



## Attachment 4

# AMENDMENTS TO THE ENERGY RETAIL CODE: CERTAIN TRANSITIONAL PROVISIONS FOR STRENGTHENING PROTECTIONS FOR CUSTOMERS REQUIRING LIFE SUPPORT EQUIPMENT

AUGUST 2019

Amendments made by the Essential Services Commission on  
DD/MM/YYYY

### 1 Nature and commencement of this instrument

- (1) This instrument amends the *Energy Retail Code*.
- (2) This instrument comes into operation on 1 December 2019.

### 2 Table of amendments

- (20) In Schedule 3, after part 3 insert new part 4:

#### 1. Life Support Equipment

##### 1 Definitions

In this clause:

**Amending Rule** means the Electricity Distribution Code Review 2019 (Strengthening protections for customers requiring life support equipment).

**commencement date** means 1 January 2020.

**existing life support customer** means a customer whose *premises* is registered under clause 5.6.1(b) of version 9A of the *Electricity Distribution Code* as having *life support equipment* as at the *commencement date*.

*existing medical confirmation* means confirmation provided under clause 5.6.1(a) of version 9A of the *Electricity Distribution Code* as at the *commencement date*.

*Notice Date* means 31 March 2020.

## **2 Retailer obligations for existing life support customers**

- (1) When notified by a *distributor*, by the *commencement date*, pursuant to clause 21.2(1) of the *Electricity Distribution Code*:
  - (a) that a *premises* is registered as an *existing life support customer*; and
  - (b) whether *existing medical confirmation* has been provided for the *existing life support customer*;the *retailer* must:
  - (c) within one *business day* after the *commencement date*, register that the *existing life support customer* requires *life support equipment* and the date from which the *life support equipment* is required.

## **3 Exempt person obligations for existing life support customers**

- (1) When notified by an *exempt distributor*, by the *commencement date*, pursuant to clause 21.3(1) of the *Electricity Distribution Code*:
  - (a) that a *premises* is registered as an *existing life support customer*; and
  - (b) whether *existing medical confirmation* has been provided for the *existing life support customer*;the *exempt person* must:
  - (c) within one business day after the *commencement date*, register that the *existing life support customer* requires *life support equipment* and the date from which the *life support equipment* is required.