

Grid standards and customer protection key issues of electricity distribution code review

Electricity grid standards and customer payments for power outages are among the issues being considered by the state energy regulator in reviewing the electricity distribution rules.

The Essential Services Commission has released an [issues paper](#) on the first phase of the code review and is seeking feedback from energy stakeholders and the wider community.

The paper looks at the best way to update technical standards to keep up with advances in energy such as solar power and micro-grids while maintaining power stability and reliability.

It also examines when distributors should notify Victorians of planned power outages.

Commission energy director Sarah McDowell says Victorians are encouraged to help shape the future of the state's energy network by engaging in this review.

“Our energy grid is changing and we aim to review the code so that it promotes the long-term interests of Victorian customers.

“We would like to hear from Victorians on how we address these challenges and opportunities,” she said.

In 2019-20, the review of the Electricity Distribution Code will focus on:

- technical standards with attention towards voltage and other technical standard harmonisation
- customer service standards around the communication of outages and the Guaranteed Service Level scheme
- information provisions and how these may promote good business practices for customers
- clarifying obligations in the code.

From 2020-21 the review will look at future energy business models and technologies.

The issues paper is open for consultation until 9 September 2019 via [Engage Victoria](#).

For further information call: Clayton Bennett, Senior Communication Adviser, Strategic Communication, 0447 933 140