

Electricity Compliance Reporting Manual

Electricity Industry Act 2004

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Economic Regulation Authority



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Contents

| | | |
|-----------|---|-----------|
| 1 | Introduction | 2 |
| 2 | Amending this Reporting Manual | 3 |
| 3 | Performance Reporting | 4 |
| 3.1 | Lodgement of Annual Performance Reports | 4 |
| 4 | Classification of Compliance Obligations | 5 |
| 5 | Compliance Reporting | 6 |
| 5.1 | Notification of Type 1 Non-compliances | 6 |
| 5.2 | Annual Compliance Reports | 6 |
| 5.2.1 | Format and Timing of Annual Compliance Reports | 6 |
| 5.2.2 | Lodgement of Compliance Reports | 7 |
| 6 | Annual Compliance Report Template | 8 |
| 7 | Format for Reporting Non-Compliances | 9 |
| 8 | Type 1 Reporting Obligations for all Licence Types | 10 |
| 9 | Electricity Industry Customer Transfer Code – Licence Conditions and Obligations | 12 |
| 10 | Electricity Industry (Obligation to Connect) Regulations – Licence Conditions and Obligations | 23 |
| 11 | Electricity Industry (Customer Contracts) Regulations – Licence Conditions and Obligations | 24 |
| 12 | Electricity Industry Act – Licence Conditions and Obligations | 28 |
| 13 | Electricity Licences – Licence Conditions and Obligations | 31 |
| 14 | Code of Conduct – Licence Conditions and Obligations | 35 |
| 15 | Electricity Industry Metering Code – Licence Conditions and Obligations | 64 |
| 16 | Electricity Industry (Network Quality and Reliability of Supply) Code – Licence Conditions and Obligations | 94 |
| 17 | Electricity Licences - Licensee Specific Conditions and Obligations | 99 |

1 Introduction

The *Electricity Industry Act 2004* (Act) governs the operation of the electricity licensing scheme in Western Australia. The Act creates five licence classifications:

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

The Economic Regulation Authority (**ERA**) is responsible for administering the licensing scheme under the Act, including granting licences and determining the terms and conditions of licences. An entity licensed by the ERA is required to comply with obligations prescribed by the Act and its regulations and codes.

It is the ERA's responsibility under the Act to monitor and report to the Minister for Energy (**Minister**) on the operation of the licensing scheme. The ERA is also responsible for informing the Minister of any failure by a licensee to comply with its licence..

It is important that there is a shared understanding among all stakeholders regarding the licence terms and conditions applicable to each type of electricity licence. In support of this objective, the ERA has issued this Electricity Compliance Reporting Manual (**Reporting Manual**) to provide:

- a consolidated list of the terms and conditions of each type of electricity licence to assist licensees with identifying applicable compliance options;
- categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliance to the ERA on a self-reporting basis; and
- the format and timing of the reports, which licensees must provide to the ERA.

The Reporting Manual identifies the compliance requirements for each type of electricity licence in every operational scenario.

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 (such as dispute resolution obligations). Accordingly, licensees should not be concerned with the large number of compliance requirements identified in this Reporting Manual. Rather, licensees are encouraged to identify the compliance requirements that apply to their licence type and circumstances.

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

This Reporting Manual is structured as follows:

- Section 3 details the nature of licensee's performance reporting requirements, including the timing of reporting and the lodging requirements
- Section 4 details the classification criteria for compliance obligations
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing and format of reporting
- Section 6 details the format of the compliance report template
- Section 7 details the format for reporting a non-compliance
- Section 8 details the Type 1 reporting obligations for all licence types (where immediate notification to the ERA 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 2016* (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 2012* (Section 15)
 - *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* (Section 16)
- Section 17 details the licence conditions applicable to specific licensees.

2 Amending this Reporting Manual

The ERA 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 have been replaced with a new obligation;
- amend the operating statistics that must be provided to the ERA; and
- improve the compliance and reporting process.

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

3 Performance Reporting

Section 11 (Schedule 1) of the Act provides that an electricity licence may require the licensee to provide to the ERA specified information on any matter relevant to the operation of the licence. In accordance with these powers, the ERA requires electricity distribution and electricity retail licensees that supply small use customers¹ to provide performance information to the ERA for each year ending 30 June.²

3.1 Lodgement of Annual Performance Reports

The ERA has published the *Electricity Retail Licence Performance Reporting Handbook* and the *Electricity Distribution Licence Performance Reporting Handbook* (collectively referred to as “**Reporting Handbooks**”) on its website. The Reporting Handbooks specify:

- the performance indicators that distributors and retailers are required to report against;
- the definitions to be applied to the performance indicators;
- how to calculate the performance data (where applicable); and
- how and when the data is to be provided to the ERA.

Licensees should refer to the relevant Reporting Handbook for further information about how to lodge their annual performance information with the ERA.

¹ A customer who consumes not more than 160 megawatt hours of electricity per year.

² This requirement may also apply to holders of an electricity integrated regional licence where small use customers are supplied.

4 Classification of Compliance Obligations

Table 1 sets out criteria that seeks to balance:

- The cost to licensees of monitoring and reporting against their compliance obligations. For example, through the appropriate classification of obligations that have minimal impact, and using a high-level and exception-based reporting framework for Type 2 non-compliances.
- Providing appropriate incentives to licensees to ensure they comply with regulatory obligations, and provide a mechanism to respond to instances where non-compliances become systemic. The obligation classification scheme, which provides more scrutiny to obligations that affect customers and other licensees, meets the first objective. Revising the classification of compliance obligations that are the subject of systemic non-compliance meets the second objective.

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 the consequences of non-compliance affect the efficiency and effectiveness of the licensee's operations or service provision, but do not cause major damage, loss or disruption to customers |
| NR (not reportable) ³ | 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 affect 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 ERA 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 or best endeavours to achieve compliance, or where the obligation does not otherwise impose a firm obligation on the licensee. |

The ERA will normally use the criteria in Table 1 to determine the appropriate rating for a compliance obligation, but it reserves the right to deviate from this approach if it is in the public interest to apply greater regulatory oversight to the matters covered by the obligation.

³ For the purpose of the annual compliance report, compliance obligations classified as Type "NR" are not reportable. They will be assessed during the independent performance audit.

5 Compliance Reporting

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

5.1 Notification of Type 1 Non-compliances

A licensee must immediately notify the ERA when it becomes aware of a breach of a Type 1 licence obligation. Refer to section 8 of this Reporting Manual for a list of Type 1 licence obligations.

The notification must include:

- a telephone call to the Executive Director, Regulation and Inquiries or the Assistant Director Utility Services Regulation⁴ to explain the nature and impact of the breach; and
- a letter from the licensee's CEO or senior executive officer to the ERA's Chair within 5 business days of the breach, which details:
 - the licence obligation that has been breached;
 - the nature and extent of the breach;
 - the impact of the breach including the number of customers and other licensees affected;
 - the reasons for the breach;
 - the actions that the licensee has taken/will take to rectify the breach;
 - the actions that the licensee has taken/will take to prevent recurrence of the breach; and
 - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

A licensee must lodge the letter at the following address:

- By post to: PO Box 8469, PERTH BC WA 6849
- By email to: usr@erawa.com.au

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

⁴ Both can be reached on (08) 6557 7900.

- 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 effect 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 of the information requirements in the Section 7 template for each non-compliance included in the annual compliance report.

The licensee's CEO or the senior executive officer responsible for the activities covered by the licence must approve the annual compliance report. The ERA must receive a signed copy of the annual compliance report for the year ending 30 June by the following 31 August.

5.2.2 *Lodging Annual Compliance Reports*

Licensees must lodge a signed copy of the annual compliance report with the ERA.

- By post to: PO Box 8469, PERTH BC WA 6849
- By email to: usr@erawa.com.au

It is important to note that compliance with clause 16.1 of the licence requires the licensee to lodge a *signed* copy of the compliance report with the ERA.

6 Annual Compliance Report Template

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

| | |
|--|--|
| Compliance Report | |
| Time period: 1 July 20__ to 30 June 20__ | |
| Submitted by: [<i>Licensee name</i>] | |
| ACN/ABN: [<i>Number</i>] | |
| To: | Chair Economic Regulation Authority (ERA) |
| [<i>Name of signing officer</i>] reports as follows: | |
| a. | This report documents compliance during [<i>Time period</i>] with all obligations classified as Type 1 and Type 2 obligations in the ERA's current Electricity Compliance Reporting Manual. |
| b. | This report has been prepared by [<i>Licensee name</i>] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the <i>Electricity Industry Act 2004</i> and in compliance with the current [<i>Licence Name/type</i>] ⁵ . |
| c. | Schedule A to this report provides information on all obligations with which [<i>Licensee name</i>] did not comply during [<i>Time period</i>] as required by the current [<i>Licence name/type</i>]. |
| d. | Other than the information provided in Schedule A, [<i>Licensee name</i>] has complied with all Type 1 and Type 2 obligations to which it is subject. |
| e. | This compliance report has been approved and signed by [<i>Licensee</i>]'s [<i>CEO/senior executive officer</i>]. |
| Date: | |
| Signed | |
| Name | |
| Position | |

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

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

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 specifies 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 ERA. The information prescribed in the table below is required for each non-compliance.

The annual compliance report template, in section 6 of this Reporting Manual, is to 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 or Type 2 non-compliance | | |
|--|--|---|
| Licence obligation no. from table in sections 9 to 17 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.

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---|--|---|----------------|
| 127. | Electricity Industry Act, section 11 | Distribution Licence, condition 6.9.1 Integrated Regional Licence, condition 6.9.1 | A distributor must create and maintain a Priority Restoration Register. | Distribution Integrated Regional | 1 |
| 128. | Electricity Industry Act, section 11 | Distribution Licence, condition 6.9.3 Integrated Regional Licence, condition 6.9.3 | The Priority Restoration Register must comply with any criteria determined by the Minister. | Distribution Integrated Regional | 1 |
| 234. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.6 | Subject to subclause 7.6(3), a retailer or distributor must comply with the limitations specified in clause 7.6 when arranging for disconnection or disconnecting a customer's supply address. | Distribution Retail Integrated Regional | 1 |
| 235. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(1) | Where a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the customer's supply address requires life support equipment, the retailer must comply with subclause 7.7(1). | Retail Integrated Regional | 1 |
| 236 | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(2) | A retailer must undertake the actions specified in subclauses 7.7(2)(e)-(g), if a customer registered with a retailer under subclause 7.7(1) notifies the retailer: <ul style="list-style-type: none"> that the person requiring life support equipment is changing supply address; | Retail Integrated Regional | 1 ⁶ |

⁶ Obligation 236 (subclause 7.7(2) of the Code of Conduct) is a Type 1 reporting obligation, except when a registered life support equipment customer notifies the retailer that the customer's supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation.

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--------------------------------|--|----------------------------------|------|
| | | | <ul style="list-style-type: none"> that the customer, but not the person requiring life support equipment, is changing supply address; of a change in contact details; or that the address no longer requires registration as life support equipment address. | | |
| 237. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(3) | If a distributor has been informed by a retailer under subclause 7.7(1)(c) or by a relevant government agency that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2), the distributor must comply with subclause 7.7(3). | Distribution Integrated Regional | 1 |
| 238. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(4) | <p>Where life support equipment is registered at a customer's supply address under subclause 7.7(3), the distributor must:</p> <ul style="list-style-type: none"> not disconnect the customer's supply address for failure to pay a bill while the person continues to reside at that address and requires the use of life support equipment; and prior to any planned interruption, provide at least 3 business days written notice to the customer's supply address and any other address nominated by the customer, or notice by electronic means to the customer, and, unless expressly requested in writing by the customer not to, use best endeavours to obtain acknowledgement (by verbal, written or electronic means) from the customer or someone residing at the supply address that the notice has been received. | Distribution Integrated Regional | 1 |
| 257. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(1) | If a customer provides the retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the address requires life support equipment, a retailer must not provide a pre-payment meter service at their supply address. Further, 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. | Retail Integrated Regional | 1 |
| 258. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(2) | If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(1), the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(2). | Distribution Integrated Regional | 1 |

9 Electricity Industry Customer Transfer Code – Licence Conditions and Obligations

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

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|---|--|---|------|
| 1. | Electricity Industry (Licence Conditions) 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 |
| 2A | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 2.3 | A network operator must prepare a report (for each year ending 30 June) as specified by the ERA; give a copy of the report to the Minister and the ERA at least 5 business days before it is published under clause 2.3(1)(c); and publish the report in accordance with clauses 1.6 and 2.3(2). | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|---|---|------|
| 5. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.1(2) | If a network operator publishes an amended data request form, it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable. | Distribution Integrated Regional Transmission | 2 |
| 6. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.2(2) | A retailer must submit a separate data request for each connection 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 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, unless otherwise agreed. | 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 request for historical consumption data that has been subsequently withdrawn. | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|---|---|------|
| 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) Regulation, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(2) | The network operator must (subject to clause 3.8(3)) provide the requested data under clause 3.8(1) electronically, in accordance with the communication rules. | Distribution Integrated Regional Transmission | 2 |
| 14. | Not used | | | | |
| 15. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.8(3) | If a retailer submits a data request under clause 3.4 and the network operator has not allocated a NMI for the contestable customer's connection point and is unable to determine a single connection point related to the data request, then the network operator must within one business day after receiving the request electronically notify the retailer of the most likely connection points to which a data request relates, up to a maximum of 10. | 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 that customer with a quotation for the supply of electricity by the retailer; or to initiate a transfer of that 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|---|--|---|------|
| 19. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.9(4) | A retailer must keep a copy of the verifiable consent received from a contestable customer for two years. | Retail Integrated Regional | 2 |
| 20. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.10(1) | A network operator must not charge for the provision of standing data. | Distribution Transmission Integrated Regional | 2 |
| 21. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 3.10(2) | A network operator must not charge more than the defined amount for the provision of historical consumption data. The charge is to be determined under the metering code, or, if the metering code does not provide means for determining the charge, by an agreement between the network operator and retailer. | 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 connection 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 that 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|--|--|------|
| 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 must submit a customer transfer request electronically and must not submit more than a prescribed number of customer transfer requests in a business day or with the same nominated transfer date, unless otherwise agreed. | Retail Integrated Regional | 2 |
| 28. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.6(3) | A retailer must withdraw a customer transfer request if the contestable customer's verifiable consent ceases to apply before the transfer occurs. | Retail Integrated Regional | 2 |
| 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|---|--|---|------|
| 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 to a retailer an electronic notice that includes the specified information within the timeframe prescribed. | Distribution Transmission Integrated Regional | 2 |
| 34. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.9(6) | A network operator and retailer must agree to a revised nominated transfer date in certain circumstances. | Distribution Transmission Retail Integrated Regional | 2 |
| 35. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.10(1) | A network operator must take certain action in accordance with a defined timetable following the receipt of a valid customer transfer request, subject to clauses 4.10(2) and 4.10(3) of the Electricity Industry Customer Transfer Code and using all reasonable endeavours to affect the transfer. | Distribution Transmission Integrated Regional | 2 |
| 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 the specified circumstances, a network operator must within one business day of the receipt of the customer transfer request electronically notify the retailer of the most likely connection points that are related to the customer transfer request, up to a maximum of 10. | Distribution Transmission Integrated Regional | 2 |
| 37A | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.10(4) | If a current retailer receives a notice under clause 4.10(1)(a) or 4.10(2)(c) in circumstances where clause 4.12(1)(a)(ii) applies, then the current retailer must promptly forward the notice to the other person referred to in clause 4.12(1)(a)(ii). | 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 on which an actual value is obtained from the contestable customer's meter. | Distribution Transmission Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|---|---|---|------|
| 39. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.11(3) | A network operator and the retailer must take certain action if the contestable customer's meter is not read on the nominated transfer date. | Distribution Transmission Retail Integrated Regional | 2 |
| 40. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.12(3) | The parties to an access contract must negotiate in good faith any necessary amendments to the access contract arising from certain circumstances. | Distribution Transmission Retail Integrated Regional | NR |
| 41. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 4.13 | A network operator must, within two business days after the transfer date, give an electronic notice of the transfer and the transfer date to the incoming retailer, the previous retailer and, if applicable, AEMO. | 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, if applicable, AEMO) must act in good faith to ensure that the affected contestable customer has the same rights and obligations as if the erroneous transfer had 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 | A verifiable consent given by a contestable customer in relation to the lodgement of a customer transfer request must be retained by the incoming retailer for two years, except in the case of a customer transfer request to reverse an erroneous transfer. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|--|---|------|
| 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. | Not used | | | | |
| 47. | Not used | | | | |
| 48. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 5.2 | A network's communication rules apply in respect of data and information communication between the network operator and a retailer under this Code. | Distribution Transmission Retail Integrated Regional | 2 |
| 48A | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, clause 6.1 | All notices must be in writing and delivered as described in subclauses 6.1(a)-(c). | 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 connection 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 make reasonable endeavours to ensure that a retailer can provide 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|---|---|------|
| 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 the network operator of any change in its contact details 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 the communication rules. | 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, the disputing parties must meet, within five business days of a request by one of those parties, and attempt to resolve the dispute through negotiations that are conducted in good faith. | Distribution Transmission Retail Integrated Regional | NR |
| 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 through negotiations that are conducted 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|--|---|---|------|
| 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 arbitrator must provide the arbitrator with prescribed details of the nature of the dispute. | 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 that 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 |
| 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 that 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|--|---|--|---|------|
| 65. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5.1(5) | A network operator must respond to a request from a retailer for a NMI and checksum for a connection point within one business day of receiving the request. | Distribution Transmission Integrated Regional | 2 |
| 66. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5.1(6) | If a network operator, following a request from a retailer, cannot provide a single NMI and checksum for a connection point, it must provide the retailer with the most likely matches, up to a maximum of 99. | Distribution Transmission Integrated Regional | 2 |
| 67. | Electricity Industry (Licence Conditions) Regulations, regulation 5(2) | Electricity Industry Customer Transfer Code, Annex 5 clause A5.1(7) | If a network operator, following a request from a retailer, can provide a single NMI and checksum for a connection point, it must do so, unless otherwise advised by the retailer. | Distribution Transmission Integrated Regional | 2 |
| 68. | Not used | | | | |
| 69. | Not used | | | | |
| 70. | Not used | | | | |
| 71. | Not used | | | | |

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 prescribed action and the circumstances exist in regulation 5(1) of the Electricity Industry (Obligation to Connect) Regulations. | 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 would be applied by a prudent distributor. | Distribution, Integrated Regional | 2 |
| 75. | Electricity Industry (Obligation to Connect) Regulations, regulation 3 | 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 3 | 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry Act, section 51 | Where the licensee supplies electricity under a standard form contract, the standard form contract must comply with that licensee approved standard form contract on the ERA's website. | Retail Integrated Regional | 2 |
| 79. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 7 | A non-standard contract must specify certain information about the retailer. | Retail Integrated Regional | 2 |
| 82. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 8 | A non-standard contract must give an exact description of the goods and services that the retailer will provide under the contract. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|---|--|---|-------------------------------|------|
| 83. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 11 | A non-standard contract must describe the circumstances under which a retailer has the right to disconnect supply and is required to reconnect supply. | Retail Integrated Regional | 2 |
| 86. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 12 | A non-standard contract must require the retailer to deal with security deposits and the payment of interest in the manner that is specified. | Retail Integrated Regional | 2 |
| 87. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 15 | A non-standard contract must describe the matters relating to the termination of the contract that are specified in the regulation. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-----|---|--|---|-------------------------------|------|
| 90. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulations 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 amending 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 17 | A non-standard contract must specify the assignment of rights and obligations, including assignment without the customer's consent. | Retail Integrated Regional | 2 |
| 92. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 18 | A non-standard contract must describe the procedures that must be followed by the retailer in responding to a complaint made by a customer. | Retail Integrated Regional | 2 |
| 93. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 19 | A non-standard contract must specify the process that must be taken by the retailer to ensure information held by the retailer is treated confidentially. | Retail Integrated Regional | 2 |
| 94. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 20 | A non-standard contract must specify the governing legislation, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 32 | A non-standard contract must include details about the cooling off period specified in the regulation. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|---|--|---|-------------------------------------|------|
| 97. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulation 33(2) | A non-standard contract must allow the customer to terminate the contract at any time with no less than 5 days' notice. | Retail Integrated Regional | 2 |
| 98. | Retail Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, regulations 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 6.2.1 Distribution Licence, condition 6.2.1 | Electricity Industry (Customer Contracts) Regulations, 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 6.8.1 Integrated Regional Licence, condition 6.8.1 | Electricity Industry (Customer Contracts) Regulations, regulation 38 | If a 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 notify the customer within 5 days after becoming aware of it and provide 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. | Generation Licence, condition 5.3.1 Transmission Licence, condition 5.3.1 Distribution Licence, condition 5.3.1 Retail Licence, condition 5.3.1 Integrated Regional Licence, condition 5.3.1 | Electricity Industry Act, section 13(1) | A licensee must provide the ERA with a performance audit conducted by an independent expert acceptable to the ERA, not less than once every 24 months. | Generation Transmission Distribution Retail Integrated Regional | NR |
| 102. | Distribution Licence, condition 5.1.1 Generation Licence, condition 5.1.1 Integrated Regional Licence, condition 5.1.1 Transmission Licence, condition 5.1.1 | 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 5.1.2 and 5.1.3 Generation Licence, condition 5.1.2 and 5.1.3 Integrated Regional Licence, condition 5.1.2 and 5.1.3 Transmission Licence, condition 5.1.2 and 5.1.3 | Electricity Industry Act, section 14(1)(b) | A licensee must notify details of the asset management system and any substantial changes to it to the ERA. | Distribution Generation Integrated Regional Transmission | 2 |
| 104. | Distribution Licence, condition 5.1.4 Generation Licence, condition 5.1.4 Integrated Regional Licence, condition 5.1.4 Transmission Licence, condition 5.1.4 | Electricity Industry Act, section 14(1)(c) | A licensee must provide the ERA with a report by an independent expert about the effectiveness of its asset management system every 24 months, or such longer period as determined by the ERA. | Distribution Generation Integrated Regional Transmission | NR |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 105. | Distribution Licence, condition 4.2.1 Generation Licence, condition 4.2.1 Integrated Regional Licence, condition 4.2.1 Retail Licence, condition 4.2.1 Transmission Licence, condition 4.2.1 | Electricity Industry Act, section 17(1) Economic Regulation Authority (Licensing Funding) Regulations 2014 | A licensee must pay the prescribed licence fees to the ERA according to clauses 6, 7 and 8 of the <i>Economic Regulation Authority (Licensing Funding) Regulations 2014</i> . | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 106. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 6.4.1 Retail Licence, condition 6.4.1 | 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 that complies with the Act. | Retail Integrated Regional | 2 |
| 109. | Integrated Regional Licence, condition 6.6.1 Retail Licence, condition 6.6.1 | Electricity Industry Act, section 54(2) | A licensee must comply with any direction by the ERA to amend the standard form contract and do so within the period specified. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---------------------------------------|--|---|------|
| 110. | Integrated Regional Licence, 6.7.1 Retail Licence, condition 6.7.1 | 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 6.1.1 Integrated Regional Licence, 6.1.1 Retail Licence, condition 6.1.1 | 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. | Not used | | | | |
| 113. | Not used | | | | |

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 6.3.1 Retail Licence, condition 6.3.1 | A licensee must ensure that an electricity marketing agent of the licensee complies with the applicable codes. | Retail Integrated Regional | 2 |
| 115. | Not used | | | | |
| 116. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 6.4.2 Retail Licence, condition 6.4.2 | A licensee must, if directed by the ERA, review the standard form contract and submit to the ERA the results of that review within the time specified. | Retail Integrated Regional | NR |
| 117. | Electricity Industry Act, section 11 | Integrated Regional Licence, condition 6.4.3 Retail Licence, condition 6.4.3 | A licensee must comply with any direction given by the ERA 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 6.5.1 Retail Licence, condition 6.5.1 | A licensee can only amend the standard form contract with the ERA's approval. | Retail Integrated Regional | 2 |
| 119. | Electricity Industry Act, section 11 | Distribution Licence, condition 4.3.1 Generation Licence, condition 4.3.1 Integrated Regional Licence, condition 4.3.1 Retail Licence, condition 4.3.1 Transmission Licence, condition 4.3.1 | 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 5.2.4 Generation Licence, condition 5.2.4 Integrated Regional Licence, condition 5.2.4 Retail Licence, condition 5.2.4 Transmission Licence, condition 5.2.4 | A licensee must comply with any individual performance standards prescribed by the ERA. | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 121. | Electricity Industry Act, section 11 | Distribution Licence, condition 5.3.2 Generation Licence, condition 5.3.2 Integrated Regional Licence, condition 5.3.2 Retail Licence, condition 5.3.2 Transmission Licence, condition 5.3.2 | A licensee must comply, and require its auditor to comply, with the ERA's standard audit guidelines for a performance audit. | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 122. | Electricity Industry Act, section 11 | Distribution Licence, condition 5.1.5 Generation Licence, condition 5.1.5 Integrated Regional Licence, condition 5.1.5 Transmission Licence, condition 5.1.5 | A licensee must comply, and must require the licensee's expert to comply, with the relevant aspects of the ERA's standard audit guidelines for an asset management system review. | Distribution Generation Integrated Regional Transmission | 2 |
| 123. | Electricity Industry Act, section 11 | Distribution Licence, condition 4.4.1 Generation Licence, condition 4.4.1 Integrated Regional Licence, condition 4.4.1 Retail Licence, condition 4.4.1 Transmission Licence, condition 4.4.1 | In the manner prescribed, a licensee must notify the ERA, if it is under external administration or if there is a significant change in the circumstances that the licence was granted which may affect the licensee's ability to meet its obligations. | Distribution Generation Retail Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--|--|---|------|
| 124. | Electricity Industry Act, section 11 | Distribution Licence, condition 4.5.1 Generation Licence, condition 4.5.1 Integrated Regional Licence, condition 4.5.1 Retail Licence, condition 4.5.1 Transmission Licence, condition 4.5.1 | A licensee must provide the ERA, in the manner prescribed, with any information that the ERA requires in connection with its functions under the Electricity Industry Act. | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 125. | Electricity Industry Act, section 11 | Distribution Licence, condition 3.8.1 and 3.8.2 Generation Licence, condition 3.8.1 and 3.8.2 Integrated Regional Licence, condition 3.8.1 and 3.8.2 Retail Licence, condition 3.8.1 and 3.8.2 Transmission Licence, condition 3.8.1 and 3.8.2 | A licensee must publish any information as directed by the ERA to publish, within the timeframes specified. | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 126. | Electricity Industry Act, section 11 | Distribution Licence, condition 3.7.1 Generation Licence, condition 3.7.1 Integrated Regional Licence, condition 3.7.1 Retail Licence, condition 3.7.1 Transmission Licence, condition 3.7.1 | All notices must be in writing, unless otherwise specified. | Distribution Generation Retail Integrated Regional Transmission | 2 |
| 127. | Electricity Industry Act, section 11 | Distribution Licence, condition 6.9.1 Integrated Regional Licence, condition 6.9.1 | A distributor must create and maintain a Priority Restoration Register. | Distribution Integrated Regional | 1 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---|---|-------------------------------------|------|
| 128. | Electricity Industry Act, section 11 | Distribution Licence, condition 6.9.3 Integrated Regional Licence, condition 6.9.3 | The Priority Restoration Register must comply with any criteria determined by the Minister. | Distribution Integrated Regional | 1 |

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 |
|------------------|--------------------------------------|---|---|-------------------------------|------|
| MARKETING | | | | | |
| 129. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.1 Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer must ensure that its electricity marketing agents comply with Part 2 of the Code of Conduct. | Retail Integrated Regional | 2 |
| 130. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.2(1) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must ensure that standard form contracts, which are not unsolicited consumer agreements, are entered into according to the manner set out, and the contract is provided as specified, in clause 2.2(1). | Retail Integrated Regional | 2 |
| 131. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.2(2) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | Subject to subclause 2.2(3), the retailer or electricity marketing agent must give to the customer the specified information in subclause 2.2(2) no later than on, or with, the customer's first bill. | Retail Integrated Regional | 2 |
| 132. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(1) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must ensure that non-standard contracts, which are not unsolicited consumer agreements, are entered into according to the manner set out, and the contract is provided as specified, in clause 2.3(1). | Retail Integrated Regional | 2 |
| 133. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(2) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must ensure that the information specified in subclause 2.3(2) is provided to the customer before entering into a non-standard contract. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---|---|--|------|
| 134. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(4) Integrated Regional Licence, condition 6.3.1 (Regional Power Corporation) Retail Licence, condition 6.3.1 (Electricity Retail Corporation) | The Electricity Generation and Retail Corporation or Regional Power Corporation, or an electricity marketing agent acting on behalf of Electricity Retail Corporation or Regional Power Corporation, must ensure that the information specified in subclause 2.3(4) is provided to the customer before arranging a non-standard contract. | Electricity Retail Corporation Regional Power Corporation | 2 |
| 135. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.3(5) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | Subject to subclause 2.3(3), a retailer or electricity marketing agent must obtain the customer's verifiable consent that the specified information in subclause 2.3(2) and 2.3(4), as applicable, has been provided. | Retail Integrated Regional | 2 |
| 136. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.4(1) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must ensure that the inclusion of concessions is made clear to residential customers and any prices that exclude concessions are disclosed. | Retail, Integrated Regional | 2 |
| 137. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.4(2) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must provide contact details, including a telephone number, to a customer and ensure that the customer is able to contact the retailer or electricity marketing agent during normal business hours for the purposes of enquiries, verifications and complaints. | Retail Integrated Regional | 2 |
| 138. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.5(1) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent must, on request, provide a customer with the information specified in subclause 2.5(1). | Retail Integrated Regional | 2 |
| 139. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.5(2) Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | A retailer or electricity marketing agent who meets with a customer face to face must: <ul style="list-style-type: none"> • wear a clearly visible and legible identity card showing the information specified in subclause 2.5(2)(a); and • provide the written information specified in subclause 2.5(2)(b) as soon as practicable following a request by the customer. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-------------------|--------------------------------------|---|--|-------------------------------|------|
| 140. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.6 | A retailer or electricity marketing agent who visits a person's premises for the purposes of marketing must comply with any clearly visible signs indicating that canvassing is not permitted at the premises, or no advertising is to be left at the premises. | Retail Integrated Regional | 2 |
| 141. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.9 Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | An electricity marketing agent must keep a record of complaints from customers or persons who are contacted by, or on behalf of, the electricity marketing agent for the purposes of marketing; and provide the electricity ombudsman with all of the information that it has relating to a complaint, within 28 days of receiving a request for that information. | Retail Integrated Regional | 2 |
| 142. | Electricity Industry Act, section 82 | Code of Conduct, clause 2.10 Integrated Regional Licence, condition 6.3.1 Retail Licence, condition 6.3.1 | An electricity marketing agent must keep a record, or other information, required under the Code for at least 2 years after the last time that a customer or person was contacted by, or on behalf of, the electricity marketing agent, or after receipt of the last contact from, or on behalf of, the electricity marketing agent, whichever is later. | Retail Integrated Regional | 2 |
| CONNECTION | | | | | |
| 143. | Electricity Industry Act, section 82 | Code of Conduct, clause 3.1(1) | If a retailer agrees to sell electricity to a customer or arrange for the connection of the customer's supply address, the retailer must forward the customer's request for the connection to the relevant distributor. | Retail Integrated Regional | 2 |
| 144. | Electricity Industry Act, section 82 | Code of Conduct, clause 3.1(2) | Unless the customer agrees otherwise, a retailer must forward the customer's request for the connection to the relevant distributor that same day, if the request is received before 3pm on a business day; or the next business day if the request is received after 3pm or on a weekend or public holiday. | Retail Integrated Regional | 2 |
| BILLING | | | | | |
| 145. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.1 | A retailer must issue a bill no more than once a month and at least once every 3 months, except for the circumstances specified in subclause 4.1. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--------------------------------|---|--------------------------------|------|
| 146. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(1) | For the purposes of subclause 4.1(a)(ii), a retailer has given a customer notice if, prior to placing a customer on a shortened billing cycle, the retailer advises the customer of the information specified in subclause 4.2(1). | Retail Integrated Regional | 2 |
| 147. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(2) | If a residential customer informs a retailer that the customer is experiencing payment difficulties or financial hardship and the customer is assessed as experiencing payment difficulties or financial hardship, the retailer must not place that customer on a shortened billing cycle without that customer's verifiable consent. | Retail Integrated Regional | 2 |
| 148. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(3) | A retailer must give a 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 |
| 149. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(4) | A retailer must ensure that a shortened billing cycle is for a period of at least 10 business days. | Retail Integrated Regional | 2 |
| 150. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(5) | On request, a retailer must return a customer who is subject to a shortened billing cycle to the billing cycle that previously applied if the customer has paid 3 consecutive bills by the due date. | Retail Integrated Regional | 2 |
| 151. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.2(6) | A retailer must inform a customer, who is subject to a shortened billing cycle, at least every 3 months about the conditions upon which the customer can be returned to the previous billing cycle. | Retail Integrated Regional | 2 |
| 152. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.3(1) | Notwithstanding clause 4.1, on receipt of a request by a customer, a retailer may provide the customer with a bill that reflects a bill-smoothing arrangement with respect to any 12 month period. | Retail, Integrated Regional | 2 |
| 153. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.3(2) | If a retailer provides a customer with a bill under a bill-smoothing arrangement, the retailer must ensure that the conditions specified in subclause 4.3(2) are met. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--------------------------------|--|-------------------------------|------|
| 154. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.4 | A retailer must issue a bill to a customer at the customer's supply address, unless the customer has nominated another address or an electronic address. | Retail Integrated Regional | 2 |
| 155. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.5(1) | A retailer must include the minimum prescribed information in subclause 4.5(1) on a customer's bill, unless the customer agrees otherwise. | Retail Integrated Regional | 2 |
| 156. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.5(3) | If a retailer identifies and wishes to bill a customer for a historical debt, the retailer must advise the customer of the amount of the historical debt and its basis, before, with, or on the customer's next bill. | Retail Integrated Regional | 2 |
| 157. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.6 | Subject to clauses 4.3 and 4.8, a retailer must base 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; the customer's reading of the meter in the circumstances specified in subclause 4.6(1)(b); or if the connection point is a Type 7 connection point, the procedure is set out in the metrology procedure or Metering Code, or as set out in any applicable law. | Retail Integrated Regional | 2 |
| 158. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.7 | Other than in respect of a Type 7 connection, a retailer must use its best endeavours to ensure that the meter reading data is obtained as frequently as required to prepare its bills. | Retail Integrated Regional | NR |
| 159. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(1) | If a retailer is unable to reasonably base a bill on a reading of the meter, a retailer must give the customer an estimated bill. | Retail Integrated Regional | 2 |
| 160. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(2) | In circumstances where a customer's bill is estimated, a retailer must clearly specify on the customer's bill the information required under subclause 4.8(2). | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|--|--------------------------------|------|
| 161. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.8(3) | On request, a retailer must inform a customer of the basis and the reason for the estimation. ⁷ | Retail, Integrated Regional | 2 |
| 162. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.9 | In accordance with clause 4.19, 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. | Retail, Integrated Regional | 2 |
| 163. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.10 | If a customer satisfies the requirements specified in subclause 4.10, a retailer must use its best endeavours to replace an estimated bill with a bill based on an actual reading. | Retail Integrated Regional | NR |
| 164. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.11(1) | If a customer requests the meter to be tested, and pays a retailer's reasonable charge (if any) for doing so, a retailer must request the distributor or metering agent to do so. | Retail Integrated Regional | 2 |
| 165. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.11(2) | If the meter is tested and found to be defective, the retailer's reasonable charge for testing the meter (if any) is to be refunded to the customer. | Retail Integrated Regional | 2 |
| 166. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.12(1) | If a retailer offers alternative tariffs and a customer applies to receive an alternate tariff and demonstrates to the retailer that they satisfy the conditions of eligibility, a retailer must change the customer to an alternate tariff within 10 business days of the customer satisfying those conditions. | Retail Integrated Regional | 2 |
| 167. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.13 | If a customer's electricity use changes, and the customer is no longer eligible to continue to receive an existing more beneficial tariff, a retailer must give the customer written notice prior to changing the customer to an alternative tariff. | Retail, Integrated Regional | 2 |
| 168. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(1) | If a customer requests a retailer to issue a final bill at the customer's supply address, a retailer must use reasonable endeavours to arrange for that final bill in accordance with the customer's request. | Retail Integrated Regional | NR |

⁷ Refer to clause 4.8(4) of the Code for a definition of an estimated bill in situations where the meter reading is partly based on estimated data (incl. interval meters).

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|------------------------------------|--|-------------------------------|------|
| 169. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(2) | Subject to subclause 4.14(3), if a customer's account is in credit at the time of account closure, a retailer must, in accordance with the customer's instructions, transfer the amount of credit to another account that the customer has with the retailer or a bank account nominated by the customer, within 12 business days or other agreed time. | Retail Integrated Regional | 2 |
| 170. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.14(3) | If a customer's account is in credit at the time of account closure and the customer owes a debt to a retailer, the retailer may use that credit to offset the debt owed to the retailer by giving the customer written notice. If any amount remains after the set off, the retailer must ask the customer for instructions to transfer the remaining amount in accordance with subclause 4.14(2). | Retail Integrated Regional | 2 |
| 171. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.15 | A retailer must review a customer's bill on request by the customer, subject to the customer paying: <ul style="list-style-type: none"> • that portion of the bill under review that the 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) and • any future bills that are properly due. | Retail Integrated Regional | 2 |
| 172. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(1)(a) | If a retailer has reviewed a customer's bill and is satisfied that the bill is correct, the retailer may require the customer to pay the unpaid amount. The retailer must advise the customer that the customer may request for a meter test in accordance with the applicable law; and also the existence and operation of the retailer's internal complaints handling processes and details of any applicable external complaints handling processes. | Retail Integrated Regional | 2 |
| 173. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(1)(b) | If a retailer has reviewed a customer's bill and is satisfied that the bill is incorrect, the retailer must adjust the bill in accordance with clauses 4.17 and 4.18. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-------|--------------------------------------|---------------------------------|---|--------------------------------|------|
| 174. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(2) | A retailer must inform a customer of the outcome of the review of a bill as soon as practicable. | Retail, Integrated Regional | 2 |
| 175. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.16(3) | If a retailer has not informed a customer of the outcome of the review of a bill within 20 business days from the date of receipt of the request for review, the retailer must provide the customer with notification of the status of the review as soon as practicable. | Retail, Integrated Regional | 2 |
| 176. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.17(2) | If a retailer proposes to recover an amount undercharged as a result of an error, defect, or default for which the retailer or distributor is responsible (including where a meter has been found to be defective), a retailer must do so in the manner specified. ⁸ | Retail, Integrated Regional | 2 |
| 176A. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.17(3) | A retailer may charge a customer interest on the undercharged amount or require the customer to pay a late fee, if the conditions in clause 4.17(3) are met. | Retail Integrated Regional | NR |
| 177. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(2) | If a customer (including a customer who has vacated the supply address) has been overcharged as a result of an error, defect, or default for which a retailer or distributor is responsible (including where a meter has been found to be defective), the retailer must: <ul style="list-style-type: none"> • use its best endeavours to inform the customer within 10 business days of the retailer becoming aware of the error, defect, or default; and • subject to subclauses 4.18(6) and 4.18(7), ask the customer for instructions for the credit or repayment of the amount. | Retail Integrated Regional | NR |
| 178. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(3) | A retailer must pay the amount overcharged in accordance with the customer's instructions within 12 business days of receiving the instructions. | Retail Integrated Regional | 2 |

⁸ Manner specified in subclause 4.17(2).

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|--|-------------------------------|------|
| 179. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(4) | If instructions regarding repayment of an overcharged bill are not received within 20 business days of a retailer making the request, a retailer must use reasonable endeavours to credit the amount overcharged to a customer's account. | Retail Integrated Regional | NR |
| 180. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(6) | Where the amount overcharged is less than \$100, a retailer may proceed to deal with the matter as outlined in subclause 4.18(6). | Retail Integrated Regional | NR |
| 181. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.18(7) | A retailer may, by giving the customer written notice, use an amount overcharged to set off a debt owed to the retailer, provided that the customer is not a residential customer experiencing payment difficulties or financial hardship. If, after the set off, there remains an amount of credit, the retailer must deal with the amount of credit in accordance with subclauses 4.18(2) or 4.18(6), as applicable. | Retail Integrated Regional | NR |
| 182. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(1) | If a retailer proposes to recover an amount of an adjustment which does not arise due to any act or omission of a customer, the retailer must comply with the requirements specified in subclause 4.19(1). | Retail Integrated Regional | 2 |
| 183. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(2) | If the meter is read under either clause 4.6 or clause 4.3(2)(d), and the amount of the adjustment is an amount owing to the customer, the retailer must: <ul style="list-style-type: none"> • use its best endeavours to inform the customer within 10 business days; and • subject to subclauses 4.19(5) and 4.19(7), ask the customer for instructions about the repayment of the amount. | Retail Integrated Regional | NR |
| 184. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(3) | If a retailer receives instructions under subclause 4.19(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|----------------|--------------------------------------|---------------------------------|---|--------------------------------|------|
| 185. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(4) | If a retailer does not receive instructions under subclause 4.19(2), within 5 business days of making the request, the retailer must use reasonable endeavours to credit the amount of the adjustment to the customer's account. | Retail Integrated Regional | NR |
| 186. | Electricity Industry Act, section 82 | Code of Conduct, clause 4.19(7) | A retailer may, after notifying the customer in writing, use an amount of an adjustment to set off that customer's debt owed to the retailer, provided that the customer is not a residential customer in payment difficulties or financial hardship. If, after the set off, there remains an amount of credit, the retailer must deal with that amount in accordance with subclause 4.19(2) or, if the amount is less than \$100, subclause 4.19(5). | Retail Integrated Regional | NR |
| PAYMENT | | | | | |
| 187. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.1 | The due date on a bill must be at least 12 business days from the dispatch date of that bill unless otherwise agreed with a customer. | Retail, Integrated Regional | 2 |
| 188. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.2 | Unless otherwise agreed with a customer, a retailer must offer the customer at least the payment methods prescribed in clause 5.2. | Retail Integrated Regional | 2 |
| 189. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.3 | Prior to commencing a direct debit facility, a retailer must obtain a customer's verifiable consent and agree with the customer the date of commencement of the facility and the frequency of the direct debits. | Retail Integrated Regional | 2 |
| 190. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.4 | Upon request, a retailer must accept payment in advance from a customer. This will not require a retailer to credit any interest to the amounts paid in advance. Subject to clause 6.9, and unless otherwise agreed with a customer, the minimum amount for an advance payment that a retailer will accept is \$20. | Retail, Integrated Regional | 2 |
| 191. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.5 | If, due to illness or absence, a residential customer is unable to pay by way of the methods described in clause 5.2, a retailer must offer to redirect the customer's bill to a third person at no charge. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--------------------------------|---|--------------------------------|------|
| 192. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(1) | A retailer must not charge a residential customer a late payment fee in the circumstances specified in subclause 5.6(1). | Retail, Integrated Regional | 2 |
| 193. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(2) | If a retailer has charged a late payment fee in the circumstances set out in subclause 5.6(1)(c) because the retailer was not aware of the complaint, the retailer must refund the late payment fee on the customer's next bill. | Retail Integrated Regional | 2 |
| 194. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(3) | A retailer must not charge an additional late payment fee in relation to the same bill within 5 business days from the date of receipt of the previous late payment fee notice. | Retail Integrated Regional | 2 |
| 195. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(4) | A retailer must not charge a residential customer more than 2 late payment fees in relation to the same bill or more than 12 late payment fees in a year. | Retail Integrated Regional | 2 |
| 196. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.6(5) | If a residential customer has been assessed as being in financial hardship, a retailer must retrospectively waive any late payment fee charged to this customer's last bill prior to the assessment being made. | Retail Integrated Regional | 2 |
| 197. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.7(1) | A retailer must not require a customer, who has vacated a supply address, to pay for electricity consumed at the customer's supply address in the circumstances specified in subclause 5.7(1). | Retail Integrated Regional | 2 |
| 198. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.7(2) | If a customer reasonably demonstrates to a retailer that the customer was evicted or otherwise required to vacate a supply address, a retailer must not require the customer to pay for electricity consumed at that supply address from the date the customer gave the notice to the retailer. | Retail Integrated Regional | 2 |
| 199. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.7(4) | Notwithstanding subclauses 5.7(1) and (2), a retailer must not require a previous customer to pay for electricity consumed at the supply address in the circumstances specified in subclause 5.7(4). | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|--|--------------------------------------|--------------------------------|---|-------------------------------|------|
| 200. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.8(1) | A retailer must not commence proceedings to recover a debt – a) from a residential customer who has informed the retailer in accordance with clause 6.1(1) that they are experiencing payment difficulties or financial hardship, unless and until the retailer has complied with all the requirements of clause 6.1 and (if applicable) clause 6.3; and b) while a residential customer continues to make payments under an alternative arrangement. | Retail Integrated Regional | 2 |
| 201. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.8(2) | A retailer must not recover, or attempt to recover, a debt from a person relating to a supply address other than the customer who the retailer has, or had, entered into a contract for the supply of electricity to that supply address. | Retail Integrated Regional | 2 |
| 201A. | Electricity Industry Act, section 82 | Code of Conduct, clause 5.8(3) | A retailer may transfer one customer's debt to another customer if requested by the customer owing the debt, providing the retailer obtains the other customer's verifiable consent to the transfer. | Retail Integrated Regional | NR |
| PAYMENT DIFFICULTIES & FINANCIAL HARDSHIP | | | | | |
| 202. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(1) | If a residential customer informs a retailer that the residential customer is experiencing payment problems, a retailer must assess whether the residential customer is experiencing payment difficulties or financial hardship within 5 business days; or, if the retailer cannot make the assessment within 5 business days, refer that customer to a relevant consumer representative to make the assessment. | Retail Integrated Regional | 2 |
| 203. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(3) | When undertaking an assessment under subclause 6.1(1)(a), a retailer must give reasonable consideration to the information prescribed in subclause 6.1(3)(a), or advice prescribed in subclause 6.1(3)(b), unless a retailer adopts an assessment from a relevant consumer representative. | Retail Integrated Regional | NR |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|-----------------------------------|--|-------------------------------|------|
| 204. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.1(4) | Upon request, a retailer must advise a residential customer of the details and outcome of an assessment carried out under subclause 6.1(1). | Retail Integrated Regional | 2 |
| 205. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(1) | If a residential customer is referred to a relevant consumer representative under subclause 6.1(1)(b), a retailer must grant a temporary suspension of actions for that customer. | Retail Integrated Regional | 2 |
| 206. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(2) | A retailer must not unreasonably deny a residential customer's request for a temporary suspension of actions if the customer informs the retailer about payment problems under clause 6.1 and the customer demonstrates that an appointment with a relevant consumer representative has been made. | Retail Integrated Regional | 2 |
| 207. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(3) | A retailer must allow a temporary suspension of actions for a period of at least 15 business days. | Retail Integrated Regional | 2 |
| 208. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.2(4) | A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative to allow additional time to assess a residential customer's capacity to pay. | Retail Integrated Regional | NR |
| 209. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.3(1)(a) | If a residential customer is assessed as experiencing payment difficulties, a retailer must offer the alternative payment arrangements referred to in subclause 6.4(1), and advise the residential customer that additional assistance may be available if the prescribed circumstances apply. | Retail Integrated Regional | 2 |
| 210. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.3(1)(b) | If a residential customer is assessed as experiencing financial hardship, a retailer must offer the alternative payment arrangements referred to in subclause 6.4(1)(b) and assistance in accordance with clauses 6.6 to 6.9. | Retail Integrated Regional | 2 |
| 211. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(1)(a) | If a residential customer is experiencing payment difficulties or financial hardship, a retailer must offer the residential customer additional time to pay a bill. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|-----------------------------------|--|-------------------------------|------|
| 212. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(1)(b) | If a residential customer is experiencing payment difficulties or financial hardship, a retailer must offer the residential customer an interest-free and fee-free instalment plan or other arrangement under which the residential customer is given additional time to pay a bill or to pay arrears (including any disconnection and reconnection charges), while being permitted to continue consumption. | Retail Integrated Regional | 2 |
| 213. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(2) | When offering or amending an instalment plan to a residential customer experiencing payment difficulties or financial hardship, a retailer must comply with subclause 6.4(2). | Retail Integrated Regional | 2 |
| 214. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.4(3) | If a residential customer accepts an instalment plan offered by a retailer, the retailer must provide the residential customer with the information specified in subclause 6.4(3)(a) within 5 business days, and notify the residential customer of any amendments to the instalment plan at least 5 business days before they come into effect. | Retail Integrated Regional | 2 |
| 215. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.6(1) | A retailer must give reasonable consideration to a request by a customer experiencing financial hardship, or a relevant consumer representative, for a reduction of the customer's fees, charges or debt. | Retail Integrated Regional | NR |
| 216. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.6(2) | In giving reasonable consideration under subclause 6.6(1), a retailer should refer to the hardship procedures referred to in subclause 6.10(3). | Retail Integrated Regional | 2 |
| 217. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.7 | If it is reasonably demonstrated to a retailer that a customer experiencing financial hardship is unable to meet the customer's obligations under a payment arrangement, the retailer must give reasonable consideration to offering the customer an instalment plan or revising an existing instalment plan. | Retail Integrated Regional | NR |
| 218. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.8 | A retailer must advise a customer experiencing financial hardship of the information specified in subclause 6.8(1). | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|---|-------------------------------|------|
| 219. | 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 representatives, as referred to in subclause 5.4(3). | Retail Integrated Regional | 2 |
| 220. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(1) | A retailer must develop a hardship policy and hardship procedures to assist customers experiencing financial hardship to meet their financial obligations and responsibilities to the retailer. | Retail Integrated Regional | 2 |
| 221. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(2) | A retailer must ensure that its hardship policy complies with the criteria specified in subclause 6.10(2). | Retail Integrated Regional | 2 |
| 222. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(3) | A retailer must ensure that its hardship procedures comply with the criteria specified in subclause 6.10(3). | Retail Integrated Regional | 2 |
| 223. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(4) | If requested, a retailer must give residential customers and relevant consumer representatives a copy of the retailer's hardship policy, including by post, at no charge. | Retail Integrated Regional | 2 |
| 224. | Not Used | | | | |
| 225. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(6) | If directed by the ERA, a retailer must review its hardship policy and hardship procedures in consultation with relevant consumer representatives and submit the results of that review to the ERA within 5 business days after it is completed. | Retail Integrated Regional | 2 |
| 226. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(7) | A retailer must comply with the ERA's Financial Hardship Policy Guidelines. | Retail Integrated Regional | 2 |
| 227. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.10(8) | If a retailer makes a material amendment to its hardship policy, the retailer must consult with relevant consumer representatives and submit a copy of the retailer's amended hardship policy to the ERA within 5 business days of the amendment. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|---|--------------------------------------|--------------------------------|---|--|------|
| 228. | Electricity Industry Act, section 82 | Code of Conduct, clause 6.11 | A retailer must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties. | Retail Integrated Regional | 2 |
| DISCONNECTION & INTERRUPTION | | | | | |
| 229. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.1(1) | Prior to arranging for a disconnection of a customer's supply address for failure to pay a bill, a retailer must give the customer a reminder notice, which contains the information specified in subclause 7.1(1)(a), not less than 15 business days from the dispatch date of the bill. The retailer must use its best endeavours to contact the customer to advise of the proposed disconnection and give the customer a disconnection warning, in the manner and timeframes specified in subclause 7.1(1)(c). | Retail Integrated Regional | 2 |
| 230. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.2(1) | A retailer must not arrange for a 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 |
| 231. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.3 | In relation to dual fuel contracts, a retailer must not arrange for disconnection of a residential customer's supply address for failure to pay a bill within 15 business days from the date of disconnection of that customer's gas supply. | Retail Integrated Regional | 2 |
| 232. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.4(1) | Unless the conditions specified in subclause 7.4(1) are satisfied, a retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter. | Retail Integrated Regional | 2 |
| 233. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.5 | A distributor who disconnects or interrupts 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 |
| 234. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.6 | Subject to subclause 7.6(3), a retailer or distributor must comply with the limitations specified in subclauses 7.6(1)-(2) when arranging for disconnection or disconnecting a customer's supply address. | Distribution Retail, Integrated Regional | 1 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-------|--------------------------------------|---------------------------------|--|-------------------------------------|-------------------|
| 235. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(1) | If a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the customer's supply address requires life support equipment, the retailer must comply with subclause 7.7(1). ⁹ | Retail Integrated Regional | 1 |
| 236. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(2) | A retailer must undertake the actions specified in subclauses 7.7(2)(e)-(g), if a customer registered with a retailer under subclause 7.7(1) notifies the retailer: <ul style="list-style-type: none"> • that the person requiring life support equipment is changing supply address; • that the customer, but not the person requiring life support equipment, is changing supply address; • of a change in contact details; or • that the address no longer requires registration as life support equipment address. | Retail Integrated Regional | 1/2 ¹⁰ |
| 237. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(3) | The distributor must comply with subclauses 7.7(3)(a)-(b) if a distributor has been informed by a retailer under subclause 7.7(1)(c), or by a relevant government agency, that a person residing at a customer's supply address requires life support equipment, or of a change of details notified to the retailer under subclause 7.7(2). | Distribution Integrated Regional | 1 |
| 238. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(4) | If life support equipment is registered at a customers' supply address under subclause 7.7(3)(a), a distributor must comply with subclauses 7.7(4)(a) and (b). | Distribution Integrated Regional | 1 |
| 238A. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(4A) | A distributor must use best endeavours to contact the customer, or someone residing at the supply address, prior to an interruption to restore supply to a supply address that is registered as a life support equipment address. | Distribution Integrated Regional | NR |

⁹ Note: The Code of Conduct no longer requires retailers to register the life support equipment of the customer.

¹⁰ Obligation 236 (subclause 7.7(2) of the Code of Conduct) is a Type 1 reporting obligation, except for when a registered life support equipment customer notifies the retailer that the customer's supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation.

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|---------------------|--------------------------------------|--------------------------------|---|---|------|
| 239. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(5) | If a distributor has already provided notice of a planned interruption that will affect a supply address, prior to the distributor registering a customer's supply address as a life support equipment address, the distributor must use best endeavours to contact that customer or someone residing at the supply address prior to the planned interruption. | Distribution Integrated Regional | NR |
| 240. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(6) | A retailer must contact the customer to ascertain whether life support equipment is required or to request re-certification in the timeframe, manner and circumstances specified in subclause 7.7(6). | Retail, Integrated Regional | 2 |
| 241. | Electricity Industry Act, section 82 | Code of Conduct, clause 7.7(7) | A retailer or a distributor must remove the customers' details from the life support equipment register in the circumstances and timeframes specified in subclause 7.7(7). | Retail Distribution Integrated Regional | 2 |
| RECONNECTION | | | | | |
| 242. | Electricity Industry Act, section 82 | Code of Conduct, clause 8.1(1) | A retailer must arrange to reconnect a customer's supply address if the customer remedies their breach, makes a request for reconnection and pays the retailer's reasonable charges (if any) for reconnection, or accepts an offer of an instalment plan for the retailer's reasonable charges. | Retail Integrated Regional | 2 |
| 243. | Electricity Industry Act, section 82 | Code of Conduct, clause 8.1(2) | A retailer must forward the request for reconnection to the relevant distributor within the timeframes specified in subclause 8.1(2). | Retail Integrated Regional | 2 |
| 243A. | Electricity Industry Act, section 82 | Code of Conduct, clause 8.1(3) | If a retailer does not forward the request for reconnection to the relevant distributor within the timeframes in subclause 8.1(2), the retailer will not be in breach of this clause (8.1) if the retailer causes the customer's supply address to be reconnected by the distributor within the timeframes in subclause 8.2(2) as if the distributor had received the request for reconnection from the retailer in accordance with subclause 8.1(2). | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|---------------------------|--------------------------------------|--------------------------------|---|---|------|
| 244. | Electricity Industry Act, section 82 | Code of Conduct, clause 8.2 | A distributor must reconnect the customer's supply address on the request of a retailer within the timeframes specified in subclause 8.2(2). | Distribution Integrated Regional | 2 |
| PRE-PAYMENT METERS | | | | | |
| 245. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.1(2) | A distributor may only operate a pre-payment meter and a retailer may only offer a pre-payment meter service in an area that has been declared by the Minister by notice published in the <i>Government Gazette</i> . | Retail Distribution Integrated Regional | 2 |
| 246. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.2(1) | A retailer must not provide a pre-payment meter service at a residential customer's supply address without the verifiable consent of the customer or the customer's nominated representative. | Retail Integrated Regional | 2 |
| 247. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.2(2) | A retailer must establish an account for each pre-payment meter operating at a residential customer's supply address. | Retail Integrated Regional | 2 |
| 248. | Not Used | | | | |
| 249. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(1) | If a residential customer requests information on the use of a pre-payment meter, a retailer must advise the information specified in subclause 9.3(1) at no charge, and in clear, simple and concise language. | Retail Integrated Regional | 2 |
| 250. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(2) | No later than 10 business days after the time a residential customer enters into a pre-payment meter contract at that customer's supply address, a retailer must give, or make available to, that customer the information specified in subclauses 9.3(1) and 9.3(2)(a)-(s) at no charge. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|--------------------------------|--|--------------------------------|------|
| 251. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(3) | <p>A retailer must ensure that the following information is shown on, or directly adjacent to, a residential customer's pre-payment meter:</p> <ul style="list-style-type: none"> • the positive or negative financial balance of the pre-payment meter within one dollar (\$1) of the actual balance; • whether the pre-payment meter is operating on normal credit or emergency credit; • a telephone number for enquiries; and • the distributor's 24-hour telephone number for faults and emergencies. | Retail, Integrated Regional | 2 |
| 252. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(4) | <p>On request and at no charge, a retailer must give a pre-payment meter customer the following information: total energy consumption; average daily consumption; and the average daily cost of consumption for the previous 2 years, or since the commencement of the pre-payment meter contract (whichever is shorter), divided into quarterly segments.</p> | Retail, Integrated Regional | 2 |
| 253. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.3(5) | <p>If the recharge facilities available to a residential customer change from the initial recharge facilities referred to in subclause (2)(r), a retailer must use reasonable endeavours to notify a pre-payment meter customer in writing or by electronic means within 10 business days of the change.</p> | Retail Integrated Regional | 2 |
| 254. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(1) | <p>If a pre-payment meter customer notifies a retailer that it wants to replace or switch a pre-payment meter to a standard meter, the retailer must</p> <ul style="list-style-type: none"> • send the information referred to in clauses 2.3 and 2.4 to the customer; and • 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 within 1 business day of the request. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---|--|-------------------------------------|------|
| 255. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(2) | A retailer must not charge for reversion to a standard meter if a pre-payment customer is a residential customer and that customer, or their nominated representative, requests reversion of a pre-payment meter within 3 months of its installation or the date the customer agreed to enter into the pre-payment contract, whichever is later. | Retail Integrated Regional | 2 |
| 256. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.4(4) | If a retailer requests the distributor to revert a pre-payment meter, a distributor must do so within 5 business days of receipt of the request for supply addresses within the metropolitan region, and within 10 business days for supply addresses within regional areas. | Distribution Integrated Regional | 2 |
| 257. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(1) | If a customer provides a retailer with confirmation from an appropriately qualified medical practitioner that a person residing at the supply address requires life support equipment, a retailer must not provide a pre-payment meter service in that address; or, if applicable, comply with the prescribed requirements in subclauses 9.5(1)(a)-(c). | Retail Integrated Regional | 1 |
| 258. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.5(2) | If a retailer requests a distributor to revert a pre-payment meter under subclause 9.5(1), the distributor must revert the pre-payment meter within the time frames specified in subclause 9.5(2)(a)-(b). | Distribution Integrated Regional | 1 |
| 259. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.6 | A retailer must ensure that a pre-payment meter service complies with the prescribed requirements in subclause 9.6. | Retail Integrated Regional | 2 |
| 260. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.7(a), (b) and (d) | A retailer must ensure that: <ul style="list-style-type: none"> at least 1 recharge facility is located as close as practicable to a pre-payment meter, and in any case no further than 40 kilometres away; a pre-payment meter customer can access a recharge facility at least 3 hours per day, 5 days a week; and the minimum amount to be credited by a recharge facility does not exceed \$20 per increment. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|---|-------------------------------------|------|
| 261. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.8 | If a pre-payment meter customer demonstrates to a retailer that the customer is entitled to receive a concession, the retailer must ensure that the pre-payment meter customer receives the benefit of the concession. | Retail Integrated Regional | 2 |
| 262. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(1) | If requested by a pre-payment meter customer, a retailer must make immediate arrangements to check the metering data; test the pre-payment meter; and/or arrange for a test of the metering installation at the connection point. | Retail Integrated Regional | 2 |
| 263. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(2) | If requested by a retailer, a distributor must check or test a pre-payment meter. | Distribution Integrated Regional | 2 |
| 264. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.9(4) | If a pre-payment meter is found to be inaccurate or not operating correctly, a retailer must: immediately arrange for the repair or replacement of the pre-payment meter; correct any overcharging or undercharging; and refund any charges payable by a customer for testing the pre-payment meter. | Retail Integrated Regional | 2 |
| 265. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(1) | Subject to a pre-payment meter customer notifying a retailer of the proposed vacation date, the retailer must ensure that the pre-payment customer can retrieve all remaining credit at the time that customer vacates the supply address. | Retail Integrated Regional | 2 |
| 266. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(2) | If a pre-payment meter customer (including a customer who has vacated the supply address) has been overcharged as a result of an act or omission of a retailer or distributor, the retailer must use its best endeavours to inform and reimburse the pre-payment meter customer, (except in the circumstances in clause 9.10(7)) in the timeframe and manner specified. | Retail Integrated Regional | NR |
| 267. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(3) | The retailer must pay the amount in accordance with the pre-payment meter customer's instructions within 12 business days of receiving the instructions. | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|----------------------------------|--|-------------------------------|------|
| 268. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(4) | If a retailer does not receive reimbursement instructions within 20 business days of making the request, the retailer must use reasonable endeavours to credit the amount overcharged to the customer's account. | Retail Integrated Regional | NR |
| 269. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.10(6) | If a retailer proposes to recover an amount undercharged to a pre-payment meter customer as a result of an act or omission by the retailer or distributor, the retailer must comply with the conditions specified in subclause 9.10(6). | Retail Integrated Regional | 2 |
| 270. | Electricity Industry Act, section 82 | Code of Conduct, clause 9.11(1) | A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative for a waiver of any fee to replace or switch a pre-payment meter to a standard meter. | Retail Integrated Regional | 2 |
| 271. | Electricity Industry Act, section 82 | Code of Conduct, clauses 9.11(2) | If a retailer is informed by a pre-payment meter customer that the customer is experiencing payment difficulties or financial hardship, or the retailer identifies the customer as having been disconnected in the manner specified in subclause 9.11(2)(b), the retailer must, subject to subclause 9.11(3), use its best endeavours to contact the customer as soon as reasonably practicable to provide the information prescribed in subclause 9.11(2)(d)-(g). | Retail Integrated Regional | NR |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|--|--------------------------------------|---------------------------------|--|-------------------------------|------|
| INFORMATION & COMMUNICATION | | | | | |
| 272. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(1) | A retailer must give notice of any variations in its tariffs, fees and charges, to each of its customers affected by the variation no later than the next bill in the customer's billing cycle. | Retail Integrated Regional | 2 |
| 273. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(2) | On request and at no charge, a retailer must give or make available to a customer reasonable information on its tariffs, fees and charges, including any alternative tariffs that may be available to that customer. | Retail Integrated Regional | 2 |
| 274. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.1(3) | A retailer must give or make available to a customer the information requested on tariffs, fees and charges within 8 business days of the date of receipt and, if requested, provide the information in writing. | Retail Integrated Regional | 2 |
| 275. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(1) | On request, a retailer must provide a non-contestable customer with their billing data. | Retail Integrated Regional | 2 |
| 276. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(2) | If a non-contestable customer requests billing data for a period less than the previous 2 years and no more than once a year, or in relation to a dispute with a retailer, the retailer must provide the data at no charge. | Retail Integrated Regional | 2 |
| 277. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(3) | A retailer must give the requested billing data under subclause 10.2(1) within 10 business days of the receipt of the request, or on payment of the retailer's reasonable charge for providing this data. | Retail Integrated Regional | 2 |
| 278. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.2(4) | A retailer must keep a non-contestable customer's billing data for 7 years. | Retail Integrated Regional | 2 |
| 279. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.3 | On request and at no charge, a retailer must provide a residential customer with information on the types of concessions available to the residential customer and the name and contact details of the organisation responsible for administering those concessions (if not the retailer). | Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|--|-------------------------------------|------|
| 280. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.3A | At least once a year, a retailer must provide a customer with written details of the retailer's and distributor's obligations to make payments to the customer under Part 14 of this Code and under any other legislation in Western Australia, including the amount of the payment and the eligibility criteria for the payment. | Retail Integrated Regional | 2 |
| 281. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.4 | On request and at no charge, a retailer must give, or make available to, a customer general information on cost effective and efficient ways to utilise electricity; and the typical running costs of major domestic appliances. | Retail Integrated Regional | 2 |
| 282. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.5 | If asked by a customer for information relating to the distribution of electricity, a retailer must give the information to the customer or refer the customer to the relevant distributor for a response. | Retail Integrated Regional | 2 |
| 283. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.6 | On request and at no charge, a distributor must provide a customer with the information specified in subclause 10.6. | Distribution Integrated Regional | 2 |
| 284. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(1) | On request, a distributor must provide a customer with their consumption data. | Distribution Integrated Regional | 2 |
| 285. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(2) | If a customer requests their consumption data under subclause 10.7(1), the distributor must provide the information at no charge in the circumstances specified in subclause 10.7(2)(a)-(b). | Distribution Integrated Regional | 2 |
| 286. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(3) | A distributor must provide a customer with the requested consumption data within 10 business days of the receipt of: <ul style="list-style-type: none"> the request; or payment of the distributor's reasonable charge for providing the consumption data (if payment is required and requested by the distributor within 2 business days of the request). | Distribution Integrated Regional | 2 |
| 287. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.7(4) | A distributor must keep a customer's consumption data for 7 years. | Distribution Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|----------------------------------|---|---|------|
| 288. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.8(1) | On request, a distributor must inform a customer how the customer can obtain information on distribution standards and metering arrangements prescribed under the specified Acts that are relevant to the customer or adopted by the distributor. | Distribution Integrated Regional | 2 |
| 289. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.8(2) | A distributor must publish information on distribution standards and metering arrangements on its website. | Distribution Integrated Regional | 2 |
| 290. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.9 | To the extent practicable, a retailer and distributor must ensure that any written information that must be given to a customer by the retailer or distributor or its electricity marketing agent under the Code of Conduct is expressed in clear, simple, concise language and in a format that is easy to understand. | Distribution Retail Integrated Regional | NR |
| 291. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.10(1) | On request, a retailer and a distributor must inform a customer how to obtain a copy of the Code of Conduct. | Distribution Retail Integrated Regional | 2 |
| 292. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.10(2) | A retailer and distributor must make electronic copies of the Code of Conduct available on their websites, at no charge. | Distribution Retail Integrated Regional | 2 |
| 293. | Not Used | | | | |
| 294. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.11(1) | On request and at no charge, a retailer and a distributor must make services available to a residential customer to assist the residential customer to interpret information provided by the retailer or distributor (including independent multi-lingual and TTY services, and large print copies). | Distribution Retail Integrated Regional | 2 |
| 295. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.11(2) | For residential customers, a retailer and, if appropriate, a distributor, must include the information prescribed in subclause 10.11(2)(a) on its bills and bill-related information, reminder notices and disconnection warnings. | Distribution Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|--|--------------------------------------|----------------------------------|---|---|------|
| 296. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.12(1) | On request and at no charge, a distributor must advise a customer of the availability of different types of meters, as well as their suitability for the customer's supply address, purpose, costs, and installation, operation and maintenance procedures. | Distribution Integrated Regional | 2 |
| 297. | Electricity Industry Act, section 82 | Code of Conduct, clause 10.12(2) | On request, a retailer must advise a customer of the availability of different types of meters or refer the customer to the relevant distributor for a response. | Retail Integrated Regional | 2 |
| COMPLAINTS & DISPUTE RESOLUTION | | | | | |
| 298. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(1) | A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes. | Distribution Retail Integrated Regional | 2 |
| 299. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(2) | The complaints handling process under subclause 12.1(1) must comply with the requirements specified in subclauses 12.1(2)(a), (b) and (c) and be made available at no cost. | Distribution Retail Integrated Regional | 2 |
| 300. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(3) | A retailer or a distributor must advise the customer in accordance with subclause 12.1(3). | Distribution Retail Integrated Regional | 2 |
| 301. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.1(4) | On receipt of a written complaint by a customer, a retailer or distributor must acknowledge the complaint within 10 business days and respond to the complaint within 20 business days. | Distribution Retail Integrated Regional | 2 |
| 302. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.2 | A retailer must comply with any guideline developed by the ERA to distinguish customer queries from complaints. | Retail Integrated Regional | 2 |
| 303. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.3 | On request and at no charge, a retailer, distributor and electricity marketing agent must give a customer information that will assist the customer to utilise the respective complaints handling processes. | Distribution Retail Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|----------------------------------|--------------------------------------|---------------------------------|--|---|------|
| 304. | Electricity Industry Act, section 82 | Code of Conduct, clause 12.4 | When a retailer, distributor or electricity marketing agent receives a complaint that does not relate to its functions, it must advise the customer of the entity that it reasonably considers to be appropriate to deal with the complaint (if known). | Distribution Retail Integrated Regional | 2 |
| REPORTING | | | | | |
| 305. | Electricity Industry Act, section 82 | Code of Conduct, clause 13.1 | A retailer and a distributor must prepare a report in respect of each reporting year setting out the information specified by the ERA. | Retail Distribution Integrated Regional | 2 |
| 306. | Electricity Industry Act, section 82 | Code of Conduct, clause 13.2 | The report specified in clause 13.1 must be provided to the ERA by the date, and in the manner and form, specified by the ERA. | Retail Distribution Integrated Regional | 2 |
| 307. | Electricity Industry Act, section 82 | Code of Conduct, clause 13.3 | The report specified in clause 13.1 must be published by the date specified by the ERA. In accordance with clause 13.3(2), a report is published if: <ul style="list-style-type: none"> copies are available to the public, without cost, in places where the retailer or distributor transacts business with the public; and a copy is posted on the retailer or distributor's website. | Retail Distribution Integrated Regional | 2 |
| SERVICE STANDARD PAYMENTS | | | | | |
| 308. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.1(1) | Subject to clause 14.6, a retailer must pay the stated compensation to a customer if the customer is not reconnected in accordance with the timeframes specified in Part 8. | Retail Integrated Regional | 2 |
| 309. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.1(2) | Subject to clause 14.6, if a retailer is liable to and makes a payment under subclause 14.1(1) due to an act or omission of a distributor, the distributor must compensate the payment to the retailer. | Distribution Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--------------------------------------|---------------------------------|---|-------------------------------------|------|
| 310. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.2(1) | Subject to clause 14.6, a retailer must pay the specified compensation to a customer if: <ul style="list-style-type: none"> it fails to comply with any of the procedures specified in Part 6 or Part 7 prior to arranging for disconnection or disconnecting the customer for failure to pay a bill; or arranges for disconnection or disconnects the customer for failure to pay a bill in contravention of clauses 7.2, 7.3, 7.6 or 7.7 for failure to pay a bill. | Retail Integrated Regional | 2 |
| 311. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.2(2) | Subject to clause 14.6, if a retailer is liable to and makes a payment under subclause 14.2(1) due to an act or omission of a distributor, the distributor must compensate the payment to the retailer. | Distribution Integrated Regional | 2 |
| 312. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.3(1) | Subject to clause 14.6, a retailer must pay the customer \$20 if the retailer has failed to acknowledge or respond to a complaint within the timeframes prescribed in subclause 12.1(4). | Retail Integrated Regional | 2 |
| 313. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.4(1) | Subject to clause 14.6, a distributor must pay the customer \$20 if the distributor has failed to acknowledge or respond to a complaint within the timeframes prescribed in subclause 12.1(4). | Distribution Integrated Regional | 2 |
| 314. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.5 | Subject to subclause 14.6, if a distributor disconnects a customer's supply address other than as authorised by this Code or otherwise by law, or as authorised by a retailer, then the distributor must pay the customer \$100 for each day that the customer was wrongfully disconnected. | Distribution Integrated Regional | 2 |
| 315. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.7(1) | A retailer that is required to make a compensation payment for failing to satisfy a service standard under clauses 14.1, 14.2 or 14.3 must do so in the manner specified in subclause 14.7(1). | Retail Integrated Regional | 2 |
| 316. | Electricity Industry Act, section 82 | Code of Conduct, clause 14.7(2) | A distributor that is required to make a compensation payment for failing to satisfy a service standard under clauses 14.4 or 14.5 must do so in the manner specified in subclause 14.7(2). | Distribution 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 |
|------|--|--|---|---|------|
| 317. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 318. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 319. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 320. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 that are specified in subclauses 3.2(1)(a)(b) using dials, a cyclometer, an illuminated display panel or some other visual means. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|--|---|------|
| 321. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 322. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 that allows the interval energy data to be downloaded in the manner prescribed. | Distribution Integrated Regional Transmission | 2 |
| 323. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.3A(1) | A network operator must ensure that bi-directional electricity flows do not occur at a metering point unless the metering installation for the metering point is capable of separately measuring and recording electricity flows in each direction. | Distribution Integrated Regional Transmission | 2 |
| 324. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.3B | If a user is aware of bi-directional electricity flows at a metering point that was not previously subject to a bi-directional flows or any changes in a customer's or user's circumstances in a metering point that will result in bi-directional flows, the user must notify the network operator within 2 business days. | Integrated Regional Retail Generation | 2 |
| 325. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.3C | An accumulation meter or an interval meter that separately measures and records bi-directional electricity flows at the metering point must record: <ul style="list-style-type: none"> • 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 326. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 that 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 |
| 327. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.5(3) | For each metering installation on its network, a network operator must provide, install, operate and, subject to subclause 3.7(5), maintain the metering installation in the manner prescribed, unless otherwise agreed. | Distribution Integrated Regional Transmission | 2 |
| 328. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.5(4) | Except for a Type 7 metering installation, a network operator must ensure that 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 |
| 329. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 that it has with the user. | Distribution Integrated Regional Transmission | 2 |
| 330. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.5(9) | If a network operator becomes aware that a metering installation does not comply with the Code, it 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 |
| 331. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 332. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.8 | Subject to clause 3.27, a network operator must ensure that, consistent with the standards of good electricity industry practice, each metering installation on its network is secured by devices or methods that hinder unauthorized access and enable unauthorized access to be detected. | Distribution Integrated Regional Transmission | 2 |
| 333. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.9(3) | Subject to subclauses 3.9(4), 3.9(5) and 3.9(7), each metering installation must meet at least the requirements for that type of metering installation as specified in Table 3 in Appendix 1 of the Code. | Distribution Integrated Regional Transmission | 2 |
| 334. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.9(7) | A metering installation used to supply a customer with requirements above 1000 volts that requires a VT and whose annual consumption is below 750MWh must meet the relevant accuracy requirements of a Type 3 metering installation for active energy only. | Distribution Integrated Regional Transmission | 2 |
| 335. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 336. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.10 | A network operator must ensure that any programmable settings in any of its metering installations, data loggers or peripheral devices, which may affect the resolution of displayed or stored data, satisfy the relevant requirements specified in the applicable metrology procedure and comply with any applicable instructions by the National Measurement Institute under the National Measurement Act. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 337. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.11(1) | A network operator must ensure that a metering installation on its network is operating consistently with good electricity industry practice to measure and record data, and permits the collection of data within the time specified in the applicable service level agreement, for at least the percentages of the year specified. | Distribution Integrated Regional Transmission | 2 |
| 338. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.11(2) | If an outage or malfunction occurs to a metering installation, the network operator must repair the metering installation in accordance with the applicable service level agreement. | Distribution Integrated Regional Transmission | 2 |
| 339. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 340. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.11A(1) | A network operator must ensure that the meters on its network are systematically sampled and tested for accuracy in accordance with AS 1284.13. | Distribution Integrated Regional Transmission | 2 |
| 341. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.11A(2) | Subject to clause 3.11A(3), if a “population” of meters is deemed to have failed under AS 1284.13, the network operator must ensure that all of the meters in that population are removed and replaced with new meters within 3 years of the testing of the population. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 342. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 343. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 344. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.12(3) | A network operator must provide isolation facilities of a standard consistent with good electricity industry practice, to facilitate testing and calibration of the metering installation. | Distribution Integrated Regional Transmission | 2 |
| 345. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.12(4) | A network operator must maintain drawings and supporting information, of a standard consistent with good electricity industry practice, to detail the metering installation for maintenance and auditing purposes. | Distribution Integrated Regional Transmission | 2 |
| 346. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 347. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 348. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.13(4) | A check metering installation for a metering point must comply with the prescribed requirements. | Distribution Integrated Regional Transmission | 2 |
| 349. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.14(3) | If, under clause 3.14(2), a metering installation uses metering class CTs and VTs that do not comply with the Table 3 in Appendix 1, then the network operator must take the actions specified in order to achieve the accuracy requirements in Table 3 in Appendix 1. | Distribution Integrated Regional Transmission | 2 |
| 350. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.16(1) | The network operator must ensure that a Type 1 metering installation to Type 5 metering installation on the network has the facilities and functionality prescribed. | Distribution Integrated Regional Transmission | 2 |
| 351. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.16(2) | The network operator must ensure that a Type 1 metering installation to Type 4 metering installation on the network includes a communications link. | Distribution Integrated Regional Transmission | 2 |
| 352. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.16(3) | If a device is used as a data logger, the energy data for a metering point on the network must be collated in trading intervals or sub-multiples of a trading interval within the metering installation. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|---|---|--|---|------|
| 353. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 the network operator must aggregate the energy data into trading intervals before providing it to a Code participant unless the Code participant agrees otherwise. | Distribution Integrated Regional Transmission | 2 |
| 354. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.18(1) | The metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements if the Electricity Retail Corporation supplies electricity to a contestable customer at a connection point under a non-regulated contract and in circumstances when, immediately before entering into the contract, the electricity retail corporation supplied electricity to the contestable customer under a regulated contract. | Distribution Retail Integrated Regional Transmission | 2 |
| 355. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.20(1) | If reasonably requested by a Code participant, a network operator must provide enhanced technology features in a metering installation. | Distribution Integrated Regional Transmission | 2 |
| 356. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 its applicable service level agreement with the user. | Distribution Integrated Regional Transmission | 2 |
| 357. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|---|---|------|
| 358. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 359. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 360. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.23(a) | Where signals are provided from the meter for the user or the user's customer, 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 |
| 361. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.23(b) | Where signals are provided from the meter for the user or the user's customer, 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 |
| 362. | Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.24A(1) | If a retailer requests a network operator to install a pre-payment meter at a connection point, then the pre-payment meter must be sufficient to enable the retailer to comply with the retailer's obligations under the Code of Conduct. | Distribution Integrated Regional | 2 |
| 363. | Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.24B(1) | If a retailer requests a network operator to replace a pre-payment meter at a connection point with a meter that is not a pre-payment meter, then the network operator must do so in accordance with this Code and the Code of Conduct. | Distribution Integrated Regional | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|---|--|------|
| 364. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | 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. | Distribution Integrated Regional, Transmission | 2 |
| 365. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 3.29 | A network operator must publish a list of registered metering installation providers, including the prescribed details, and update the list at least annually. | Distribution Integrated Regional Transmission | 2 |
| 366. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.1(1) | A network operator must establish, maintain and administer a metering database containing standing data and energy data for each metering point on its network. | Distribution Integrated Regional Transmission | 2 |
| 367. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.1(2) | A network operator must ensure that its metering database with its associated links, circuits, information storage and processing systems are secured by devices or methods consistent with a good industry practice (to hinder unauthorised access and enable unauthorised access to be detected). | Distribution Integrated Regional Transmission | 2 |
| 368. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.1(3) | A network operator must prepare and, if applicable, implement a disaster recovery plan to ensure that it is able, to rebuild the metering database and provide energy data to Code participants within 2 business days after the day of any disaster. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 369. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 370. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 371. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.4(1) | If there is a discrepancy between energy data held in a metering installation and in the metering database, the affected Code participants and the network operator must liaise to determine the most appropriate way to resolve the discrepancy. | Distribution Integrated Regional Transmission Retail Generation | NR |
| 372. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 373. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.5(2) | Subject to subclause 5.19(6), if a Code participant, other than a network operator, becomes aware of a change to, or 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 374. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.6(1) | If the network operator is notified of a change to, or inaccuracy in, an item of standing data by a Code participant that 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 address the issue. | Distribution Integrated Regional Transmission | 2 |
| 375. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 determine whether the registry should be updated, and update the registry as required. | Distribution Integrated Regional Transmission | 2 |
| 376. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.7(1) | If standing data for a metering point is updated in the registry, the network operator must, within 2 business days after the update (or such other time as is specified in the applicable service level agreement) notify the update to the current user and each previous user, if the updated standing data relates to a period or periods when the previous user was the current user. | Distribution Integrated Regional Transmission | 2 |
| 377. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.8(3) | A network operator must allow a user who is a retailer or a generator to have local and, where a suitable communications link is installed, remote access to the energy data for metering points at its associated connection points, using a password provided by the network operator that provides 'read only' access. | Distribution Integrated Regional Transmission | 2 |
| 378. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.8(3A) | A network operator must allow a user who is a retailer or a generator to have access to data held in its metering database for metering points at its associated connection points, by the prescribed methods, using a password provided by the network operator which provides 'read only' access. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 379. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.8(4)(a) | A network operator must have devices and methods in place to ensure that energy data held in its metering installation is secured from unauthorised local or remote access using the methods prescribed | Distribution Integrated Regional Transmission | 2 |
| 380. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.8(4)(b) | A network operator must have devices and methods in place to 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 |
| 381. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 4.8(5) | Without limiting subclause 4.8(4), a network operator must ensure that electronic passwords and other electronic security controls are only issued to the specified authorised personnel and otherwise keep its records of electronic passwords, and other electronic security controls, secure from unauthorised access. | Distribution Integrated Regional Transmission | 2 |
| 382. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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, for at least the periods, and with the level of accessibility, prescribed. | Distribution Integrated Regional Transmission | 2 |
| 383. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
|------|--|--|---|---|------|
| 384. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.1(2) | Without limiting subclause 5.1(1), a network operator must: <ul style="list-style-type: none"> expeditiously and diligently process all requests for a service level agreement; negotiate in good faith with a Code participant regarding the terms for an agreement; and to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire. | Distribution Integrated Regional Transmission | NR |
| 385. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.3 | A network operator must, for each metering point on its network, obtain energy data from the metering installation and transfer the energy data into its metering database by no later than 2 business days after the date for the scheduled meter reading for the metering point (or such other time as is specified in the applicable service level agreement). | Distribution Integrated Regional Transmission | 2 |
| 386. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.4(1) | A network operator must, for each meter on its network, at least once in every 12 month period undertake a meter reading that provides an actual value that passes the validation processes in Appendix 2. | Distribution Integrated Regional Transmission | 2 |
| 387. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.4(1A) | The meter reading referred to in clause 5.4(1) must not be undertaken by the customer associated with the meter, and must be undertaken by a person who is employed or appointed by the network operator and who is suitably skilled in accordance with good electricity industry practice to carry out meter readings. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 388. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.4(2) | A user must, when reasonably requested by a network operator, assist the network operator to comply with the network operator's obligation under subclause 5.4(1). | Integrated Regional, Retail Generation | 2 |
| 389. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.5(2) | Subject to subclause 5.5(2A)(b), a network operator may impose a charge for the provision of data, but only if <ul style="list-style-type: none"> a user has requested the energy data to the extent permitted by, and in accordance with the applicable service level agreement between it and the user; and if a customer has given a direction under subclause 5.17A(1), in accordance with the prescribed conditions. | Distribution Integrated Regional Transmission | 2 |
| 390. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.5(2A) | A network operator must not impose a charge for the provision of standing data and for the provision of energy data if another enactment prohibits it doing so. | Distribution Integrated Regional Transmission | 2 |
| 391. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.6(1) | Subject to subclause 5.6(2), a network operator must provide validated, and where necessary, substituted or estimated energy data for a metering point to the user for the metering point and the IMO within the timeframes prescribed in subclause 5.6(1)(2). | Distribution Integrated Regional Transmission | 2 |
| 392. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.7 | If a replacement energy data value is inserted in a metering database for a metering point, the network operator must provide replacement energy data to the user for the metering point and the IMO within the timeframes prescribed. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 393. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 394. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 395. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 396. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.11 | If a transfer occurs at a connection point, then within 2 business days after the transfer date, as defined in the Customer Transfer Code, the network operator must provide the incoming retailer with a copy of the standing data for each metering point associated with the connection point. | Distribution Integrated Regional Transmission | 2 |
| 397. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.12(1) | If a user gives a network operator an energy data request for a metering point in accordance with the communication rules, and the energy data request relates only to a time or times for which the user was the current user at the metering point, then the network operator must provide a user with a complete set of energy data for the metering point within the timeframes prescribed. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 398. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.13 | If the current user for a metering point gives the network operator a standing data request for the metering point in accordance with the communication rules then the network operator must: <ul style="list-style-type: none"> provide the current user with a complete current set of standing data for a metering point; and advise whether there is a communications link for the metering point, within 2 business days after the receipt of the request. | Distribution Integrated Regional Transmission | 2 |
| 399. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.14(3) | If a user makes a bulk standing data request, the network operator must in accordance with the communication rules, acknowledge receipt of the request and provide the requested standing data within the timeframes prescribed. | Distribution Integrated Regional Transmission | 2 |
| 400. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.15 | If a network operator provides energy data to a user or the IMO it must also provide the date of the meter reading in accordance with the requirements specified. | Distribution Integrated Regional Transmission | 2 |
| 401. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.16 | If a user collects or receives energy data from a metering installation then the user must provide the network operator with the energy data (in accordance with the communication rules) within the timeframes prescribed. | Integrated Regional Retail Generation | 2 |
| 402. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 403. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.17A(1) | A network operator must provide data for a metering point from its metering database to a person if (and to the extent that) the customer associated with the metering point gives the network operator a direction to do so that complies with subclause 5.17A(2). | Distribution Integrated Regional Transmission | 2 |
| 404. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.17A(3) | A network operator must comply with a direction under subclause 5.17A(1) within the timeframes prescribed. | Distribution Integrated Regional Transmission | 2 |
| 405. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.18 | If a user collects or receives information regarding a change in the energisation status of a metering point then the user must provide the network operator with the prescribed information, including the stated attributes, within the timeframes prescribed. | Integrated Regional Retail Generation | 2 |
| 406. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | 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 |
| 407. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.19(2) | A user must, to the extent that it is able, collect and maintain a record of the prescribed information in relation to the site of each connection point with which the user is associated. | Integrated Regional Retail Generation | NR |
| 408. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.19(3) | Subject to subclauses 5.19(3A) and 5.19(6), the user must, within 1 business day after becoming aware of any change in an attribute described in subclause 5.19(2), notify the network operator of the change. | Integrated Regional Retail Generation | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 409. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 410. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.19(6) | The user must use reasonable endeavours to ensure that it does not notify the network operator of a change in an attribute described in subclause 5.19(2) that results from the provision of standing data by the network operator to the user. | Integrated Regional Retail Generation | NR |
| 411. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.20(1) | A network operator must, by not later than 6 months after the date this Code applies to the network operator, develop, in accordance with the communication rules, an Energy Data Verification Request Form. | Distribution Integrated Regional Transmission | 2 |
| 412. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 413. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.20(4) | If a Code participant requests verification of energy data under subclause 5.20(3), the network operator must, in accordance with the metrology procedure: <ul style="list-style-type: none"> 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 to that Code participant within the timeframes prescribed. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 414. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.21(2) | A network operator must comply with any reasonable request under subclause 5.21(1). | Distribution Integrated Regional Transmission | 2 |
| 415. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 416. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.21(5) | A Code participant must not request a test or audit under subclause 5.21(1) unless the Code participant is a user and the test or audit relates to a time or times at which the user was the current user or the Code participant is the IMO. | Integrated Regional Retail Generation | 2 |
| 417. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.21(6) | A Code participant must not make a request under subclause 5.21(1) that is inconsistent with any access arrangement or agreement. | Integrated Regional Retail Generation | 2 |
| 418. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 419. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.21(9) | Any written service level agreement entered into under subclause 5.21(7) must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|---|---|------|
| 420. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.21(11) | If a test or audit shows that the accuracy of the metering installation or information from the meter associated with the metering installation does not comply with the requirements under this Code, the network operator must: <ul style="list-style-type: none"> 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.¹¹ | Distribution Integrated Regional Transmission | 2 |
| 421. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 422. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 423. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

¹¹ Clause 5.21(11)(c) gives the network operator an option to make corrections to the energy data for a period up to 12 months before the date of the test or audit.

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 424. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.22(3) | If a check meter is not available or energy data cannot be recovered from the metering installation within the time required under this Code, then the network operator must prepare substitute values using a method contained in Appendix 3 and agreed where necessary with the relevant Code participants. | Distribution Integrated Regional Transmission | 2 |
| 425. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.22(4) | If a network operator detects a loss of energy data or incorrect energy data from a metering installation, it must notify each affected Code participant of the loss or error within 24 hours after detection. | Distribution Integrated Regional Transmission | 2 |
| 426. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.22(5) | Substitution or estimation of energy data is required when energy data is missing, unavailable or corrupted, including in the circumstances described in this subclause. | Distribution Integrated Regional Transmission | 2 |
| 427. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 428. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.23(1) | If a network operator determines that there is no possibility of determining an actual value for a metering point, then the network operator must designate an estimated or substituted value for the metering point to be a deemed actual value for the metering point. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 429. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.23(3) | If a network operator has designated a deemed actual value for a metering point then the network operator must: <ul style="list-style-type: none"> • repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point; and • subclauses 5.24(3(c) and 5.24(4) apply in respect of the estimated or substituted value which was designated to be the deemed actual value. | Distribution Integrated Regional Transmission | 2 |
| 430. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.24(1) | If a network operator uses an actual value (first value) for energy data for a metering point, and a better quality actual or deemed actual value is available (second value), the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice. | Distribution Integrated Regional Transmission | 2 |
| 431. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.24(2) | If a network operator uses a deemed actual value (first value) for energy data for a metering point, and a better quality deemed actual value is available (second value), then the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice. | Distribution Integrated Regional Transmission | 2 |
| 432. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.24(3) | If a network operator uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality actual, deemed, estimated or substituted value is available (second value), then the network operator must replace the first value with the second value if doing so would be consistent with good electricity industry practice or the user and its customer jointly request it to do so. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|--|---|------|
| 433. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.24(4) | A network operator (acting in accordance with good electricity industry practice) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced under subclause 5.24. | Distribution Integrated Regional Transmission | 2 |
| 434. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 435. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.27 | Upon request from a network operator, the current user for a connection point must provide the network operator with customer attribute information that it reasonably believes are missing or incorrect within the timeframes prescribed. | Integrated Regional Retail Generation | 2 |
| 436. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.29 | If a network operator makes an election under subclause 5.28 in respect of a network, then, (unless the election is terminated under the meter data agency agreement) the parties must undertake the activities prescribed, as applicable. | Distribution Integrated Regional Transmission | 2 |
| 437. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.30(1) | If a network operator makes an election under subclause 5.28 in relation to the network, then the parties must enter into an agreement in relation to the network, which must deal with at least the matters prescribed. | Distribution Integrated Regional Transmission | 2 |
| 438. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.31(1) | If a network operator makes an election under subclause 5.28 in relation to a network, the electricity networks corporation must assess the compliance of each metering installation in the network with this Code and notify the electing network operator of each non-compliant metering installation. | Distribution Integrated Regional Transmission | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 439. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.31(2) | For each non-compliant metering installation notified under subclause 5.31(1)(b), the electing network operator may, by notice to the electricity networks corporation, require the electricity networks corporation to upgrade a non-compliant metering installation, in which case the electricity networks corporation must undertake the upgrade in accordance with the metering data agency agreement and good electricity industry practice. | Distribution Integrated Regional Transmission | 2 |
| 440. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.34(2) | Except to the extent that the metering data agency agreement provides otherwise, the costs which may be recovered by the electricity networks corporation under subclause 5.34(1) must not exceed the amounts prescribed. | Distribution Integrated Regional Transmission | 2 |
| 441. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 5.37(1)(a) | A network operator must for the year ending on each 30 June, prepare a report setting out the information listed in subclause 5.37(2) for each metering service it was requested during the year to provide or scheduled during the year to carry out. | Distribution Integrated Regional Transmission | 2 |
| 442. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 ERA not less than 5 business days before it is published under subclause 5.37(3). | Distribution Integrated Regional Transmission | 2 |
| 443. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-------|--|--|--|---|------|
| 444. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 445. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 446. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 447. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 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 |
| 448. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | 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 |
| 448A. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 6.2 | A network operator must, as soon as practicable and in any event no later than 6 months after the date this Code applies to it, submit to the ERA for its approval the prescribed documents in subclauses 6.2(a)-(d). | Distribution Integrated Regional Transmission | NR |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|-------|--|---|---|---|------|
| 448B. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 6.18 | A network operator must publish the document within 10 business days after notification of the ERA's approval under subclauses 6.13(1)(a)(i), 6.16 or 6.17. | Distribution Integrated Regional Transmission | NR |
| 448C. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 6.19A(1) | A network operator must publish its communication rules as soon as practicable, and in any event within 6 months after the date this Code applies to it. | Distribution Integrated Regional Transmission | NR |
| 448D. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 6.19B(1) | Once communication rules have been published for a network under clause 6.19A, or amended under clause 6.21(3), the communication rules may only be amended thereafter in accordance with the communication rules made under subclause 6.7(1)(k) or clause 6.19C. | Distribution Integrated Regional Transmission | NR |
| 449. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 6.20(4) | A network operator must amend any document in accordance with the ERA's final recommendation. | Distribution Integrated Regional Transmission | NR |
| 450. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 451. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 452. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 453. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 7.2(4) | If requested by a network operator with whom it has entered into an access contract, the Code participant must notify its contact details to a network operator within 3 business days after the request. | Integrated Regional Retail Generation | 2 |
| 454. | Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 | 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 |
| 455. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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. | Distribution Integrated Regional Transmission Retail Generation | 2 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|--|---|------|
| 456. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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. | Distribution Integrated Regional Transmission Retail Generation | 2 |
| 457. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 8.1(1) | If any dispute arises between any Code participants then (subject to subclause 8.2(3)) representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute by negotiations in good faith. | Distribution Integrated Regional Transmission Retail Generation | NR |
| 458. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 459. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |

| No. | Licence Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|---|---|------|
| 460. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | 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 |
| 461. | Distribution Licence, condition 4.1.1 Generation Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Retail Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry Metering Code, clause 8.3(2) | The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective in subclause 8.3(1). | Distribution 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 |
|------|--|---|---|---|------|
| 462. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 463. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 464. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 465. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 466. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
|------|---|--|---|---|------|
| 467. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 468. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 469. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 13(3) | The average total length of interruptions of supply is to be calculated using the specified method. | Transmission Distribution Integrated Regional | 2 |
| 470. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 471. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 472. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |

| No. | Licence, Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|---|---|---|------|
| 473. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 474. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 475. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 476. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 477. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 23(1) | A distributor or transmitter must take all such steps as are reasonably necessary to monitor the operation of its network to ensure compliance with specified requirements. | Transmission Distribution Integrated Regional | NR |

| No. | Licence, Condition | Obligations under Condition | Description | Licensee | Type |
|------|--|--|---|---|------|
| 478. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 479. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 480. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 24(4) | A distributor or transmitter must report the results of an investigation to the customer concerned. | Transmission Distribution Integrated Regional | 2 |
| 481. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 482. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, 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 |
| 483. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clauses 26(1) and (2) | 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 reporting period of 3 years or as specified by the ERA. | Transmission Distribution Integrated Regional | 2 |

| No. | Licence, Condition | Obligations under Condition | Description | Licensee | Type |
|-------|--|--|--|---|------|
| 483A. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clauses 26(3) and (4) | A distributor or transmitter must publish the audit report not later than 1 October following the reporting period. | Transmission Distribution Integrated Regional | 2 |
| 483B. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 26(5) | A distributor or transmitter must give a copy of its audit report to the Minister and the ERA not less than 7 days before it is published. | Transmission Distribution Integrated Regional | 2 |
| 484. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 27(1) | A distributor or transmitter must annually prepare and publish a report about its performance in respect of each year ending on 30 June. | Transmission Distribution Integrated Regional | 2 |
| 485. | Distribution Licence, condition 4.1.1 Integrated Regional Licence, condition 4.1.1 Transmission Licence, condition 4.1.1 | Electricity Industry (Network Quality and Reliability of Supply) Code, clause 27(3) | A distributor or transmitter must give a copy of its report about its performance to the Minister and the ERA not less than 7 days before it is published. | 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 licence to ensure all licensee specific conditions are reported against.

| No. | Licence, Condition | Obligations under Condition | Description | Licensee | Type |
|------|---|---|--|---|------|
| 486. | Horizon Power Integrated Regional Licence, Schedule 1, condition 2.1 Synergy Retail Licence, Schedule 1, 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 |
| 487. | Horizon Power Integrated Regional Licence, Schedule 1, condition 2.6 Synergy Retail Licence, Schedule 1, 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 |
| 488. | Horizon Power Integrated Regional Licence, Schedule 1, conditions 3.1 and 3.2 Synergy Retail Licence, Schedule 1, conditions 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 |
| 489. | Horizon Power Integrated Regional Licence, Schedule 1, condition 3.3 Synergy Retail Licence, Schedule 1, 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 |
|------|--|--|--|---|------|
| 490. | Horizon Power Integrated Regional Licence, Schedule 1, condition 4.1 Western Power Transmission Licence, Schedule 1, condition 2.1 Western Power Distribution Licence, Schedule 1, condition 2.1 | Electricity Industry Act, sections 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 |
| 491. | Horizon Power Integrated Regional Licence, Schedule 1, condition 4.2 Western Power Transmission Licence, Schedule 1, condition 2.2 Western Power Distribution Licence, Schedule 1, condition 2.2 | Electricity Industry Act, sections 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 |
| 492. | Horizon Power Integrated Regional Licence, Schedule 1, condition 4.3 Western Power Transmission Licence, Schedule 1, condition 2.3 Western Power Distribution Licence, Schedule 1, condition 2.3 | Electricity Industry Act, sections 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 |
| 493. | Western Power Transmission Licence, Schedule 1, condition 3.1 Western Power Distribution Licence, Schedule 1, condition 3.1 | Electricity Industry Act, sections 11 | The licensee will operate and maintain a trouble call fault management system. | Western Power Transmission Licence Western Power Distribution Licence | 2 |
| 494. | Western Power Transmission Licence, Schedule 1, condition 3.2 Western Power Distribution Licence, Schedule 1, condition 3.2 | Electricity Industry Act, sections 11 | The licensee must provide prior notification to the ERA if it intends to outsource its trouble call fault management system. | Western Power Transmission Licence Western Power Distribution Licence | 2 |

| No. | Licence, Condition | Obligations under Condition | Description | Licensee | Type |
|------|---|--|--|---|------|
| 495. | Not used | | | | |
| 496. | Horizon Power Integrated Regional Licence, condition 4.1.1 Synergy Retail Licence, condition 4.1.1 | Electricity Industry (Customer Contracts) Regulations, 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 |

Amendment Record Sheet

| Amendment Date | Description of amendment |
|----------------|--|
| 30 April 2007 | This Manual includes new reporting requirements taken from the SCONRRR 2002 Report and 2006 Report. |
| 26 March 2008 | <p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> • The removal of redundant information in respect of the SCONRRR retail and distribution performance indicators. • The removal of the information reporting obligations in relation to the Service Standard Benchmarks under the Western Power Access Arrangement. This is now subject to a separate reporting process to the ERA. • 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 | <p>Amendments to this Manual include:</p> <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 | <p>Amendments to this Manual include:</p> <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. |

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|-----------------|---|
| | <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. |
| 18 January 2013 | <p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> • Section 3 – reworded to refer to the ERA’s power to require licensees to provide information to the ERA 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 ERA’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>. • 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. |
| 12 May 2014 | <ul style="list-style-type: none"> • Section 3 – Amended to direct licensees to refer to the relevant Reporting Handbook for information on how to lodge annual performance reports with the ERA. • Section 18 – deleted, the specification of performance reporting indicators has been moved to the Reporting Handbooks. |

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|------------------|--|
| | <ul style="list-style-type: none"> • Obligations 249 and 345 – amended to remove erroneous reference to distribution and transmission licences. |
| 22 July 2014 | <p>Amendments to this Manual include:</p> <ul style="list-style-type: none"> • Covering Section contains a new disclaimer. • Section 8 – updated the Type 1 compliance obligations to reflect amendments made in section 14 (see below). • Section 14 – Amended to align with the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2014</i> (Gazetted on 10 June 2014). • Obligation 236 (subclause 7.7(2) of the Code of Conduct) has been amended to a Type 1 reporting obligation for all the requirements applicable to retail in integrated regional licensees specified in subclause 7.7(2), except for when a customer registered with a retailer under subclause 7.7(1) notifies the retailer that the customer’s supply address no longer requires registration as a life support equipment address, which is a Type 2 reporting obligation. • Some minor typographical errors were corrected throughout the document. |
| 1 September 2014 | <p>Separated obligation 236 (clause 7.7(2) of the Code of Conduct) into two parts:</p> <ul style="list-style-type: none"> • The amended obligation 236 now only refers to a change of the customer’s supply address or contact details; and • a new obligation, 236A, has been created to deal with the retailer’s obligation to notify the distributor about changes in a customer’s life support equipment, or that the customer no longer requires registration as a life support customer. <p>Obligation 236 continues to be classified as a Type 1 reporting obligation, and obligation 236A is classified as a Type 2 reporting obligation.</p> <p>Separated obligation 237 (clause 7.7(3) of the Code of Conduct) into two parts:</p> <ul style="list-style-type: none"> • The amended obligation 237 now only refers to a change of the customer’s supply address or contact details; and • a new obligation, 237A, has been created to deal with the actions the distributor must take when they have been informed by the retailer of a change of the customer’s life support equipment, or that the customer no longer requires registration as a life support customer. <p>Obligation 237 continues to be classified as a Type 1 reporting obligation, and obligation 237A is classified as a Type 2 reporting obligation.</p> |
| 19 July 2016 | <p>Amendments to this manual include:</p> <ul style="list-style-type: none"> • Sections 3.1 and 5.2.2 – amended to remove the option to deliver performance reports and compliance reports by hand. • Section 13 – amended to align with the <i>Code of Conduct for the Supply of Electricity to Small Use Customers 2016</i> (effective from 1 July 2016). • Clauses 236A and 237A removed – the obligation to register the customer’s life support equipment type no longer exists. • Section 14 – amended to add previously omitted clauses in the <i>Electricity Industry (Metering) Code 2012</i> (reference numbers 448A – 448D in this manual). • Minor edits throughout the document to clarify the intent of the obligation, streamline wording and replace “Authority” with “ERA”. |

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| 31 October 2016 | <p>Section 9 of the manual was updated to align it with the <i>Electricity Industry (Customer Transfer) Code 2016</i>, gazetted on 30 September 2016:</p> <ul style="list-style-type: none"> • Added obligation 2A: preparation of annual report to the ERA and the Minister. • Deleted obligation 14 due to subclauses 3.8.2(a-b) being removed. • Replaced “UMI” (unique market identifier) to “NMI” (national meter identifier). • Replaced “exit point” to “connection point”. • Amended obligation 21 to include how the charge is to be determined. • Amended obligation 37 to include the timeframe for the action. • Added obligation 37A to capture new subclause 4.10(4). • Deleted obligations 46 and 47 due to the removal of clause 5.1. • Amended obligation 48 due to the amendment in clause 5.2. • Added obligation 48A, all notices must be in writing. • Replaced “the ERA” to “the arbitrator” in obligation 58. • Deleted obligations 68-71 due to the removal of Annex 6. • Replaced the “independent market operator” to AEMO. <p>Obligation 105, licence fees, was amended to capture clauses 6, 7 and 8 (annual licence charges and standing charges) of the <i>Economic Regulation Authority (Licensing Funding) Regulations 2014</i>, which commenced on 1 January 2015.</p> |
| 17 July 2017 | <p>Section 15 of the manual was updated to align it with the <i>Electricity Industry (Network Quality and Reliability of Supply) Code 2005</i>, gazetted on 2 May 2017:</p> <ul style="list-style-type: none"> • Reworded obligation 483 to clarify audit reporting period requirements due to amendments affecting clause 26. • Added obligation 483A to clarify audit publication requirements due to new subclauses 26(3) and 26(4). • Added obligation 483B to clarify requirements for provision of audit report to the Minister and the ERA due to new subclause 26(5). • Reworded obligation 484 to clarify performance reporting period requirements. • Reworded obligation 485 to clarify requirements for provision of performance report to the Minister and the ERA. <p>Minor editorial changes throughout the manual.</p> |
| 3 July 2018 | <p>Manual updated to adopt amendments made to electricity licences as part of the Electricity Licence Review 2018 and amendments made to the <i>Code of Conduct for the Supply of Electricity to Small Use Customers</i> as part of the 2017-18 Code Review that came into effect on 1 July 2018.</p> <p>Minor amendments also made throughout the manual to address inconsistencies with electricity licences and applicable legislation.</p> |