

Notice of correction to Electricity Distribution Code review – customer service standards final decision

On 16 November 2020, the commission made a final decision Electricity Distribution Code review – customer service standards final decision.¹

On 22 December 2020, the commission determined to amend Appendix C of that decision (Final Electricity Distribution Code amendments) as set out below. These amendments correct inconsistencies between the text of the final decision and the drafting in Appendix C and do not represent a change in approach by the commission:

- Clause 1 was amended to clarify that new provisions regarding notice of planned interruptions coming into effect on 1 January 2021 do not apply to exempt persons (consequentially clause 1(a) is identified in the commencement information as applying from 1 January 2021).
- Clause 2A was inserted to include an amendment to clause 5.1.1 of the Electricity Distribution Code to clarify that the date that distributors are required to publish reliability targets is to change from calendar years to financial years for network tariff price changes. From 1 January 2021, distributors will be required to publish these targets by 30 June each year.
- Clauses 12 and 13 were amended to remove an inconsistency with the decision as outlined on pages (iv), 45 and 46 of the final decision, which reflects the updated payment amounts and duration thresholds for payment of supply restoration and low reliability payments.
- Clause 15, which inserted clauses 6.3B.1 and 6.3.B2, was amended to clarify that smart meters capable of recording momentary interruptions data (as well as sustained interruption data) must be used for the purpose of determining a customer’s eligibility for supply restoration and low reliability payments, and major event day payments.

¹ Essential Services Commission 2020, Electricity Distribution Code review – customer service standards: Final decision, 16 November.

These corrections are reflected in the Electricity Distribution Code review – customer service standards final decision (as amended on 22 December 2020).²

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² Essential Services Commission 2020, Electricity Distribution Code review – customer service standards: Final decision, 16 November (as amended on 22 December 2020), available at: <https://www.esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/electricity-distribution-code/electricity-distribution-code-review-2019/customer-protections-electricity-distribution-code-2019-review>.