

ELECTRICITY DISTRIBUTION CODE OF PRACTICE (LIFE SUPPORT REFORMS) AMENDMENT 2026

Amendments made by the Essential Services Commission on XX/XX/2026

1 Nature and commencement of this instrument

- 1) This instrument amends the Electricity Distribution Code of Practice.
- 2) Schedule 1 of this instrument comes into operation on 31 December 2027.

2 Schedule 1 – Table of Amendments

Clause 1.2 – Date of effect

In clause 1, omit 'This code of practice came into effect on 1 October 2022 and was last amended on 1 January 2026.' and substitute:

'This code of practice came into effect on 1 October 2022 and was last amended on XX/XX/2026.'

Clause 2.1 – Glossary

- (1) In clause 2.1, omit definition of '*confirmation reminder notice*' and substitute:

confirmation reminder notice [not used]

- (2) In clause 2.1, omit definition of '*deregistration notice*' and substitute:

deregistration notice [not used]

- (3) In clause 2.1, insert the following:

exempt electricity seller has the meaning given in section 40SA of the Electricity Industry Act 2000;

Note: As defined in *Electricity Industry Act 2000*, exempt electricity seller includes exempt persons in the registered exemption categories VR1 to VR5, but does not include exemption categories VD1 to VD8.

- (4) In clause 2.1, delete definition of '*exempt generator*' and substitute:

exempt generator means a person who is exempt from holding a licence under section 16 of the *Act* to engage in certain activities as set out in clause 14 of the *General Exemption Order* (deemed exemption of generation).

- (5) In clause 2.1, omit definition of '*exempt retailer*' and substitute:

exempt retailer [not used – see *exempt electricity seller*]

- (6) In clause 2.1, omit definition of '*exempt retailer*' and substitute:

exempt retailer [not used – see *exempt electricity seller*]

- (7) In clause 2.1, delete definition of '*General Exemption Order*' and substitute:

General Exemption Order means the Order in Council made under section 17 of the Act and published in Gazette 39 on 29 September 2022 (as amended from time to time).

- (8) In clause 2.1, omit definition of '*life support protections*' and substitute:

life support protections [not used]

- (9) In clause 2.1, insert the following:

life-threatening condition means a condition that a registered medical practitioner has identified in the relevant *medical confirmation* as being one where the *life support resident* would be at likelihood of death or permanent injury if the *life support equipment* used by that *life support resident* was to be without power during a prolonged power outage.

- (10) In clause 2.1, delete definition of '*medical confirmation*' and substitute:

medical confirmation means a *medical confirmation form* in which all mandatory fields have been completed and which is signed and dated by a registered medical practitioner;

Note: For transitional arrangements for *medical confirmation*, see clause 4 of Schedule 5.

- (11) In clause 2.1, delete definition of '*medical confirmation*' and substitute:

medical confirmation form means the form titled "Medical Confirmation Form for Life Support Equipment" published on the Commission's website from time to time and to be provided by a *retailer* to a *relevant customer* to enable the *customer* to provide (in hard copy or in electronic format) *medical confirmation* to the *retailer*.

- (12) In clause 2.1, delete definition of '*register of life support customers and residents*' and substitute:

register of life support customer and residents means a register established, maintained and kept up to date under clause 12 of this Code of Practice.

- (13) In clause 2.1, insert the following:

secondary contact person in relation to premises that have been, or are to be, registered as requiring *life support equipment*, means an additional person (which may, without limitation, be the *life support resident*) nominated by the *life support customer*, in a *medical confirmation form* or otherwise advised by the customer to a *retailer*, to be provided with information, notices or requests where such information, notices or requests are required to be given to a *life support customer*.

Clause 11.1 – Simplified outline

(14) In clause 11.1, after ‘a distributor’s obligation to inform the Department of Health of widespread supply events’ include:

and to provide information recorded in the *register of life support customers and residents* (clause 11.8).

Clause 11.8 – Informing the Department of Health

(15) After subclause 11.8.1(a), delete and insert the following:

(ab) where the street address of any *point of supply* identified under subclause (a) is the premises of a *life support customer*, provide the Department of Health with such information recorded in its *register of life support customers and residents* as may be requested by the Department of Health, including as a minimum, the following details:

(i) the contact details and communication preferences of the *life support customer* and any *secondary contact person*;

(ii) whether the *life support customer* has provided *medical confirmation* and if so;

(A) The date when *medical confirmation* has been provided;

(B) the *life support equipment* used by the *life support resident*;
and

(C) whether the *life support resident* has a *life-threatening condition*.

(b) provide the information under subclauses (a) and (ab) to the Department of Health:

(i) as soon as practicable and in any case within 28 hours of a *sustained interruption* occurring and for every 12 hours thereafter until the *sustained interruption* has been resolved;
and

(ii) in a manner and format agreed from time to time between the Department of Health and the *distributor*.

Clause 12 – Life support equipment

(16) In clause 12.1, after ‘This clause sets out’, delete and insert the following:

- a distributor's obligations when notified by a small customer or a retailer that a person requiring life support equipment resides at a supply address (clauses 12.2);
- a distributor's ongoing obligations after having registered a small customer's premises in its register of life support customers and residents (clause 12.4);
- the circumstances in which a distributor must deregister a small customer from its register of life support customers and residents (clause 12.5);
- record-keeping obligations regarding registration and deregistration of life support customers (clause 12.6).

(17) In clause 12.1, after 'This clause sets out', delete:

- the corresponding obligations of exempt distributors in relation to life support customers (clause 12.7).

Clause 12.2 – Registration of life support equipment

(18) In clause 12.2.1, after '*Distributor* obligations when advised by customer', delete subclauses (a), (b) and (c).

(19) In clause 12.2.1(d), delete and substitute the following:

Within one business day after being advised by a *small customer* that a *life support resident* resides, or is intending to reside, at the *small customer's* premises, a *distributor* must notify the *retailer* that a person residing or intending to reside at the *small customer's* premises requires *life support equipment* and the date from which the *life support equipment* is required.

(20) In clause 12.2.2, delete and substitute the following:

(a) 'Within one *business day* after being advised by a *retailer*, under sections 40SG(4)(a), 40SI(2) or 40SJ(5) of the *Act*, or clause 165(1)(d) of the *Energy Retail Code of Practice* that a *life support resident* resides, or is intending to reside, at the *small customer's* premises, a *distributor* must record in a *register of life support customers and residents* the *life support customer details* provided by the *retailer* to the *distributor*.

(b) [deleted]

(21) Delete clause 12.2.3 and substitute '[deleted]'.

(22) Insert the following new clause 12.2.4:

This clause 12.2 applies to an *exempt distributor*.

Note: A reference to a *retailer* in this code of practice includes an *exempt electricity seller*.

(23) Delete clause 12.3 in its entirety.

Clause 12.4 – Ongoing distributor obligations

(24) In clause 12.4.1, delete and substitute the following:

'Where a distributor is required to record life support customer details in a register of life support customers and residents under clause 12.2.2, the distributor has the following ongoing obligations:'

(a) [deleted]

(ab) if the *small customer* contacts the *distributor* to provide updated *life support customer details* or details of any *secondary contact person*, inform the *small customer* that it is necessary for the *small customer* to provide that information to the *retailer* for the *register of life support customers and residents* to be updated;

(b) within one *business day* after being advised by a *retailer* that the *retailer* has updated or included new information on its register of life support customers and residents, make the same update to the *distributor's register of life support customers and residents*;

(c) except in the case of an *interruption* or *emergency*, not *disconnect* the *supply address* after the date the *life support equipment* will be required at the *supply address*;

(d) in the case of a *planned interruption*, comply with clause 11.5.1(b); and

(e) in the case of an *interruption* by an *exempt distributor* that is a *planned interruption*, the *exempt distributor* must comply with clause 11.5.1(b);

(f) within one *business day* after being notified by a *distributor* about a *planned interruption* under clause 11.5.1(b), an *exempt distributor* must provide the affected *small customer* with written notice.

(25) Delete clause 12.4.2 in its entirety. Insert '[deleted]'.

(26) Delete clause 12.4.3 in its entirety. Insert '[deleted]'.

(27) Insert the following new clause 12.4.4:

'Where a small customer advises a distributor that the life support resident has vacated the premises or no longer requires the life support equipment, the distributor must inform the small customer that for the small customer to be deregistered the small customer must advise the retailer that the life support resident has vacated the premises or no longer requires the life support equipment.'

- (28) Insert the following new clause 12.4.5:

‘This clause 12.4 applies to an *exempt distributor*.

Note: A reference to a *retailer* in this code of practice includes an *exempt electricity seller*.’

Clause 12.5 – Deregistration of life support customer

- (29) In clause 12.5.1, delete and substitute the following:

‘A *distributor* must not *deregister* a *small customer* except in the circumstances required under this clause 12.5.’

- (30) Delete clause 12.5.2. in its entirety. Insert ‘[deleted]’.

- (31) In clause 12.5.3, delete and substitute the following:

‘If a *distributor* is notified by a *retailer* that the *retailer* has *deregistered* a *small customer’s supply address*, the *distributor* must (within one *business day* from notification) *deregister* that *small customer*.’

- (32) In clause 12.5.4, delete and substitute the following:

‘Cessation of *distributor* obligations after *deregistration*

The *distributor* obligations under clause 12.4 cease to apply in respect of a *small customer* once that *small customer* is validly *deregistered*.’

- (33) Delete clause 12.5.5 in its entirety. Insert ‘[deleted]’.

- (34) Delete clause 12.5.6 in its entirety. Insert ‘[deleted]’.

- (35) Delete clause 12.5.7 in its entirety. Insert ‘[deleted]’.

- (36) Delete clause 12.5.8 in its entirety. Insert ‘[deleted]’.

- (37) Delete clause 12.5.9 in its entirety. Insert ‘[deleted]’.

- (38) Delete clause 12.5.10 in its entirety. Insert ‘[deleted]’.

- (39) Insert new clause 12.5.11 with the following:

‘This clause 12.5 applies to an *exempt distributor*.’

- (40) In clause 12.6, delete and substitute the following:

‘Registration and deregistration details must be maintained and kept up to date by distributors’

(41) In clause 12.6.1, delete and substitute the following:

‘A *distributor* must:

- (a) establish policies, systems and procedures to facilitate compliance with the requirements in this clause 12, including for registering and *deregistering life support customers* and updating and including new information in the *register of life support customers and life support residents* based on information provided by *retailers*; and
- (b) ensure that the *register of life support customers and residents* is maintained and kept up to date based on information provided by *retailers*, including:
 - (i) the date when the *small customer* requires *supply of energy* at the premises for the purposes of the *life support equipment*;
 - (ii) when *medical confirmation* was received by the *retailer* from the *small customer* in respect of the premises;
 - (iia) whether the *life support resident* has a *life-threatening condition*;
 - (iib) the *life support equipment* used by the *life support resident*;
 - (iic) contact details and communication preferences of the *life support customer* and any *secondary contact person*; and
 - (iii) the date when the *small customer* is *deregistered*.’

(42) Insert new clause 12.6.2 to the following:

‘This clause 12.6 applies to an *exempt distributor*.

Note: A reference to a *retailer* in this code of practice includes an *exempt electricity seller*.’

(43) Delete clause 12.7 in its entirety. Insert ‘[deleted]’.

Schedule 1 – Civil Penalty Requirements

(44) In Schedule 1, Part 2: Relations with customers and retailers, omit the following:

‘12.3.1; 12.4.2; 12.4.3; 12.5.2; 12.5.7’

(45) In Schedule 1, Part 2: Relations with customers and retailers, before ‘12.5.3’, insert ‘12.4.4;’.

Schedule 5 – Transitional arrangements

After clause 7, insert the following new clause:

'Medical confirmation for life support customers

8. *A life support customer* that, prior to 31 December 2027, was registered and had provided *medical confirmation* in a form valid at the time they provided the *medical confirmation* is deemed to have provided *medical confirmation* for the purposes of this Code.'