



Notice

19 July 2016

Electricity Compliance Reporting Manual - 2016

The Economic Regulation Authority (**ERA**) has published an amended version of the Electricity Compliance Reporting Manual (**Electricity Manual**).

- [Electricity Manual \(clean version\)](#)
- [Electricity Manual \(marked-up version\)](#)

Amendments to the Electricity Manual

The amended Electricity Manual incorporates the changes made to the *Code of Conduct for the Supply of Electricity to Small Use Customers (Code)*, which commenced on 1 July 2016. The new Code replaces the 2014 version of the Code. The ERA's decision on the 2016 Code is available [here](#).

The majority of changes to the Code were made to clarify the intent of the relevant clause. Some substantive amendments include:

- increasing the minimum time frame for sending out reminder notices and disconnection warnings (to take account of Australia Post's new delivery timeframe);
- allowing retailers to arrange disconnection of a customer's supply address, if access to the meter has been denied for more than nine months (previously 12 months);
- removing the requirement for distributors to provide life support customers with three business days' notice of a planned interruption, if the reason for the interruption is to reconnect supply; and
- removing the requirement for retailers to register the type of equipment for a life support customer.

Other amendments to the Electricity Manual include:

- Section 14 – amended to add omitted clauses in the *Electricity Industry (Metering) Code 2012* (reference numbers 448A – 448D in the Electricity Manual).
- Minor edits throughout the document to clarify the intent of the obligation, streamline wording and replace "Authority" with "ERA".

BACKGROUND INFORMATION

It is important that there is a shared understanding among all stakeholders on the licence terms and conditions. To support this, the ERA has issued the Electricity Manual to provide:

- a consolidated list of the compliance obligations relevant to the licensees, depending on their licence type;
- categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliances to the ERA; and
- the format and due dates of the reports that licensees must provide to the ERA.

The Electricity Manual aims to identify all the compliance requirements for electricity generation, transmission, distribution, retail and integrated regional licensees. Licensees are encouraged to note the compliance requirements that apply to their licence type and circumstances.

Numbering of Licence Obligations in the Electricity Manual

The ERA's policy for re-numbering modified licence obligations has been applied in the Electricity Manual. The ERA implemented this policy following feedback from industry representatives during the 2014 review of the ERA's *Audit and Review Guidelines*. The continuity of numbering will assist licensees in tracking their legislative obligations over long periods of time, and will be of particular assistance to auditors conducting performance audits of an electricity licence.

When a licence obligation is rescinded, the applicable obligation number is not reused and the description of the obligation is changed to "not used". When new obligations are added to the manual, they are indexed with an additional letter after the number, for example, the number 10A will be assigned to a new obligation inserted between 10 and 11.

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