its best endeavours to inform the customer accordingly within 10 business days and, subject to subclause (5), ask the customer for instructions about the repayment of the amount owing.</u>	<u>Retail, Integrated Regional</u>	<u>NR</u>
<u>184.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.19(3)</u>	<u>If a retailer received instructions under subclause 4.19(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions.</u>		<u>2</u>
<u>185.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 4.19(4)</u>	<u>If a retailer does not receive instructions under subclause 4.19(2), within 20 business days of making the request, the retailer must use reasonable endeavours to credit the amount of the adjustment to the customer's account.</u>		<u>NR</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
<u>PAYMENT</u>					
192-186.	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 that bill, with the date of dispatch deemed to be the date of the bill, Unless the a retailer specifies a later date, <u>the date of dispatch is the date of the bill.</u>	Retail, Integrated Regional	2
193-187.	Electricity Industry Act section 82	Code of Conduct clause 5.2(1)	A retailer must offer the <u>following</u> specified minimum payment methods: <u>in person at one or more payment outlets located within the Local Government District of the customer's supply address; by mail; for residential customers, by Centrepay; electronically by means of BPay or credit card; and by telephone by means of credit card.</u>	Retail, Integrated Regional	2
194.	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
195-188.	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 <u>with the customer, wherever possible, the amount to be debited; and the date and frequency of the direct debit conditions for the direct debit.</u>	Retail, Integrated Regional	2
196-189.	Electricity Industry Act section 82	Code of Conduct clause 5.4	<u>Upon request, a</u> retailer must accept payment in advance from a customer on request, in the circumstances specified. <u>Acceptance of an advance payment will not require a retailer to credit any interest to the amounts paid in advance. The minimum amount for which a retailer will accept an advance payment is \$20.</u>	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
197-190.	Electricity Industry Act section 82	Code of Conduct clause 5.5	If a customer is unable to pay by way of the methods described in clause 5.2, due to illness or absence, 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 <u>at no charge.</u>	Retail, Integrated Regional	2
198-191.	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 <u>in subclause 5.6(1).</u>	Retail, Integrated Regional	2
199-192.	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 <u>(5)</u> business days from the date of receipt of the previous late payment fee notice.	Retail, Integrated Regional	2
200-193.	Electricity Industry Act section 82	Code of Conduct clause 5.6(3)	A retailer must not charge a residential customer more than two <u>(2)</u> late payment fees in relation to the same bill and <u>no</u> more than 12 late payment fees in a year.	Retail, Integrated Regional	2
201-194.	Electricity Industry Act section 82	Code of Conduct clause 5.6(4)	A retailer must, if a residential customer has been assessed <u>by a retailer</u> as being in financial hardship, <u>a retailer must</u> retrospectively waive any late payment fee charged pursuant to the residential customer's last bill prior to the assessment being made.	Retail, Integrated Regional	2
202-195.	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 <u>in subclause 5.7(1).</u>	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
203-196.	Electricity Industry Act section 82	Code of Conduct clause 5.7(2)	A retailer must not require a customer <u>reasonably demonstrates to a retailer that the customer who</u> was evicted or otherwise required to vacate a supply address, <u>a retailer must not require a customer</u> to pay for electricity consumed at the customer's supply address <u>from the date the customer gave the retailer notice in the circumstances specified.</u>	Retail, Integrated Regional	2
204-197.	Electricity Industry Act section 82	Code of Conduct clause 5.7(4)	<u>Notwithstanding subclauses 5.7(1) and (2), a</u> retailer must not require a previous customer to pay for electricity consumed at the supply address in the circumstances specified <u>in subclause 5.7(4).</u>	Retail, Integrated Regional	2
205-198.	Electricity Industry Act section 82	Code of Conduct clause 5.8(1)	A retailer must comply with the Conduct Principles set out Part 2 of the in the guideline on debt <u>debt collection guideline</u> issued by the Australian Competition and Consumer Commission <u>concerning section 50 of the Australian Consumer Law (WA).</u>	Retail, Integrated Regional	2
206-199.	Electricity Industry Act section 82	Code of Conduct clause 5.8(2)	A retailer must not commence proceedings for recovery of a debt <u>from a residential customer who meets the criteria in subclause 5.8(2), in the circumstances specified.</u>	Retail, Integrated Regional	2
207-200.	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
<u>PAYMENT DIFFICULTIES & FINANCIAL HARDSHIP</u>					

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
208-201.	Electricity Industry Act section 82	Code of Conduct clause 6.1(1)	If a residential customer informs a retailer that the residential customer is experiencing payment problems, a retailer must assess whether a residential customer is experiencing payment difficulties or financial hardship, within three (3) business days, from when the residential customer informs a retailer that they are experiencing payment problems.	Retail, Integrated Regional	2
209-202.	Electricity Industry Act section 82	Code of Conduct clause 6.1(2)	When undertaking an assessment regarding payment difficulties or financial hardship, a retailer must give reasonable consideration to the information given by the residential customer and requested or held by the retailer; or advice given by an independent financial counsellor or relevant consumer representative organisation and advice specified when undertaking an assessment regarding payment difficulties or financial hardship.	Retail, Integrated Regional	NR
210-203.	Electricity Industry Act section 82	Code of Conduct clause 6.1(3)	Upon request, a retailer must advise a residential customer on request of the details and outcome of an assessment carried out under subclause 6.1(1).	Retail, Integrated Regional	2
211-204.	Electricity Industry Act section 82	Code of Conduct clause 6.2(1)	A retailer may must not unreasonably deny a residential customer's request for a temporary suspension of actions in the circumstances specified if the customer demonstrates to the retailer that the customer has made an appointment with a relevant consumer representative organisation.	Retail, Integrated Regional	2
212-205.	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 15 business days.	Retail, Integrated Regional	2
213-206.	Electricity Industry Act section 82	Code of Conduct clause 6.2(3)	A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative organisation to allow additional time to assess a residential customer's capacity to pay.	Retail, Integrated Regional	NR

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
214-207.	Electricity Industry Act section 82	Code of Conduct clause 6.3(1)(a)	In circumstances where a residential customer is assessed as experiencing payment difficulties, aA retailer must offer the alternative payment arrangements referred to in subclause 6.4(1), and advise the residential customers that additional assistance may be available if, due to financial hardship, the residential customer would be unable to meet its obligations under an agreed alternative payment arrangement, in circumstances where a residential customer is assessed as experiencing payment difficulties or financial hardship.	Retail, Integrated Regional	2
208.	Electricity Industry Act section 82	Code of Conduct clause 6.3(1)(b)	In circumstances where a residential customer is assessed as experiencing financial hardship, a retailer must offer the alternative payment arrangements referred to in subclause 6.4(1) and assistance in accordance with clauses 6.6 to 6.9	Retail, Integrated Regional	2
215-209.	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 following two (2) payment arrangements: additional time to pay a bill; and an interest-free and fee-free instalment plan or other arrangement under which the residential customer is given additional time to pay a bill or to pay arrears (including any disconnection and reconnection charges), while being permitted to continue consumption.-	Retail, Integrated Regional	2
216-210.	Electricity Industry Act section 82	Code of Conduct clause 6.4(2)	When offering an instalment plan to a residential customer experiencing payment difficulties or financial hardship, aA retailer must comply with take into account and specify the stated information and take the specified actions subclause 6.4(2) 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
217-211.	Electricity Industry Act section 82	Code of Conduct clause 6.6(1)	A retailer must give reasonable consideration to a request by a customer <u>experiencing financial hardship</u> , or a relevant consumer representative organisation, for a reduction of the customer's fees, charges, or debt.	Retail, Integrated Regional	NR
218-212.	Electricity Industry Act section 82	Code of Conduct clause 6.6(2)	In giving reasonable consideration under <u>sub</u> clause 6.6(1), a retailer should refer to the guidelines in its hardship policy referred to in <u>sub</u> clause 6.10(2)(d).	Retail, Integrated Regional	2
219-213.	Electricity Industry Act section 82	Code of Conduct clause 6.7	<u>Where it is reasonably demonstrated to the retailer that the customer experiencing financial hardship is unable to meet the customer's obligations under the previously elected payment arrangement, a</u> retailer must give reasonable consideration to offering <u>a</u> the 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
220-214.	Electricity Industry Act section 82	Code of Conduct clause 6.8	A retailer must advise the <u>a</u> customer <u>experiencing financial hardship</u> of the <u>following: a customer's right to have the bill redirected to a third person, at no charge; payment methods available to the customer; concessions available to the customer and how to access them; different types of meters available to the customer; energy efficiency information available to the customer, including the option of an energy efficiency audit; independent financial counselling available to the customer; and the availability of any other financial assistance and grants schemes.</u> specified assistance information.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
221-215.	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. A retailer must determine the minimum payment in advance amount, as referred to in subclause 5.4(3), for residential customers experiencing payment difficulties or financial hardship in consultation with relevant consumer representative organisations.	Retail, Integrated Regional	2
222.—	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
223-216.	Electricity Industry Act section 82	Code of Conduct clause 6.10(1)	A retailer must develop a hardship policy to assist customers <u>experiencing financial hardship</u> in meeting their financial obligations and responsibilities to the retailer.	Retail, Integrated Regional	2
224-217.	Electricity Industry Act section 82	Code of Conduct clause 6.10(2)	A retailer must ensure that the its hardship policy complies with the specified criteria <u>specified in subclause 6.10(2)</u> .	Retail, Integrated Regional	2
225-218.	Electricity Industry Act section 82	Code of Conduct clause 6.10(3)	A retailer must give residential customers, financial counsellors and relevant consumer representative organisations details of the financial-retailer's hardship policy, at no charge.—The retailer must provide all residential customers identified as experiencing financial hardship with, details of the its hardship policy, including by post, if requested.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
226-219.	Electricity Industry Act section 82	Code of Conduct clause 6.10(4)	A retailer must keep a record of the specified following: <u>the relevant consumer representative organisations consulted on the contents of its hardship policy; the date the hardship policy was established; the dates the hardship policy was reviewed; and the dates the hardship policy was amended</u> information related to the hardship policy.	Retail, Integrated Regional	2
227-220.	Electricity Industry Act section 82	Code of Conduct clause 6.10(5)	UA retailer must, unless otherwise notified in writing by the Authority, <u>a retailer must</u> review its hardship policy at least annually and submit to the Authority the results of that review within 5-five (5) <u>business days after it is completed of its completion.</u>	Retail, Integrated Regional	2
228-221.	Electricity Industry Act section 82	Code of Conduct clause 6.10(7)	Any review of a retailer's hardship policy must have regard to the Authority's Financial Hardship Policy Guidelines.	Retail, Integrated Regional	2
229-222.	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
<u>DISCONNECTION</u>					
230-223.	Electricity Industry Act section 82	Code of Conduct clause 7.1(1)	<u>Prior to arranging for disconnection of a customer's supply address for failure to pay a bill, a</u> retailer must: give the customer a reminder notice <u>not less than 13 business days from the date of dispatch of the bill, including the information specified in subclause 7.1(1)(a);</u> use its best endeavours to contact the customer; and give the customer a disconnection warning, in the manner and timeframes specified <u>specified in subclause 7.1(1)(c), prior to arranging for disconnection of a customer's supply address for failure to pay a bill.</u>	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
231-224.	Electricity Industry Act section 82	Code of Conduct clause 7.2(1)	A retailer must not arrange for disconnection of a customer's supply address for failure to pay a bill in the circumstances specified in subclause 7.2(1) .	Retail, Integrated Regional	2
232-225.	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
233-226.	Electricity Industry Act section 82	Code of Conduct clause 7.4(1)	A retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter unless the conditions specified in subclause 7.4(1) are satisfied.	Retail, Integrated Regional	2
234-227.	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
235-228.	Electricity Industry Act section 82	Code of Conduct clause 7.6	A retailer or distributor must comply with the limitations specified in clause 7.6 when arranging for disconnection or disconnecting a customer's supply address. A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified, subject to the exception specified.	Distribution, Retail, Integrated Regional	1
236-229.	Electricity Industry Act section 82	Code of Conduct clause 7.7(1)	Where a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the customer's supply address requires life support equipment, A-the retailer must undertake the actions specified in comply with circumstancesubclause 7.7(1) 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
<u>230.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(2)</u>	<u>Where a customer registered with a retailer under subclause 7.7(1) notifies the retailer of a change of the customer's supply address, contact details, life support equipment or that the customer's supply address no longer requires registration as a life support equipment address, the retailer must undertake the actions specified in subclause 7.7(2).</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
<u>231.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(3)</u>	<u>Where a distributor has been informed by a retailer under subclause 7.7(1)(c) or by a relevant government agency that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2), the distributor must comply with subclause 7.7(3).</u>	<u>Distribution, Integrated Regional</u>	<u>1</u>
<u>232.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(4)</u>	<u>Where the distributor has already provided notice of a planned interruption under the Network Quality and Reliability of Supply Code 2005 that will affect a supply address and has been informed by a retailer under subclause 7.7(1)(c) or by a relevant government agency that a person residing at a customer's supply address requires life support equipment, the distributor must use best endeavours to contact that customer prior to the planned interruption.</u>	<u>Distribution, Integrated Regional</u>	<u>NR</u>
<u>237.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 7.7(2)</u>	<u>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.</u>	<u>Distribution, Integrated Regional</u>	<u>4</u>
<u>RECONNECTION</u>					

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
238-233.	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, and pays the retailer's reasonable charges (if any) for reconnection , or accepts an offer of an instalment plan for the retailer's reasonable charges.	Retail, Integrated Regional	2
239-234.	Electricity Industry Act section 82	Code of Conduct clause 8.1(2)	A retailer must forward the request for reconnection to the relevant distributor within the timeframes s specified.	Retail, Integrated Regional	2
240-235.	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 in subclause 8.2(2) .	Distribution, Integrated Regional	2
241.	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	4
242.	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	4
<u>PRE-PAYMENT METERS</u>					
243-236.	Electricity Industry Act section 82	Code of Conduct clause 9. 12 (2)	A distributor may only operate a pre-payment meter at a residential customer's supply address and a retailer may only offer a pre-payment meter service in an area that has been declared by the Minister by notice published in the <i>Government Gazette</i> .	Retail, Distribution, Integrated Regional	2
244-237.	Electricity Industry Act section 82	Code of Conduct clause 9. 23 (1)	A retailer must not provide a pre-payment meter service at a residential customer's supply address without the verifiable consent of the customer or the customer's nominated representative.	Retail, Integrated Regional	2
245-238.	Electricity Industry Act section 82	Code of Conduct clause 9. 23 (2)	A retailer must establish an account for each pre-payment meter operating at a residential customer's supply address.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
246-239.	Electricity Industry Act section 82	Code of Conduct clause 9.23(3)	A retailer must not, in relation to the offer of, or provision of, a pre-payment meter service, engage in conduct that is misleading, deceptive or likely to mislead or deceive, or that is unconscionable, or exert undue pressure on a customer, nor harass or coerce a customer.	Retail, Integrated Regional	2
247-240.	Electricity Industry Act section 82	Code of Conduct clause 9.3(1) 4	A retailer must provide the prescribed information to a pre-payment meter customer in the manner stated at no charge. A retailer must advise a residential customer who requests information on the use of a pre-payment meter, at no charge, and in clear, simple and concise language, the information specified in subclause 9.3(1).	Retail, Integrated Regional	2
<u>241.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.3(2)</u>	At the time a residential customer enters into a pre-payment meter contract at a residential customer's supply address, a retailer must give the customer (at no charge) the information specified in subclause 9.3(1), as well as that in subclause 9.3(2).	<u>Retail, Integrated Regional</u>	<u>2</u>
<u>242.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.3(3)</u>	A retailer must ensure that the following information is shown on or directly adjacent to a residential customer's pre-payment meter: the positive or negative financial balance of the pre-payment meter within one dollar (\$1) of the actual balance; whether the pre-payment meter is operating on normal credit or emergency credit; a telephone number for enquiries; the distributor's 24-hour telephone number for faults and emergencies; and details of recharge facilities.	<u>Retail, Integrated Regional</u>	<u>2</u>
<u>243.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 9.3(4)</u>	Upon request and at no charge, a retailer must give a pre-payment meter customer the following information: total energy consumption; average daily consumption; and the average daily cost of consumption for the previous two (2) years, or since the commencement of the pre-payment meter contract (whichever is shorter), divided into quarterly segments.	<u>Retail, Integrated Regional</u>	<u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
248-244.	Electricity Industry Act section 82	Code of Conduct clause 9.4 5 (1), (2), (3)	If a pre-payment meter customer notifies a retailer that it wants to revert <u>replace or switch</u> the pre-payment meter to a standard meter, <u>within one (1) business day of the request</u> the retailer must <u>send the specified information to the customer and provide the specified information to the distributor in the manner stated at no charge to the customer unless allowed under the clause</u> <u>arrange with the relevant distributor to remove or render non-operational the pre-payment meter, and replace or switch the pre-payment meter to a standard meter.</u>	Retail, Integrated Regional	2
249.	Electricity Industry Act section 82	Code of Conduct clause 9.5(4)	If a retailer requests a distributor to revert a pre-payment meter, the distributor must revert the pre-payment meter within the time frames specified.	Distribution, Integrated Regional	2
245.	Electricity Industry Act section 82	Code of Conduct clause 9.4(2)	A retailer must not require payment of a charge for reversion to a standard meter if the pre-payment customer is a residential customer and that customer, or their nominated representative, requests reversion of a pre-payment meter within three (3) months of its installation or the date the customer agreed to enter into the pre-payment contract, whichever is the latter.	Retail, Integrated Regional	2
246.	Electricity Industry Act section 82	Code of Conduct clause 9.4(4)	If a retailer requests the distributor to revert a pre-payment meter, the distributor must do so within five (5) business days of receipt of the request for supply addresses within the metropolitan region; and within 10 days for supply addresses within regional areas.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
250-247.	Electricity Industry Act section 82	Code of Conduct clause 9. 45 (5)	Not less than 20 business days and not more than 40 business days prior to the expiry of the initial three (3) month period, a retailer must send a written notice in writing or by electronic means and prescribed information to a residential pre-payment meter customer within the time frames specified advising the customer of the date of the expiry of the customer's rights to revert to a standard meter at no charge, as well as the options available to the residential pre-payment meter customer.	Distributor, Retail, Integrated Regional	2
251-248.	Electricity Industry Act section 82	Code of Conduct clause 9. 56 (1)	A retailer must not provide a pre-payment meter service if the residential customer, or a person residing at the residential customer's supply address, requires life support equipment. A retailer must not provide a pre-payment service 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
252-249.	Electricity Industry Act section 82	Code of Conduct clause 9. 56 (2)	If a pre-payment meter customer notifies a retailer that a person residing at the supply address depends on life support equipment, the retailer must, or must immediately arrange to, remove or render non-operational the pre-payment meter at no charge; replace or switch the pre-payment meter to a standard meter at no charge; and provide information to the pre-payment meter customer about the contract options available to the customer. must undertake the actions specified.	Retail, Integrated Regional	1
253-250.	Electricity Industry Act section 82	Code of Conduct clause 9. 56 (3)	If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(2) , the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(3) .	Distribution, Integrated Regional	1
254-251.	Electricity Industry Act section 82	Code of Conduct clause 9. 67	A retailer must ensure that a pre-payment meter service complies with the prescribed requirements in subclause 9.6 .	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
255-252.	Electricity Industry Act section 82	Code of Conduct clause 9.7(a), (b) and (d) 8	A retailer must ensure that: <u>at least one</u> recharge facility <u>ies are is</u> located <u>as close as practicable to a pre-payment meter, and in any case no further than 40 kilometres away; a pre-payment meter customer can access a recharge facility at least three (3) hours per day, five (5) days a week; and the minimum amount to be credited by a recharge facility does not exceed \$10 per increment, and capable of being accessed in the manner specified.</u>	Retail, Integrated Regional	2
256-253.	Electricity Industry Act section 82	Code of Conduct clause 9.8 9	<u>If a pre-payment meter customer demonstrates to a retailer that the customer is entitled to receive a concession, a</u> retailer must ensure that the pre-payment meter customer receives <u>a-the</u> benefit of <u>a-the</u> concession. if the pre-payment meter customer demonstrates to the retailer that the customer is entitled to receive a concession.	Retail, Integrated Regional	2
257-254.	Electricity Industry Act section 82	Code of Conduct clause 9.4 9 (1)	If requested by a pre-payment meter customer, a retailer must make immediate arrangements to check the metering data, test the pre-payment meter, <u>and/or</u> arrange for a test of the metering installation <u>at the connection point.</u>	Retail, Integrated Regional	2
258-255.	Electricity Industry Act section 82	Code of Conduct clause 9.4 9 (2)	If requested by a retailer, a distributor must check or test a pre-payment meter at a customer's supply address.	Distribution, Integrated Regional	2
259-256.	Electricity Industry Act section 82	Code of Conduct clause 9.9 4 (4)	If a pre-payment meter is found to be inaccurate or not operating correctly, a retailer must immediately arrange for the repair or replacement of the pre-payment meter, correct any overcharging or undercharging, and refund any charges payable by the customer for testing the pre-payment meter.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
260-257.	Electricity Industry Act section 82	Code of Conduct clause 9.1 04 (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 pre-payment meter customer vacates the supply address, in circumstances where notification of the proposed vacation date has been provided. Subject to the pre-payment meter customer notifying a retailer of the proposed vacation date, a retailer must ensure that a pre-payment customer can retrieve all remaining credit at the time the pre-payment meter customer vacates the supply address.	Retail, Integrated Regional	2
264-258.	Electricity Industry Act section 82	Code of Conduct clause 9.1 04 (2), (7)	If a pre-payment meter customer (including a pre-payment meter customer who has vacated the address) has been overcharged as a result of an act or omission of a retailer or distributor, the retailer must (except in the circumstances in 9.10(7)) 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 or credit the customer's account if permitted.	Retail, Integrated Regional	NR
262-259.	Electricity Industry Act section 82	Code of Conduct clause 9.1 04 (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
263-260.	Electricity Industry Act section 82	Code of Conduct clause 9.1 04 (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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
264. 261.	Electricity Industry Act section 82	Code of Conduct clause 9.1 0 4(6)	If a retailer proposes to recover an amount undercharged <u>to a pre-payment meter customer</u> as a result of an act or omission by the retailer or distributor, the retailer must comply with the conditions specified <u>in subclause 9.10(6)</u> .	Retail, Integrated Regional	2
265. 262.	Electricity Industry Act section 82	Code of Conduct clause 9.1 1 2	<u>Where a customer owes a debt to a retailer, the</u> A retailer may only adjust the tariff payable by a pre-payment meter customer to <u>recover any amount</u> recover a debt owing by that customer to recover at a maximum of \$120 <u>on the first day, and then at a rate of no more</u> at a rate of no more than \$2 per day <u>thereafter, unless otherwise authorised by an applicable law</u> .	Retail, Integrated Regional	2
266. 263.	Electricity Industry Act section 82	Code of Conduct clause 9.1 2 3(1)	A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative organisation for a waiver of any fee to replace or switch a pre-payment meter to a standard meter.	Retail, Integrated Regional	2
267. 264.	Electricity Industry Act section 82	Code of Conduct clauses 9.1 2 3(2), <u>and</u> (3)	Where a retailer is informed by a pre-payment meter customer that the customer is experiencing payment difficulties or financial hardship, or the retailer identifies the customer has as having been disconnected <u>as in the manner</u> specified <u>in subclause 9.12(2)(b)</u> , the retailer must use <u>its</u> best endeavours to contact the customer as soon as reasonably practicable to provide <u>the the</u> prescribed information <u>prescribed in subclause 9.12(2)(c)-(g) and in the manner stated in subclause 9.12(3)</u> the manner stated .	Retail, Integrated Regional	NR
268. 265.	Electricity Industry Act section 82	Code of Conduct clause 9.14 <u>9.13(2)</u> , (3)	Where a grandfathered pre-payment meter (as prescribed) is upgraded or modified, the modified or upgraded pre-payment meter must comply with the applicable requirements <u>of Part 9</u> .	Retail, Integrated Regional	2
<u>INFORMATION & COMMUNICATION</u>					

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
269-266.	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, <u>as soon as practicable after the variation is published and no later than the next bill in the customer's billing cycle.</u> in the timeframes specified.	Retail, Integrated Regional	2
270-267.	Electricity Industry Act section 82	Code of Conduct clause 10.1(2)	<u>Upon request and at no charge,</u> a retailer must <u>give provide</u> a customer on request, at no charge, with reasonable information on the retailer's tariffs, including alternative tariffs.	Retail, Integrated Regional	2
271-268.	Electricity Industry Act section 82	Code of Conduct clause 10.1(3)	A retailer must give a customer the information requested on tariffs <u>in the manner and within the timeframes specified within eight (8) business days of the date of receipt, and, if requested, a retailer must provide the information in writing.</u> in the timeframes specified.	Retail, Integrated Regional	2
272-269.	Electricity Industry Act section 82	Code of Conduct clause 10.2(1)	<u>Upon request,</u> a retailer must on request, give provide a non-contestable customer its <u>with their</u> billing data.	Retail, Integrated Regional	2
273-270.	Electricity Industry Act section 82	Code of Conduct clause 10.2(2)	<u>If a non-contestable customer requests billing data for a period less than the previous two (2) years and no more than once a year, or in relation to a dispute with the retailer, a retailer must provide the data at no charge.</u> A retailer must give the requested billing data at no charge in the circumstances specified.	Retail, Integrated Regional	2
274-271.	Electricity Industry Act section 82	Code of Conduct clause 10.2(3)	A retailer must give the requested billing data <u>under subclause 10.2(1)</u> within 10 business days of the receipt of the request or <u>upon the</u> payment of the retailer's reasonable charge for providing the billing data.	Retail, Integrated Regional	2
275-272.	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 <u>(7)</u> years.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
276-273.	Electricity Industry Act section 82	Code of Conduct clause 10.3	Upon request and at no charge, aA retailer must give <u>provide</u> a residential customer <u>with information on</u> on request, at no charge, the types of concessions <u>available to the residential customer, and the name and contact details of the organisation responsible for administering those concessions (if not the retailer).</u> information specified.	Retail, Integrated Regional	2
277-274.	Electricity Industry Act section 82	Code of Conduct clause 10.3A	At least once a year, aA retailer must give <u>provide</u> a customer , at least once a year, with written details of the retailer's and distributor's obligations to make payments to the customer under Part 14 <u>of this Code</u> and under any other legislation in Western Australia, including the amount of the payment and the eligibility criteria for the payment.	Retail, Integrated Regional	2
278-275.	Electricity Industry Act section 82	Code of Conduct clause 10.4	Upon request and at no charge, aA retailer must give <u>provide</u> a customer on request, at no charge, the general energy efficiency information specified <u>with general information on cost effective and efficient ways to utilise electricity; how a customer may arrange for an energy efficiency audit at the customer's supply address; and the typical running costs of major domestic appliances.</u>	Retail, Integrated Regional	2
279-276.	Electricity Industry Act section 82	Code of Conduct clause 10.5	If asked by a customer for information relating to the distribution of electricity, aA retailer must give <u>the</u> 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
280-277.	Electricity Industry Act section 82	Code of Conduct clause 10.6	Upon request and at no charge, aA distributor must give <u>provide</u> a customer on request, at no charge, customer with the information specified in subclause 10.6, the specified information that is particular to a distributor.	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
281-278.	Electricity Industry Act section 82	Code of Conduct clause 10.7(1)	Upon request, a A distributor must provide, on request, give a customer its with their consumption data.	Distribution, Integrated Regional	2
282-279.	Electricity Industry Act section 82	Code of Conduct clause 10.7(2)	A distributor must give lf a customer the requested their consumption data under subclause 10.7(1), the distributor must provide the information at no charge in the circumstances specified in subclause 10.7(2).	Distribution, Integrated Regional	2
283-280.	Electricity Industry Act section 82	Code of Conduct clause 10.7(3)	A distributor must give provide a customer with the requested consumption data within 10 business days of the receipt of the request, or, if payment is required (and requested by the distributor within two (2) business days of the request), within 10 business days of receipt of payment of the distributor's reasonable charge for providing the consumption data.	Distribution, Integrated Regional	2
284-281.	Electricity Industry Act section 82	Code of Conduct clause 10.7(4)	A distributor must keep a customer's consumption data for seven (7) years.	Distribution, Integrated Regional	2
285-282.	Electricity Industry Act section 82	Code of Conduct clause 10.8(1)	Upon request, a A distributor must, on request, tell inform a customer how the customer can obtain information on distribution standards and metering arrangements prescribed under the specified Acts or adopted by the distributor that are relevant to the customer.	Distribution, Integrated Regional	2
286-283.	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 website.	Distribution, Integrated Regional	2
287-284.	Electricity Industry Act section 82	Code of Conduct clause 10.9	To the extent practicable, a A retailer and distributor must, to the extent practicable, ensure that any written information that must be given to a customer by the retailer or distributor or its electricity marketing agent under the Code of Conduct is expressed in clear, simple, 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
288-285.	Electricity Industry Act section 82	Code of Conduct clause 10.10(1)	<u>Upon request, a</u> retailer and <u>a</u> distributor must tell a customer on request how the customer can obtain a copy of the Code of Conduct.	Distribution, Retail, Integrated Regional	2
289-286.	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
290-287.	Electricity Industry Act section 82	Code of Conduct clause 10.10(3)	A retailer and <u>a</u> distributor must make a copy of the Code of Conduct available for inspection, at no charge, at their <u>respective</u> offices.	Distribution, Retail, Integrated Regional	2
291-288.	Electricity Industry Act section 82	Code of Conduct clause 10.11(1)	<u>Upon request and at no charge, a</u> retailer and <u>a</u> distributor must make available to a residential customer on request, at no charge, services that assist the residential customer in interpreting information provided by the retailer or distributor <u>(including independent multi-lingual and TTY services, and large print copies)</u> .	Distribution, Retail, Integrated Regional	2
292-289.	Electricity Industry Act section 82	Code of Conduct clause 10.11(2)	A retailer and, where appropriate, a distributor, must include in relation to residential customers, the telephone number for their TTY services and for independent multi-lingual services, as well as and the National Interpreter Symbol with the words "Interpreter Services", on the documents bill and bill-related information, reminder notices and disconnection warnings specified.	Distribution, Retail, Integrated Regional	2
293-290.	Electricity Industry Act section 82	Code of Conduct clause 10.12(1)	<u>Upon request and at no charge, a</u> distributor must advise a customer, at no charge, of the availability of different types of meters, <u>as well as their suitability to the customer's supply address, purpose, costs, and installation, operation and maintenance procedures.</u>	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
294-291.	Electricity Industry Act section 82	Code of Conduct clause 10.12(2)	If requested, 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
<u>COMPLAINTS & DISPUTE RESOLUTION</u>					
295-292.	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
296-293.	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 The complaints handling process under subclause 12.1(1) must comply with the requirements specified in subclauses 12.1(2)(a), (b) and (c) and be made available at no cost.	Distribution, Retail, Integrated Regional	2
297-294.	Electricity Industry Act section 82	Code of Conduct clause 12.1(3)	A retailer or a distributor must advise the customer in accordance with subclause 12.1(3) at least provide the specified advice to a customer when handling a complaint.	Distribution, Retail, Integrated Regional	2
298-295.	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
299-296.	Electricity Industry Act section 82	Code of Conduct clause 12.3	Upon request and at no charge, a retailer, distributor and electricity marketing agent 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
300-297.	Electricity Industry Act section 82	Code of Conduct clause 12.4	When a retailer, distributor or electricity marketing agent who receives a complaint that does not relate to its functions, it must refer advise the customer of the entity that it reasonably considers to be the appropriate entity to deal with the complaint (if known). complaint to the appropriate entity and inform the customer of the referral.	Distribution, Retail, Integrated Regional	2
<u>RECORD-KEEPING & REPORTING</u>					
304-298.	Electricity Industry Act section 82	Code of Conduct clause 13.1(1)	Unless expressly provided otherwise, a retailer, distributor or electricity marketing agent must keep a record or other information as required to be kept by the Code of Conduct for at least two (2) years from the last date on which the information was recorded, unless expressly provided otherwise.	Distribution, Retail, Integrated Regional	2
299.	Electricity Industry Act section 82	Code of Conduct clause 13.1(2)	For the purposes of subclause 13.1(1), a retailer must keep the information specified in subclause 13.1(2).	Retail, Integrated Regional	2
300.	Electricity Industry Act section 82	Code of Conduct clause 13.1(3)	For the purposes of subclause 13.1(1), a distributor must keep the information specified in subclause 13.1(3).	Distribution, Integrated Regional	2
302-301.	Electricity Industry Act section 82	Code of Conduct clause 13.2(a) and (b)	A retailer must keep a record of the items specified in subclauses 13.2(a) and (b) the total number of, and percentage of, customers under the affordability and access indicators specified.	Retail, Integrated Regional	2
	Electricity Industry Act section 82	Code of Conduct clause 13.2(c)	Where the retailer has issued a bill outside of the time-frame set out in subclause 4.1(b), a retailer must keep a record of the actions it undertook, and the responses from the distributor to those actions, to obtain metering data.	Retail, Integrated Regional	2
303-302.	Electricity Industry Act section 82	Code of Conduct clause 13.3(1)	A retailer must keep a record of the complaints information specified in subclause 13.3(1) customer complaint indicators specified.	Retail, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
304. 303.	Electricity Industry Act section 82	Code of Conduct clause 13.3(2)	A retailer must keep a copy record of <u>the details of</u> each complaint referred to in <u>subclause 13.3(1)</u> (including complaints made directly to a retailer).	Retail, Integrated Regional	2
305. 304.	Electricity Industry Act section 82	Code of Conduct clause 13.4	A retailer must keep a record of the payments the total number of payments and data on the average amount of payments made under the compensation indicators specified <u>made under clauses 14.1, 14.2 and 14.3.</u>	Retail, Integrated Regional	2
306. 305.	Electricity Industry Act section 82	Code of Conduct clause 13.5	A retailer must keep a record of the call centre performance indicators specified <u>in subclause 13.5.</u>	Retail, Integrated Regional	2
307. 306.	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 <u>customer</u> accounts <u>specified held by contestable and non-contestable customers.</u>	Retail, Integrated Regional	2
308. 307.	Electricity Industry Act section 82	Code of Conduct clause 13.7(1)	A retailer must keep a record of the <u>information related to pre-payment meter customers specified number of pre-payment meter customers, complaints information and other pre-payment meter information specified in</u> <u>subclause 13.7(1).</u>	Retail, Integrated Regional	2
<u>308.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 13.7(2)</u>	<u>A retailer must keep a record of the details of each complaint relating to a pre-payment meter customer.</u>	<u>Retail, Integrated Regional</u>	<u>2</u>
309.	Electricity Industry Act section 82	Code of Conduct clause 13.8(1)	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
310.	Electricity Industry Act section 82	Code of Conduct clause 13.8(2)	A distributor must keep a record of the total number of reconnections provided (other than those specified <u>in subclause 13.8(2)(a)</u>) and the total number of those reconnections not provided within the prescribed timeframe.	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
311.	Electricity Industry Act section 82	Code of Conduct clause 13.9(1)	A distributor must keep a record of the street lights information total number of street lights and the street light faults and repair indicators specified <u>in subclause 13.9(1)</u> .	Distribution, Integrated Regional	2
312.	Electricity Industry Act section 82	Code of Conduct clause 13.10(1)	A distributor must keep a record of the customer complaints information indicators specified <u>in subclause 13.10(1)</u> .	Distribution, Integrated Regional	2
313.	Electricity Industry Act section 82	Code of Conduct clause 13.10(2)	A distributor must keep a copy record of <u>the details of</u> each customer complaint referred to in <u>subclause 13.10(1)</u> .	Distribution, Integrated Regional	2
314.	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 <u>subclauses 14.4 and 14.5</u> .	Distribution, Integrated Regional	2
315.	Electricity Industry Act section 82	Code of Conduct clause 13.12	A distributor must keep a record of the call centre performance indicators specified <u>in subclause 13.12</u> .	Distribution, Integrated Regional	2
316.	Electricity Industry Act section 82	Code of Conduct clause 13.13(1)	A distributor must keep a record of the information related to pre-payment meter customer complaints 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 <u>in subclause 13.13(1)</u> .	Distribution, Integrated Regional	2
<u>317.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 13.13(2)</u>	<u>A distributor must keep a record of the details of each pre-payment meter customer's complaint referred to in subclause 13.13(1)</u> .	<u>Distribution, Integrated Regional</u>	<u>2</u>
317-318.	Electricity Industry Act section 82	Code of Conduct clause 13.14(1)	A distributor must keep a record of the total number of <u>exit points of</u> customers who are connected to its network.	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
318-319.	Electricity Industry Act section 82	Code of Conduct clause 13.15 (4)	A retailer and a distributor must prepare a report <u>in respect of each reporting year</u> setting out the information <u>in the records required by Part 13 of the Code of Conduct, in respect of each year ending on 30 June.</u> The report must be published no later than the following 4 October specified in subclause 13.15.	Distribution, Retail, Integrated Regional	2
<u>320.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 13.16</u>	<u>A distributor must prepare a report in respect of each reporting year setting out the information in the records specified in subclause 13.16.</u>	<u>Distribution,</u> <u>Integrated Regional</u>	<u>2</u>
<u>321.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 13.17(1)</u>	<u>The annual retailer and distributor reports specified in subclauses 13.15 and 13.16 are to be published no later than the following October 1.</u>	<u>Distribution,</u> <u>Retail, Integrated Regional</u>	<u>2</u>
319-322.	Electricity Industry Act section 82	Code of Conduct clause 13.17 5 (3)	A copy of each report must be given to the Minister and the Authority not less than <u>seven (7)</u> days before it is published.	Distribution, Integrated Regional, Retail	2
<u>323.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 13.18</u>	<u>A retailer and distributor must provide the information in the records in subclause 13.15 and 13.16, as applicable, to the Authority in a format acceptable to the Authority not later than the following September 23.</u>	<u>Distribution, Retail,</u> <u>Integrated Regional</u>	<u>2</u>
<u>SERVICE STANDARD PAYMENTS</u>					
320-324.	Electricity Industry Act section 82	Code of Conduct clause 14.1(1)	Subject to clause 14.65, a retailer must pay the stated compensation to a customer where the customer is not reconnected in <u>accordance with the timeframes specified in the manner specified Part 8.</u>	Retail, Integrated Regional	2
321-325.	Electricity Industry Act section 82	Code of Conduct clause 14.1(2)	Subject to clause 14.65, 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
322-326.	Electricity Industry Act section 82	Code of Conduct clause 14.2(1)	Subject to clause 14.65, <u>if a retailer fails to comply with any of the procedures specified in Part 6 and Part 7 prior to arranging for disconnection or disconnecting a customer for failure to pay a bill, or arranges for disconnection or disconnects a customer in contravention of clauses 7.2, 7.3, 7.6 or 7.7 for failure to pay a bill, at the</u> retailer must pay the stated <u>specified</u> compensation to a the customer. where the retailer has failed to follow any of the specified procedures prior to disconnection for a failure to pay.	Retail, Integrated Regional	2
323-327.	Electricity Industry Act section 82	Code of Conduct clause 14.2(2)	Subject to clause 14.65, a distributor must compensate a retailer for the payment if a retailer is liable to and makes a payment <u>under subclause 14.2(1)</u> due to an act or omission of the distributor.	Distribution, Integrated Regional	2
324-328.	Electricity Industry Act section 82	Code of Conduct clause 14.3(1)	<u>Upon receipt of a written query or complaint by a customer, a</u> retailer must acknowledge <u>the query or complaint within 10 business days,</u> and respond <u>to the query or complaint by addressing the matters raised within 20 business days.</u> to a written query or complaint by a customer within the timeframes prescribed.	Retail, Integrated Regional	2
325-329.	Electricity Industry Act section 82	Code of Conduct clause 14.3(2)	Subject to clause 14.65, a retailer must pay the stated compensation to a customer <u>\$20</u> where the retailer has failed to acknowledge or respond to a <u>written</u> query or complaint within the timeframes prescribed <u>in subclause 14.3(1).</u>	Retail, Integrated Regional	2
326-330.	Electricity Industry Act section 82	Code of Conduct clause 14.4(1)	<u>Upon receipt of a written query or complaint by a customer, a distributor must acknowledge the query or complaint within 10 business days and respond to the query or complaint by addressing the matters raised within 20 business days.</u> A distributor must acknowledge and respond to a written query or complaint by a customer within the timeframes prescribed.	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
327-331.	Electricity Industry Act section 82	Code of Conduct clause 14.4(2)	Subject to clause 14.6, a distributor must pay the customer \$20 where the distributor has failed to acknowledge or respond to a written query or complaint within the timeframes prescribed in subclause 14.4(1). Subject to clause 14.5, 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.	Distribution, Integrated Regional	2
<u>332.</u>	<u>Electricity Industry Act section 82</u>	<u>Code of Conduct clause 14.5</u>	<u>Subject to subclause 14.6, if a distributor disconnects a customer's supply address other than as authorised by this Code or otherwise by law, or as authorised by a retailer, then the distributor must pay the customer \$100 for each day that the customer was wrongfully disconnected.</u>	<u>Distribution, Integrated Regional</u>	<u>2</u>
328-333.	Electricity Industry Act section 82	Code of Conduct clause 14. 7 6(1)	A retailer who is required to make a compensation payment for failing to satisfy a service standard <u>under clauses 14.1, 14.2 or 14.3</u> , must do so in the manner specified <u>in subclause 14.7(1)</u> .	Retail, Integrated Regional	2
329-334.	Electricity Industry Act section 82	Code of Conduct clause 14. 7 6(2)	A distributor who is required to make a compensation payment for failing to satisfy a service standard <u>under clauses 14.4 or 14.5</u> , must do so in the manner specified <u>in subclause 14.7(2)</u> .	Distribution, Integrated Regional	2

15 Electricity Industry Metering Code – Licence Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
330-33	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
334-33	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
332-33	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
333-33	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 measurements specified in subclauses 3.2(1)(a)(b) using dials, a cyclometer, an illuminated display panel or some other visual means. 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
334-33	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
335-34	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
341.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.3A(1)	A network operator must ensure that bidirectional electricity flows do not occur at a metering point unless the metering installation for the metering point is capable of separately measuring and recording electricity flows in each direction.	Distribution, Integrated Regional, Transmission	2
342.	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 3.3B	A user who is aware of bi-directional flows at a metering point which was not previously subject to a bi-directional electricity flows or any changes in a customer's or user's circumstances in a metering point which will result in bi-directional electricity flows must notify the network operator within 2 business days.	Distribution, Integrated Regional, Transmission, Retail, Generation	2
343.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.3C	An accumulation meter or an interval meter that separately measures and records bi-directional electricity flows at the metering point must record the net electricity production transferred into the network that exceeds electricity consumption and the net electricity consumption transferred out of the network that exceeds electricity production.	Distribution, Integrated Regional, Transmission	2
336-34	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
337 -34	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, <u>unless otherwise agreed</u> , for each metering installation on its network, on and from the time of its connection to the network, provide, install, operate and, <u>subject to subclause 3.7(5)</u> , maintain the metering installation in the manner prescribed (unless otherwise agreed) .	Distribution, Integrated Regional, Transmission	2
338 -34	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
339 -34	Distribution Licence condition 5.1 Integrated Regional 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,	2
340 -34	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
341 -34	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
342 -35	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.8	<u>Subject to clause 3.27, aA</u> 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
343-35	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.9(3)	<u>Subject to subclauses 3.9(4), 3.9(5) and 3.9(7), e</u> 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
344-35	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 <u>a</u> Type 3 metering installation for active energy only.	Distribution, Integrated Regional, Transmission	2
345-35	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
346-35	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
347-35	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 <u>is operating consistently with good electricity industry practice to measure and record data, and to permit collection of data within the time specified in the applicable service level agreement, for at least the percentages of the year specified.</u> permits collection of data within the timeframes and to the level of availability specified.	Distribution, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
348-35	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.11(2)	<u>If an outage or malfunction occurs to a metering installation,</u> theA 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
349-35	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
<u>358.</u>	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 3.11A(1)</u>	<u>A network operator must ensure that the meters on its network are systematically sampled and tested for accuracy in accordance with AS 1284.13.</u>	<u>Distribution,</u> <u>Integrated Regional,</u> <u>Transmission</u>	<u>2</u>
<u>359.</u>	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 3.11A(2)</u>	<u>Subject to clause 3.11A(3), if a “population” of meters is deemed to have failed under AS 1284.13, the network operator must ensure that all the meters that make up the population are removed and replaced with new meters within 3 years of the testing of the population.</u>	<u>Distribution,</u> <u>Integrated Regional,</u> <u>Transmission</u>	<u>2</u>
350-36	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
351-36	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
352-36	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
353-36	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
354-36	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
355-36	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.13(3)(c)	A partial check metering installation must be physically arranged in a manner determined by the network operator, acting in accordance with good electricity industry practice.	Distribution, Integrated Regional, Transmission	2
356-36	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 comply with the prescribed requirements.	Distribution, Integrated Regional, Transmission	2
357-36	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 Table 3 in Appendix 1 , then the network operator must either (or both) install meters of a higher class accuracy and apply accuracy calibration factors within the meter in order to achieve the overall accuracy requirements prescribed to compensate for CT and VT errors, in order to achieve the accuracy requirements in Table 3 in Appendix 1.	Distribution, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
358-36	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-The network operator must ensure that a Type 1 metering installation to Type 5 metering installation on the network has the facilities and functionality prescribed.	Distribution, Integrated Regional, Transmission	2
359-36	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-The 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
360-37	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 <u>or sub-multiples of a trading interval</u> 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
371.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 3.16(3A)	If, under subclause 3.16(3), energy data for a metering point on the network is collated in sub-multiples of a trading interval, then unless the Code participant agrees otherwise, the network operator must aggregate the energy data into trading intervals before providing it to a Code participant.	Distribution, Integrated Regional, Transmission	2
364-37	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
362-37	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
363-37	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
364-37	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
365-37	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
366-37	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
367-37	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
368-37	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
369-38	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
370-38	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
371-38	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
<u>383.</u>	<u>Integrated Regional Licence condition 5.1</u> <u>Retail Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 3.24A(1)</u>	<u>If a retailer requests a network operator to install a pre-payment meter at a connection point, then the pre-payment meter must be sufficient to enable the retailer to comply with the retailer's obligations under the Code of Conduct.</u>	<u>Distribution, Integrated Regional</u>	<u>2</u>
<u>384.</u>	<u>Integrated Regional Licence condition 5.1</u> <u>Retail Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 3.24B(1)</u>	<u>If a retailer requests a network operator to replace a pre-payment meter at a connection point with a meter that is not a pre-payment meter then the network operator must do so in accordance with this Code and the Code of Conduct.</u>	<u>Distribution, Integrated Regional</u>	<u>2</u>
372-38	Generation Licence condition 5.1 Integrated Regional 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.	Integrated Regional, Retail, Generation	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
373-38	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
374-38	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, for each metering point on its network, -standing data_-and energy data-for each metering point on its network.	Distribution, Integrated Regional, Transmission	2
375-38	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
376-38	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
377-39	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
378-39	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
379-39	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 <u>If there is a discrepancy between energy data held in a metering installation and data held in the metering database, the</u> and <u>affected Code participants and the network operator</u> 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
380-39	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
381-39	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 4.5(2)	<u>Subject to subclause 5.19(6),</u> if a Code participant (other than a network operator,) becomes aware of a change to , or an inaccuracy in , an item of standing data in the registry, then it must notify the network operator and provide details of the change or inaccuracy within the timeframes prescribed.	Integrated Regional, Retail, Generation	2
382-39	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.6(1)	<u>If the 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 under Table 2 in clause 4.3(1), then the network operator must update the registry to reflect the change to, or correct the inaccuracy in, the standing data.</u> 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
383-39	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
384-39	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.7	If standing data for a metering point is updated in the registry, the network operator must, within 2 business days after the update (or such other time as is specified in the applicable service level agreement) notify the update to the current user and each previous user, if the updated standing data relates to a period or periods when the previous user was the current user. 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
385-39	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 <u>is a retailer or a generator</u> 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 <u>which provides 'read only' access</u> .	Distribution, Integrated Regional, Transmission	2
399.	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 4.8(3A)</u>	<u>A network operator must allow a user who is a retailer or a generator to have access to data held in its metering database for metering points at its associated connection points, by means of a website (or otherwise by remote access to a "data storage device" as that expression is defined in the Electronic Transactions Act 2003), using a password provided by the network operator which provides 'read only' access.</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
386-40	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)	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 using the methods prescribed, in the manner prescribed, sufficient to the standard of good electricity industry practice.	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 4.8(4)(a)	A network operator must have devices and methods in place that ensure and ensure that the data held in its metering database is secured from unauthorised local or remote access using the methods prescribed.	Distribution, Integrated Regional, Transmission	2
387-40	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 4.8(5)	Without limiting subclause 4.8(4), a network operator must ensure that electronic passwords and other electronic security controls are secured from unauthorized access and are only issued to the specified authorized personnel and otherwise keep its records of electronic passwords and other electronic security controls secure from unauthorised access.	Distribution, Integrated Regional, Transmission	2
388-40	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 (including any energy data that has been replaced under subclause 5.24) 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
389-40	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
390-40	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.1(2)	Without limiting subclause 5.1(1), a network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith, and. 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
391-40	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 <u>by no later than 2 business days after the date for the scheduled meter reading for the metering point (or such other time as is specified in the applicable service level agreement)-within the timeframes prescribed.</u>	Distribution, Integrated Regional, Transmission	2
392-40	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 at least once in every 12 month period undertake a meter reading that provides an actual value <u>that passes the validation processes in Appendix 2-at least once in any 12 month period.</u>	Distribution, Integrated Regional, Transmission	NR <u>2</u>
408.	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 5.4(1A)</u>	<u>The meter reading referred to in clause 5.4(1) must not be undertaken by the customer associated with the meter, and must be undertaken by a person who is employed or appointed by the network operator and who is suitably skilled in accordance with good electricity industry practice to carry out meter readings.</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>
393-40	Generation Licence condition 5.1 Integrated Regional 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 <u>under subclause 5.4(1).</u>	Integrated Regional, Retail, Generation	NR <u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
394.41	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.5(2)	Subject to subclause 5.5(2A)(b), a network operator may only impose a charge for the provision of data, but only if a user has requested the energy data to the extent permitted by, and under this Code in accordance with the applicable service level agreement between it and the user, and if a customer has given a direction under subclause 5.17A(1), in accordance with the prescribed conditions, must not impose a charge for the provision of data if another enactment prohibits it from doing so.	Distribution, Integrated Regional, Transmission	2
411.	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 5.5(2A)</u>	<u>A network operator must not impose a charge for the provision of standing data and for the provision of energy data if another enactment prohibits it doing so.</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>
395.41	Generation Licence condition 5.1 Integrated Regional 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.	Integrated Regional, Retail, Generation	2
396.41	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.6(1)	Subject to subclause 5.6(2), a network operator must provide validated, and where necessary, substituted or estimated energy data for a metering point to the user for the metering point and the IMO within the timeframes prescribed <u>in subclause 5.6(1)(2).</u>	Distribution, Integrated Regional, Transmission	2
397.41	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.7	<u>If a replacement energy data value is inserted in a metering database for a metering point, the</u> 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
398.41	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
399-41	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
400-41	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
401-41	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, <u>then within 2 business days after the transfer date, as defined in the Customer Transfer Code, at the</u> network operator must provide <u>an the</u> 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
402-41	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 <u>user gives a</u> network operator <u>an energy data</u> is given a request <u>for a metering point</u> 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, <u>then thea</u> network operator must provide a user with a complete set of energy data for <u>thea</u> metering point within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
403-42	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.13	<u>If the current user for a metering point gives theA</u> network operator <u>a standing data request for the metering point in accordance with the communication rules then the network operator</u> must provide <u>a the</u> 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
404.42	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 <u>If a user makes a bulk standing data request, the network operator must in accordance with the communication rules, acknowledge receipt of the request and provide the requested standing data within the timeframes prescribed.</u> in accordance with the communication rules.	Distribution, Integrated Regional, Transmission	2
405.42	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.15	If a <u>A network operator that provides energy data to a user or the IMO it must also provide the date of the meter reading in accordance with the requirements specified.</u>	Distribution, Integrated Regional, Transmission	2
406.42	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.16	A <u>If a user that collects or receives energy data from a metering installation then the user must provide the network operator with the energy data (in accordance with the communication rules) within the timeframes prescribed.</u>	Integrated Regional, Retail, Generation	2
407.42	Generation Licence condition 5.1 Integrated Regional 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.	Integrated Regional, Retail, Generation	2
425.	<u>Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 5.17A(1)</u>	<u>A network operator must provide data for a metering point from its metering database to a person if (and to the extent that) the customer associated with the metering point gives the network operator a direction to do so that complies with subclause 5.17A(2).</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>
426.	<u>Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 5.17A(3)</u>	<u>A network operator must comply with a direction under subclause 5.17A(1) within the timeframes prescribed.</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
408.42	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.18	A -If a user that collects or receives information regarding a change in the energisation status of a metering point then the user must provide the network operator with the prescribed information, including the stated attributes, within the timeframes prescribed.	Integrated Regional, Retail, Generation	2
409.42	Generation Licence condition 5.1 Integrated Regional 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, and provide that information to the network operator.	Integrated Regional, Retail, Generation	NR
410.42	Generation Licence condition 5.1 Integrated Regional 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 information in relation to the site of each connection point, with which the user is associated.	Integrated Regional, Retail, Generation	NR
411.43	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.19(3)	Subject to subclauses 5.19(3A) and 5.19(6), the A -user must, within 1 business day after becoming aware of any change in a site's prescribed an attributes described in subclause 5.19(2), notify the network operator of the change within the timeframes prescribed.	Integrated Regional, Retail, Generation	2
412.43	Generation Licence condition 5.1 Integrated Regional 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.	Integrated Regional, Retail, Generation	2
413.43	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
414.43	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.19(6)	A The user must use reasonable endeavours to ensure that it does not notify the network operator of a change in an attribute described in subclause 5.19(2) that results from the provision of standing data by the network operator to the user.	Integrated Regional, Retail, Generation	NR
415.43	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, by not later than, within 6 months from after the date this Code applies to the network operator, develop, in accordance with the communication rules, an E nergy D ata V erification R request F orm.	Distribution, Integrated Regional, Transmission	2
416.43	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
417.43	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 under subclause 5.20(3), a the network operator must, in accordance with the metrology procedure, subject to subclause 5.20(5), use reasonable endeavours to verify energy data and inform the requesting Code participant of the result of the verification and provide the verified energy data within the timeframes prescribed.	Distribution, Integrated Regional, Transmission	2
418.43	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 under subclause 5.21(1), 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
419.43	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 under subclause 5.21(1) is to be conducted in accordance with the metrology procedure and the applicable service level agreement.	Distribution, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
420-43	Generation Licence condition 5.1 Integrated Regional 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 <u>under subclause 5.21(1)</u> unless the Code participant is a user and the test or audit relates to a time or times at which the user was the current user or the Code participant is the IMO.	Integrated Regional, Retail, Generation	2
421-44	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.21(6)	A Code participant must not make a <u>request under subclause 5.21(1) test or audit request</u> that is inconsistent with any access arrangement or agreement.	Integrated Regional, Retail, Generation	2
422-44	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
423-44	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 <u>entered into under subclause 5.21(7) in respect of the testing of the metering installations, or the auditing of information from the meters associated with the metering installations,</u> must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code, <u>which results in energy data errors in the network operator's favour.</u>	Distribution, Integrated Regional, Transmission	2
424-44	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.21(11)	<u>If a test or audit shows that the accuracy of the metering installation or information from the meter associated with the metering installation does not comply with the requirements under this Code, the A-</u> 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
425.44	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
426.44	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 set out in Appendix 2 and must, where necessary, substitute and estimate energy data under this Code applying, as a minimum, the prescribed rules and procedures set out in Appendix 3 .	Distribution, Integrated Regional, Transmission	2
427.44	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 in accordance with subclause 3.13 .	Distribution, Integrated Regional, Transmission	2
428.44	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 under this Code, then the network operator must prepare substitute values using a method contained in Appendix 3 and agreed where necessary with the relevant Code participants .	Distribution, Integrated Regional, Transmission	2
429.44	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 If a network operator that detects a loss of energy data or incorrect energy data from a metering installation, it must notify each affected Code participant of the loss or error within 24 hours after detection.	Distribution, Integrated Regional, Transmission	2
430.44	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 in this subclause .	Distribution, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
431-45	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
432-45	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.23(1)	<u>A-if a network operator that</u> determines that there is no possibility of determining an actual value for a metering point, <u>then the network operator</u> 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
433-45	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.23(3)	<u>A-if a network operator that</u> has designated a deemed actual value for a metering point <u>then the network operator</u> must repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point <u>and subclauses 5.24(3(c) and 5.24(4) apply in respect of the estimated or substituted value which was designated to be the deemed actual value.</u>	Distribution, Integrated Regional, Transmission	2
434-45	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.24(1)	<u>A-if a network operator that</u> 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), <u>the network operator</u> 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
435-45	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.24(2)	<u>A-if a network operator that</u> 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), <u>then the network operator</u> 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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
436-45	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-If 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), <u>then the network operator</u> 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
437-45	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 <u>under subclause 5.24</u> .	Distribution, Integrated Regional, Transmission	2
438-45	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
439-45	Generation Licence condition 5.1 Integrated Regional Licence condition 5.1 Retail Licence condition 5.1	Electricity Industry Metering Code clause 5.27	Upon request <u>request from a network operator</u> , a-the current user <u>for a connection point</u> must provide the network operator with customer attribute information that it reasonably believes are missing or incorrect within the timeframes prescribed.	Integrated Regional, Retail, Generation	2
440-45	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 <u>for the electricity networks corporation to be its metering data agent under subclause 5.28 in respect of in relation to</u> a network, then, <u>(unless the election is terminated under the meter data agency agreement) except to the extent that the metering data agency agreement provides otherwise</u> , the parties must undertake the activities prescribed, <u>as applicable</u> .	Distribution, Integrated Regional, Transmission	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
441-46	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 under subclause 5.28 in relation to the network, then the parties must enter into an agreement in relation to the network, which must deal with at least the matters prescribed.	Distribution, Integrated Regional, Transmission	2
442-46	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 under subclause 5.28 in relation to a network, the electricity networks corporation must assess the compliance of each metering installation in the network with this Code and notify the electing network operator of each non-compliant metering installation.	Distribution, Integrated Regional, Transmission	2
443-46	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 <u>For each non-compliant metering installation notified under subclause 5.31(1)(b),</u> the electing network operator may, by notice to the electricity networks corporation, require the electricity networks corporation to upgrade a non-compliant metering installation, in which case the electricity networks corporation must undertake the upgrade in accordance with the metering data agency agreement and good electricity industry practice.	Distribution, Integrated Regional, Transmission	2
444-46	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 <u>under subclause 5.34(1)</u> for acting as the network operator's metering data agent must not exceed the amounts prescribed.	Distribution, Integrated Regional, Transmission	2
<u>464.</u>	<u>Distribution Licence condition 5.1</u> <u>Integrated Regional Licence condition 5.1</u> <u>Transmission Licence condition 5.1</u>	<u>Electricity Industry Metering Code clause 5.37(1)(a)</u>	<u>A network operator must for the year ending on each 30 June, prepare a report setting out the information listed in subclause 5.37(2) for each metering service it was requested during the year to provide or scheduled during the year to carry out.</u>	<u>Distribution, Integrated Regional, Transmission</u>	<u>2</u>

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
465.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.37(1)(b)	A network operator must provide a copy of the report described in subclause 5.37(1)(a) to the Minister and the Authority not less than 5 business days before it is published under subclause 5.37(3).	Distribution, Integrated Regional, Transmission	2
466.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.37(1)(b)	A network operator must publish the report described in subclause 5.37(1) within 3 months after the year ends.	Distribution, Integrated Regional, Transmission	2
467.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.37(2)	The report prepared by the network operator must include the information prescribed.	Distribution, Integrated Regional, Transmission	2
468.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.37(3)	For each relevant metering service, the information in subclause 5.37(2) must be reported separately for the specified classes of connection point.	Distribution, Integrated Regional, Transmission	2
469.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 5.38	network operator must keep such records of information as are required for the purposes of subclause 5.37, and must retain the information (in a format that is accessible within a reasonable period of time) for at least 7 years after the day on which a report containing the information is published under subclause 5.37(1)(c).	Distribution, Integrated Regional, Transmission	2
445-47	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
446-47	Generation Licence condition 5.1 Integrated Regional 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.	Integrated Regional, Retail, Generation	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
447-47	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
473.	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1 Transmission Licence condition 5.1	Electricity Industry Metering Code clause 6.20(5)	The network operator must publish any document that has been amended under subclause 6.20(4).	Distribution, Integrated Regional, Transmission	<u>2</u>
448-47	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
449-47	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
450-47	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-If requested by a network operator with whom it has entered into an access contract, the Code participant must notify its contact details to a network operator with whom it has entered into an access contract within 3 business days after the network operator's request after the request.	Integrated Regional, Retail, Generation	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
451-47	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 under subclause 7.2(4) at least 3 business days before the change takes effect.	Integrated Regional, Retail, Generation	2
452-47	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 subject to subclauses 5.17A and 7.6 not disclose, or permit the disclosure of, confidential information provided to it under or in connection with the Code and may only use or reproduce confidential information for the purpose for which it was disclosed or another purpose contemplated by the Code.	Integrated Regional, Retail, Generation	2
453-47	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.	Integrated Regional, Retail, Generation	2
454-48	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 If any dispute arises between any Code participants then (subject to subclause 8.2(3)) representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute 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
455-48	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
456-48	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
457-48	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
458-48	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 permitin subclause 8.3(1) .	Distribution, Integrated Regional, Transmission, Retail, Generation	NR

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

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
459-48	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
460-48	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
461-48	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 the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.	Transmission, Distribution, Integrated Regional	NR
462-48	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
463-48	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
464-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 12(3)	A distributor must take prescribed action in the event of a significant interruption to a small use customer.	Distribution, Integrated Regional	2
465-49	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
466-49	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
467-49	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
468-49	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
469-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 18	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe for a failure to give required notice of planned interruption.	Distribution, Integrated Regional	2
470-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 19	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours.	Distribution, Integrated Regional	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
471-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 21(1)	A distributor operating a relevant distribution system must provide eligible customers with information about applying for payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.	Distribution, Integrated Regional	2
472-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 21(2)	A distributor operating a relevant distribution system must provide written notice to customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.	Distribution, Integrated Regional	2
473-49	Distribution Licence condition 5.1 Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 21(3)	A distributor operating a relevant distribution system must provide written notice to eligible customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 not less than once in each financial year.	Distribution, Integrated Regional	2
474-50	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
475-50	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
476-50	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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
477-50	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
478-50	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
479-50	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
480-50	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
481-50	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
482-50	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 Electricity Licences - Licensee Specific Conditions and Obligations

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

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
483-50	Horizon Power Integrated Regional Licence Schedule 2, condition 2.1 Synergy Retail Licence Schedule 2 condition 2.1	Electricity Industry (Licence Conditions) Regulations regulation 8	The licensee must submit to the Coordinator a draft renewable source electricity contract by the time specified in the Act or by the Coordinator.	Horizon Power Integrated Regional Licence Synergy Retail Licence	2
484-51	Horizon Power Integrated Regional Licence Schedule 2, condition 2.6 Synergy Retail Licence Schedule 2 condition 2.6	Electricity Industry (Licence Conditions) Regulations regulation 8	The licensee must comply with a direction by the Coordinator to submit an amendment to the renewable source electricity contract by the time specified.	Horizon Power Integrated Regional Licence Synergy Retail Licence	2
485-51	Horizon Power Integrated Regional Licence Schedule 2, condition 3.1 and 3.2 Synergy Retail Licence Schedule 2 condition 3.1 and 3.2	Electricity Industry (Licence Conditions) Regulations regulation 6	The licensee must offer to purchase renewable source electricity from a renewable source electricity customer under an approved renewable source electricity contract.	Horizon Power Integrated Regional Licence Synergy Retail Licence	2
486-51	Horizon Power Integrated Regional Licence Schedule 2, condition 3.3 Synergy Retail Licence Schedule 2 condition 3.3	Electricity Industry (Licence Conditions) Regulations regulation 7	The licensee must submit to the Coordinator a written report detailing the amount of renewable source electricity purchased by the licensee and the cost of purchasing that renewable source electricity as soon as practicable at the end of each financial year.	Horizon Power Integrated Regional Licence Synergy Retail Licence	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
487-51	Horizon Power Integrated Regional Licence Schedule 2, condition 4.1 Western Power Transmission Licence Schedule 2 condition 2.1 Western Power Distribution Licence Schedule 2 condition 2.1	Electricity Industry Act section 61 and 65	The licensee must submit to the Coordinator a draft extension and expansion policy within the specified timeframe.	Horizon Power Integrated Regional Licence Western Power Transmission Licence Western Power Distribution Licence	2
488-51	Horizon Power Integrated Regional Licence Schedule 2, condition 4.2 Western Power Transmission Licence Schedule 2 condition 2.2 Western Power Distribution Licence Schedule 2 condition 2.2	Electricity Industry Act section 62, 64 and 65	The licensee must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy or an amendment to an extension and expansion policy.	Horizon Power Integrated Regional Licence Western Power Transmission Licence Western Power Distribution Licence	2
489-51	Horizon Power Integrated Regional Licence Schedule 2, condition 4.3 Western Power Transmission Licence Schedule 2 condition 2.3 Western Power Transmission Licence Schedule 2 condition 2.3	Electricity Industry Act section 65	The licensee must implement arrangements set out in an approved extension and expansion policy.	Horizon Power Integrated Regional Licence Western Power Transmission Licence Western Power Distribution Licence	2
490-51	Western Power Transmission Licence Schedule 2 condition 3.1 Western Power Transmission Licence Schedule 2 condition 3.1	Electricity Industry Act section 11	The licensee will operate and maintain a trouble call fault management system.	Western Power Transmission Licence Western Power Distribution Licence	2

No.	Licence Condition	Obligations under Condition	Description	Licensee	Type
491-51	Western Power Transmission Licence Schedule 2 condition 3.2 Western Power Transmission Licence Schedule 2 condition 3.2	Electricity Industry Act section 11	The licensee must provide prior notification to the Authority if it intends to outsource its trouble call fault management system.	Western Power Transmission Licence Western Power Distribution Licence	2
492-51	Clear Energy Retail Licence Schedule 2 condition 1	Electricity Industry Act section 11	Prior to entering into a standard form contract or a non-standard contract with a customer, the licensee must provide the specified information verbally and in writing.	Clear Energy Retail Licence	2
493-51	Horizon Power Integrated Regional Licence condition 5.1 Synergy Retail Licence condition 5.1	Electricity Industry (Customer Contracts) Regulations 2005 regulation 40	Subject to specified exceptions, the licensee must offer to supply electricity under a standard form contract to a customer who requests it.	Horizon Power Integrated Regional Licence Synergy Retail Licence	2

18 Performance Reporting Obligations

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

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

That is, any particular indicator will consist of two letters, one that designates whether or not it relates to distribution or retail licencees 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 Licencees as it is prefixed with the letter 'D' and relates to the grouping 'Customer Connections' as it subsequently contains the letter 'A'.

18.1 Reporting Information – Distribution Licensees

NOTE: The tables below provide a summary description of obligations.- Licensees should refer to the source documents referred to in the tables to view the obligations in full.

Table 1: Customer Connections

No.	Reference	Description
DA 1	Code of Conduct clause 13.8(1)(a)	Total number of connections provided <u>{during the reporting year}</u>
DA 2	Code of Conduct clause 13.8(1)(b)	Total number of connections provided under clause 13.8(1)(a) {of the Code <u>of Conduct</u> } not provided on or before the agreed date <u>{during the reporting year}</u>
DA 3	Code of Conduct clause 13.8(2)(a)(i)-(iii)	Total number of reconnections provided, other than those recorded <u>under-in subclause</u> 13.8(1), clause pursuant to subclause 8.1(1)(b) and <u>subclause</u> 8.8(1)(c) {of the Code <u>of Conduct</u> }
DA 4	Code of Conduct clause 13.8(2)(b)	Total number of connections provided <u>under-in subclause</u> 13.8(2)(a) {of the Code <u>of Conduct</u> } not provided within the prescribed timeframe
DA 5	Code of Conduct clause 13.14 <u>(1)</u>	Total number of <u>exit points of</u> 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 NQ&R Code)
DB 3	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(a)	For each discrete area ⁶ , 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 ⁷ , 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 ⁷ , the average percentage of time that electricity has been supplied to customer premises
DB 6	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(d)	For each discrete area ⁷ , 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

⁶ For the purposes of these clauses, 'discrete area' is defined in accordance with Sch 1(2) of the Code.

No.	Reference	Description
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 <u>received</u> (excluding quality and reliability complaints) but including <u>pre-payment meter</u> complaints received <u>under Part 9 {of the Code of Conduct}</u>
DC 2	Code of Conduct clause 13.10(1)(b)(i)	Total Number of <u>the complaints in subclause 13.10(1)(a) that relate to</u> administrative process or customer service complaints
DC 3	Code of Conduct clause 13.10(1)(b)(ii)	Total Number of <u>the complaints in subclause 13.10(1)(a) that relate to</u> other complaints
DC 4	Code of Conduct clause 13.10(1)(e)	Percentage of customer complaints concluded within 15 business days and 20 business days
DC 5	Code of Conduct clause 13.13(1)(a)	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(1)(d)	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 and 20 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 <u>subsection 14(3)</u> 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 ⁷ {that Part 2 or an instrument made under <u>subsection 14(3)</u> has not been, or is not being, complied with}
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 <u>subsection 14(3)</u> has not been, or is not being, complied with} other than by way of payment under sections 18 and 19 {of the <u>NQ&R Code</u> }
DC 10	SCONRRR	Total number of technical QoS complaints
DC 11	SCONRRR	Total percentage of technical QoS complaints that are low supply voltage complaints

⁷ For the purposes of this clause, 'discrete areas' is defined in accordance with Sch 1(2).

No.	Reference	Description
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 P payments made under subclauses 14.4 and 14.5 {of the Code of Conduct}, including the total number of payments made and the amount paid to the customer for each payment
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 NQ&R 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 NQ&R 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)(b)	Total number of street lights reported faulty each month in the regional area
DE 3	Code of Conduct clause 13.9(1)(c)	Total number of street lights not repaired within 5 days in the metropolitan area
DE 4	Code of Conduct clause 13.9(1)(d)	Total number of street lights not repaired within 9 days in the regional area
DE 5	Code of Conduct clause 13.9(1)(e)	Total number of street lights in the metropolitan area
DE 6	Code of Conduct clause 13.9(1)(f)	Total number of street lights in the regional area
DE 7	Code of Conduct clause 13.9(1)(g)	Average number of days to repair faulty street lights in the metropolitan area
DE 8	Code of Conduct clause 13.9(1)(h)	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 a call centre of the distributor
DF 2	Code of Conduct clause 13.12(b)	Number of telephone calls to a call centre responded <u>answered by a call centre operator</u> to within 30 seconds
DF 3	Code of Conduct clause 13.12(cb)	Percentage of telephone calls to a call centre responded <u>answered to by a call centre operator</u> within 30 seconds
DF 4	Code of Conduct clause 13.12(de)	Average duration (in seconds) before a call is answered by a call centre <u>operator</u>
DF 5	Code of Conduct clause 13.12(ed)	Percentage of <u>the</u> calls <u>specified in subclause 13.12(a)</u> 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)

18.2 Reporting Information – Retail Licensees

Table 8: Customers and Customer Information

No.	Reference	Description
RA 1	Code of Conduct clause 13.6(4)(a)	Total number of residential accounts held by contestable customers
RA 2	Code of Conduct clause 13.6(4)(b)	Total number of residential accounts held by non-contestable customers
RA 3	Code of Conduct clause 13.6(4)(c)	Total number of business customer accounts held by contestable customers
RA 4	Code of Conduct clause 13.6(4)(d)	Total number of business customer accounts held by non-contestable customers
RA 5	Code of Conduct clause 13.7(1)(a)	Total number of pre-payment meter customers
RA 6	Code of Conduct clause 13.7(1)(f)	Total number of pre-payment meter customers who have reverted to a standard meter within three 3 months of the later of the installation of the pre-payment meter or the date that the customer agrees to enter into a pre-payment meter contract
RA 7	Code of Conduct clause 13.7(1)(g)	Total number of pre-payment meter customers reverting who have reverted to a standard meter in the three 3 month period immediately after following the expiry of the period referred to in subclause 13.7(1)(f) in RA 6
RA 8	Code of Conduct clause 13.7(1)(h)	Total number of pre-payment meter customers who have reverted to a standard meter

Table 9: Affordability and Access

No.	Reference	Description
RB 1	Code of Conduct clause 13.2 (4) (a)(i)	Total number of residential customers accounts who that are subject to an instalment plan have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to fault on the part of the retailer
<u>RB 2</u>	<u>Code of Conduct clause 13.2(a)(i)</u>	<u>Percentage of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to fault on the part of the retailer</u>
<u>RB 3</u>	<u>Code of Conduct clause 13.2(a)(i)</u>	<u>Total number of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to the retailer not receiving the billing data from the distributor in accordance with subclause 4.1(b)(ii) {of the Code of Conduct}</u>
<u>RB 4</u>	<u>Code of Conduct clause 13.2(a)(i)</u>	<u>Percentage of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to the retailer not receiving the billing data from the distributor in accordance with subclause 4.1(b)(ii) {of the Code of Conduct}</u>
<u>RB 5</u>	<u>Code of Conduct clause 13.2(a)(i)</u>	<u>Total number of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to the actions of the customer in accordance with subclause 4.1(b)(iii) {of the Code of Conduct}</u>
<u>RB 6</u>	<u>Code of Conduct clause 13.2(a)(i)</u>	<u>Percentage of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct} where the delay is due to the actions of the customer in accordance with subclause 4.1(b)(iii) {of the Code of Conduct}</u>
<u>RB 7</u>	<u>Code of Conduct clause 13.2(a)(ii)</u>	<u>Total number of residential customer accounts that are subject to an instalment plan under Part 6 {of the Code of Conduct}</u>
RB 82	Code of Conduct clause 13.2 (4) (a)(ii)	<u>Percentage of Percentage of residential customer accounts who that are subject to an instalment plan under Part 6 {of the Code of Conduct}</u>
RB 95	Code of Conduct clause 13.2 (4) (a)(iii)	Total number of residential customer accountss who that have been granted additional time to pay their a bill under Part 6 {of the Code of Conduct}
RB 106	Code of Conduct clause 13.2 (4) (a)(iii)	Percentage of residential customer accountss who that have been granted additional time to pay their a bill under Part 6 {of the Code of Conduct}

No.	Reference	Description
RB 119	Code of Conduct clause 13.2(4)(a)(iii iv)	Total number of residential customer accountss who that have been placed on a shortened billing cycle <u>under Part 6 {of the Code of Conduct}</u>
RB 120	Code of Conduct clause 13.2(4)(a)(iii iv)	Percentage of residential customer accountss who that have been placed on a shortened billing cycle <u>under Part 6 {of the Code of Conduct}</u>
RB 13	<u>Code of Conduct clause 13.2(b)(i)</u>	<u>Total number of business customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct}</u>
RB 14	<u>Code of Conduct clause 13.2(b)(i)</u>	<u>Percentage of business customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Code of Conduct}</u>
RB 15	<u>Code of Conduct clause 13.2(b)(ii)</u>	<u>Total number of business customer accounts that are subject to an instalment plan under Part 6 {of the Code of Conduct}</u>
RB 16	<u>Code of Conduct clause 13.2(b)(ii)</u>	<u>Percentage of business customer accounts that are subject to an instalment plan under Part 6 {of the Code of Conduct}</u>
RB 17	<u>Code of Conduct clause 13.2(b)(iii)</u>	<u>Total number of business customer accounts that have been granted additional time to pay a bill under Part 6 {of the Code of Conduct}</u>
RB 18	<u>Code of Conduct clause 13.2(b)(iii)</u>	<u>Percentage of business customer accounts that have been granted additional time to pay a bill under Part 6 {of the Code of Conduct}</u>
RB 194	Code of Conduct clause 13.2(4)(b)(iv iii)	Total number of businessnon-residential customer accountss who that have been placed on a shortened billing cycle <u>under Part 6 {of the Code of Conduct}</u>
RB 2042	Code of Conduct clause 13.2(4)(b)(iv iii)	Percentage of non-residentialbusiness customer accountss who that have been placed on a shortened billing cycle <u>under Part 6 {of the Code of Conduct}</u>
RB 21	<u>Code of Conduct clause 13.2(a)(xiv)</u>	<u>Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account</u>
RB 22	<u>Code of Conduct clause 13.2(a)(xiv)</u>	<u>Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account</u>

No.	Reference	Description
RB 23	Code of Conduct clause 13.2(b)(viii)	Total number of business customer accounts that have lodged security deposits in relation to the business customer account
RB 24	Code of Conduct clause 13.2(b)(viii)	Percentage of business customer accounts that have lodged security deposits in relation to the business customer account
RB 2513	Code of Conduct clause 13.2(1)(a)(xiv)	Total number of residential customer accounts who that have had direct debit plans terminated
RB 2614	Code of Conduct clause 13.2(1)(a)(xiv)	Percentage of residential customer accounts who that have had direct debit plans terminated
RB 2715	Code of Conduct clause 13.2(1)(b)(ix viii)	Total number of non-residential business customer accounts who that have had direct debit plans terminated
RB 2816	Code of Conduct clause 13.2(1)(b)(ix viii)	Percentage of non-residential business customer accounts who that have had direct debit plans terminated
RB 2917	Code of Conduct clause 13.7(1)(k)	The number of pre-payment meter customers who have been assessed as informed the retailer in writing, by telephone or by electronic means that the pre-payment meter customer is experiencing payment difficulties or financial hardship

Table 10: Disconnections for Non-Payment

No.	Reference	Description
RC 1	Code of Conduct clause 13.2(4)(a)(vii)	Total number of residential customer accounts who that 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(4)(a)(iv)	Percentage of residential customer accounts who that 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(4)(b)(iv)	Total number of business non-residential customer accounts who that 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(4)(b)(iv)	Percentage of business non-residential customer accounts who that 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(4)(a)(vi)	Total number of residential customer accounts who that have been disconnected who under subclause 13.2(a)(v) that were previously the subject of an instalment plan
RC 6	Code of Conduct clause 13.2(4)(a)(vii)	Percentage of residential customer accounts who that have been disconnected under subclause 13.2(a)(v) who that were previously the subject of an instalment plan
RC 7	Code of Conduct clause 13.2(4)(a)(vii)	Total number of residential customer accounts who that have been disconnected under subclause 13.2(a)(v) and that have been disconnected pursuant to clauses 7.1 to 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year within the past 24 months
RC 8	Code of Conduct clause 13.2(4)(a)(vii)	Percentage of residential customer accounts that have been disconnected under subclause 13.2(a)(v) and that have been disconnected pursuant to clauses 7.1 to 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year 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(4)(a)(viii)	Total number of residential customer accounts who that have been disconnected under subclause 13.2(a)(v) while receiving the subject of a concession
RC 10	Code of Conduct clause 13.2(4)(a)(viii)	Percentage of residential customer accounts who that have been disconnected under subclause 13.2(a)(v) while receiving the subject of a concession
RC 11	Code of Conduct clause 13.7(1)(i)	The number of instances where a pre-payment meter customers has who have been disconnected

No.	Reference	Description
RC 123	Code of Conduct clause 13.7(1)(ii)	The number of instances where of a pre-payment meter customers who have has not received electricity other than being disconnected
RC 135	Code of Conduct clause 13.7(1)(l)	The number of pre-payment meter _ customers who have the retailer identifies have been been disconnected three 2 or more times in any three 1 month period for longer than 240 120 minutes on each occasion

Table 11: Reconnections

No.	Reference	Description
RD 1	Code of Conduct clause 13.2(4)(a)(ix)	Total number of residential customer accounts that the retailer has requested who have to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7-7 days of having requesting the residential customer account to be disconnected under subclause 13.2(1)(v)
RD 2	Code of Conduct clause 13.2(4)(a)(ix)	Percentage of residential customer s accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected under subclause 13.2(1)(v) 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(4)(b)(vi)	Total number of non-residential/business customer accountss that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected under clauses 7.1 to 7.3 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(4)(b)(vi)	Percentage of business/non-residential customer accounts s that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected under clauses 7.1 to 7.3 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(4)(a)(xi)	Total number of residential customer accountss who that have been reconnected pursuant to subclause 13.2(a)(ix) that in the same name who were previously the subject of an instalment plan
RD 6	Code of Conduct clause 13.2(1)(a)(xi)	Percentage of residential customer accountss who that have been reconnected pursuant to subclause 13.2(a)(ix) that in the same name who were previously the subject of an instalment plan
RD 7	Code of Conduct clause 13.2(4)(a)(xiii)	Total number of residential customers customer accounts who that have also been reconnected in the same name and at the same supply address pursuant to subclause 13.2(a)(ix) within on at least 1 other occasion during the reporting year or the previous reporting year the past 24 months
RD 8	Code of Conduct clause 13.2(4)(a)(xii)	Percentage of residential customer accounts that have also been reconnected pursuant to subclause 13.2(a)(ix) on at least 1 other occasion during the reporting year or the previous reporting year customers who have been reconnected in the same name and at the same supply address within the past 24 months
RD 9	Code of Conduct clause 13.2(4)(a)(xiii)	Total number of residential customer accountss who that have been reconnected pursuant to subclause 13.2(a)(ix) and whethat , immediately prior to disconnection, were receiving the subject of a concession

No.	Reference	Description
RD 10	Code of Conduct clause 13.2(4)(a)(xiii)	<u>Percentage of residential customer accounts that have been reconnected pursuant to subclause 13.2(a)(ix) and that, immediately prior to disconnection, were the subject of a concession</u> Percentage of residential customers who have been reconnected and who, immediately prior to disconnection, were receiving a concession
RD 11	Code of Conduct clause 13.2(4)(a)(viii)	Total number of residential customer <u>accounts</u> who that the retailer <u>has</u> requested to be reconnected, <u>other than</u> pursuant to <u>subclause 8.1(1)(ab)</u> , and clause 8.1(1)(c) (of the Code) , <u>who that</u> were not reconnected within the prescribed timeframe
RD 12	Code of Conduct clause 13.2(4)(a)(xviii)	Percentage <u>of residential customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), that were not reconnected within the prescribed timeframe</u> of residential customers who the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b); and clause 8.1(1)(c) (of the Code), who were not reconnected within the prescribed timeframe
RD 13	Code of Conduct clause 13.2(4)(b)(vii)	Total number of <u>business non-residential</u> customer <u>accounts</u> who that the retailer <u>has</u> requested to be reconnected, <u>other than</u> pursuant to <u>subclause 8.1(1)(ab) that</u> and clause 8.1(1)(c) (of the Code) , <u>who</u> were not reconnected within the prescribed timeframe
RD 14	Code of Conduct clause 13.2(4)(b)(vii)	Percentage of <u>business customer accounts that the retailer has requested to be reconnected pursuant to subclause 8.1(1)(a) that were not reconnected within the prescribed timeframe</u> non-residential customers who the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) and clause 8.1(1)(c) (of the Code), who were not reconnected within the prescribed timeframe

Table 12: Security Deposits

No.	Reference	Complaints
RE 1	Code of Conduct clause 13.2(4)(a)(xiviii)	Total number of residential customer accountss who that have lodged security deposits <u>in relation to the residential customer account</u>
RE 2	Code of Conduct clause 13.2(4)(a)(xivii)	Percentage of <u>residential customer accounts that have lodged security deposits in relation to the residential customer account</u> residential customers who have lodged security deposits
RE 3	Code of Conduct clause 13.2(4)(b)(viii)	Total number of businessnon-residential customer s-accounts that who have lodged security deposits <u>in relation to the business customer account</u>
RE 4	Code of Conduct clause 13.2(4)(b)(viii)	Percentage of <u>business customer accounts that have lodged security deposits in relation to the business customer account</u> 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 <u>and business customers, other than complaints received under subclause 13.7(1)(b)</u>
RF 2	Code of Conduct clause 13.3(1)(b)(i)	Percentage-Total number of total the complaints from residential customers in subclause 13.3(1)(a) that relate to billing/credit complaints
RF 3	Code of Conduct clause 13.3(1)(b)(ii)	Percentage-Total number of total the complaints in subclause 13.3(1)(a) from residential customers that relate to transfer complaints
RF 4	Code of Conduct clause 13.3(1)(b)(iii)	Percentage-Total number of total the complaints in subclause 13.3(1)(a) from residential customers that relate to marketing complaints <u>(including complaints made directly to a retailer)</u>
RF 5	Code of Conduct clause 13.3(1)(b)(iv)	Percentage-Total number of total the complaints in subclause 13.3(1)(a) from residential customers that relate to other complaints
RF 6	Code of Conduct clause 13.3(1)(e)	Percentage of <u>complaints from</u> residential customers <u>complaints resolved-concluded</u> within 15 business days and 20 business days
<u>RF 7</u>	<u>Code of Conduct clause 13.3(1)(f)</u>	<u>Percentage of complaints from business customers concluded within 15 business days and 20 business days</u>
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)	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)	Percentage of total complaints from non-residential customers that relate to transfer complaints
RF 10	Code of Conduct clause 13.3(1)(b)(iii)	Percentage of total complaints from non-residential customers that relate to marketing complaints
RF 11	Code of Conduct clause 13.3(1)(b)(iv)	Percentage of total complaints from non-residential customers that relate to other complaints

No.	Reference	Complaints
RE 12	Code of Conduct clause 13.3(1)(f)	Percentage of non-residential customer complaints resolved within 15 business days and 20 business days
RF 813	Code of Conduct clause 13.7(1)(b)	Total number of complaints, other than those complaints specified in subclause 13.13(1)(a) {of the Code of Conduct}, relating to a pre-payment meter customer
RF 914	Code of Conduct clause 13.7(1)(e)	Percentage of complaints from pre-payment meter customers' complaints, other than those complaints specified in subclause 13.13(1)(a) {of the Code of Conduct}, concluded within 15 business days and 20 business days

Table 14: Compensation Payments

No.	Reference	Complaints
RG 1	Code of Conduct clause 13.4(a)	Total number of payments made and the amount paid to the customers 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 23	Code of Conduct clause 13.4(b)	Total number of payments made and the amount paid to the customers 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 35	Code of Conduct clause 13.4(c)	Total number of payments made and the amount paid to the customers 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 a call centre of the retailer
RH 2	Code of Conduct clause 13.5(b)	Total number of telephone calls to a call centre responded <u>answered by a call centre operator</u> to within 30 seconds
RH 3	Code of Conduct clause 13.5(cb)	Percentage of telephone calls to a call centre responded <u>answered by a call centre operator</u> to within 30 seconds
RH 4	Code of Conduct clause 13.5(de)	Average duration (in seconds) before <u>a is</u> call answered by <u>a call centre operator</u> a call centre
RH 5	Code of Conduct clause 13.5(d)	Percentage of <u>the</u> calls <u>in subclause 13.5(a)</u> 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	Amendments to this Manual include: <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.
1 July 2010	Amendments to this Manual include: <ul style="list-style-type: none"> • Sections 1 – 5 to remove redundant information. • Sections 6 and 7 to update the compliance report template. • Sections 8 and 14 to incorporate the amended 2008 Code that comes into effect on 1 July 2010. • Sections 12, 13, 15 and 16 to correct errors and omissions. • Updating section 17 to include performance reporting obligations arising from the amended 2008 Code.
10 May 2011	Amendments to this Manual include: <ul style="list-style-type: none"> • Section 1 and 6 – minor amendments to the text/re-worded. • Section 2 – previous Section 2 replaced with “Section 2 – Amending this Reporting Manual”. • Section 3 – previous section 3 replaced with “Section 3 – Performance Reporting” • Section 4 – previous section 4 replaced with “Section 4 – Classification of Compliance Obligations” • Section 5 – re-structured. • Section 7 – reworded to specify that Schedule A has been provided as the format for reporting non-compliances on an annual basis (i.e. as an attachment to the annual compliance report). • Section 11 – previous section 11 replaced with a new section “Electricity Industry (Customer Contracts) Regulations – Licence Conditions and Obligations”. • Section 12 – <ul style="list-style-type: none"> - the “Type” for No. 105 (No.85 in previous Manual) changed from Type NR to Type 2.

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