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

DECEMBER 2019

Amendments made by the Essential Services Commission on 5 December 2019

1 Nature and commencement of this instrument

(1) This instrument amends the Energy Retail Code.

(2) This instrument comes into operation on 2 January 2020.

2 Table of amendments

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

4. 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 3 February 2020.

existing life support customer means a customer whose premises is registered under:

(i) clause 5.6.1(b) of version 9A of the Electricity Distribution Code; or

(ii) clause 124(1)(a) and clause 125(3)(a) of the Energy Retail Code;

as having life support equipment as at the commencement date.
existing medical confirmation means confirmation provided:

(i) under clause 5.6.1(a) of version 9A of the Electricity Distribution Code; or
(ii) under clause 124(1)(a) and clause 125(3)(a) of the Energy Retail Code;

as at the commencement date.

Notice Date means 30 April.

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.