



# 2019 Victorian energy open forum

Engaging to deliver better  
energy outcomes

27 August 2019

Slido.com  
#VicEnergyForum19



# Strengthening energy sector protections for life support customers

**Merryn Wilson**

Project Manager

**Chris Stuart-Walker**

Licensing Exemptions Lead



# In this presentation

1. Drivers for change
2. **Aligning with the NERR**
3. Difference between current and proposed framework
4. **Additional protections**
5. Embedded networks
6. **Overview of questions for stakeholders**
7. Next steps



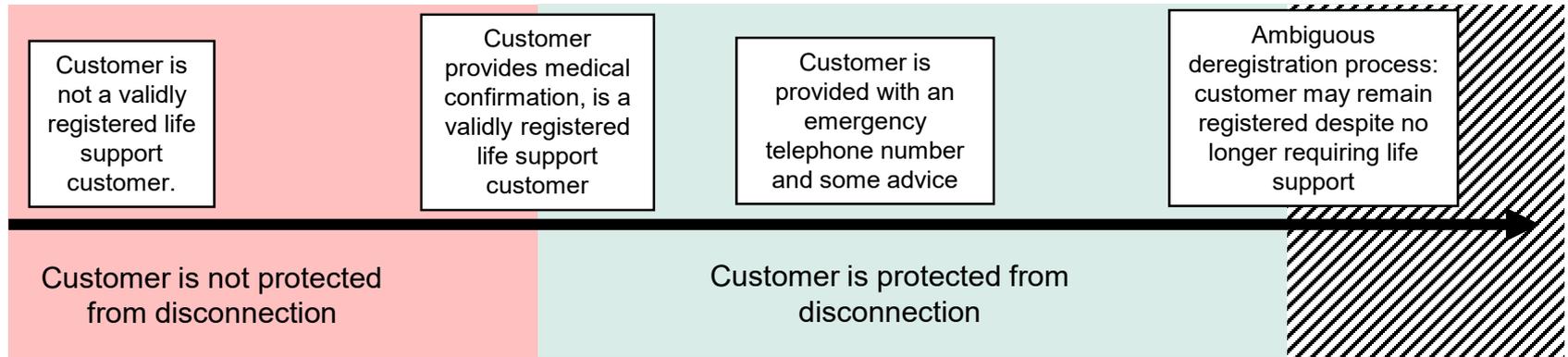
# Drivers for change

- New life support equipment obligations under the **National Energy Customer Framework**
- Extending the same protections to customers in **embedded networks**

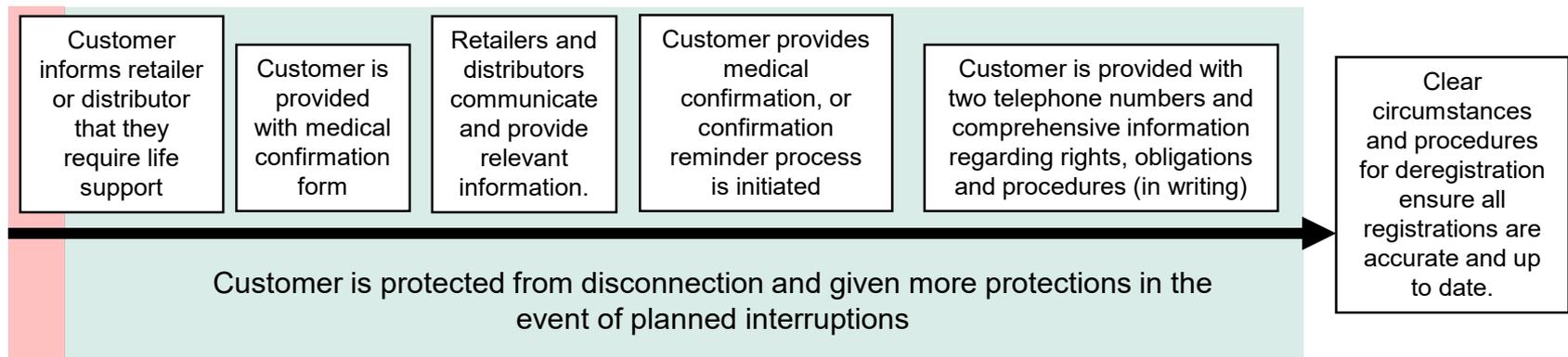
# Key outcomes from aligning with the National Energy Retail Rules

1. Ensure life support obligations apply to **gas** distributors
2. Maintain and expand critical existing **ongoing protections**
3. Improve **communications** between energy businesses
4. Strengthen the **registration and de-registration** processes
5. Clearer processes to seek **medical confirmation** from life support customers
6. Ensure life support **registers are maintained and accurate**
7. Ensure customers are given more relevant **information**
8. Improve **consistency** across our codes

# Key differences between current and proposed processes



← Ambiguous timeframe for protections to apply →



← Clear timeframes for protections to apply →

# Proposed additional protections

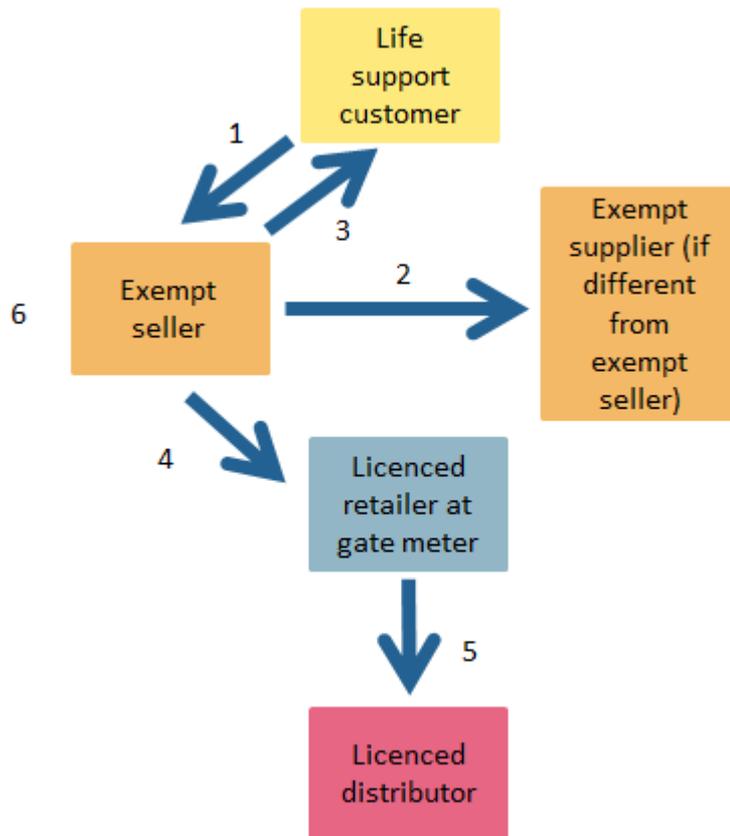
1. Retailers to **ask customers**
2. Equipment fuelled by both **electricity and gas**
3. The registration process owner to notify the other party **within one business day**
4. Businesses to update their registers **within one business day**
5. Using a **medical certificate** to fulfil the medical confirmation requirement

# Protections for embedded networks customers

## What are we doing for embedded networks?

- Similar obligations to licensees
- Additional obligations for exempt sellers:
  - Supporting the customer's **registration** with all relevant parties
  - notification of **distributor planned outages**.

# Supporting the customer's registration with all parties



## Information flow

1. Customer notifies exempt seller that they require life support equipment.
2. Exempt seller notifies exempt supplier about life support customer.
3. Exempt seller provides life support customer information including medical confirmation form.
4. Exempt seller notifies licenced retailer at gate meter of life support customer and provides medical confirmation to licenced retailer.
5. Licenced retailer notifies licenced distributor of life support customer.
6. Exempt seller liaises with customer to ensure licenced retailer receives medical confirmation.

**Note:** The customer could notify the exempt supplier first. If so, the exempt supplier must notify the exempt seller. The exempt seller is then required to complete steps 3 to 6.

# Planned outages

Exempt sellers will be required to pass on planned distribution outage notifications including:

- **details** of the outage
- 24-hour **phone numbers** for the exempt seller and distributor.

Must provide to the life support equipment customer **within one business day**.

# Overview of questions for stakeholders

1. What **additional information** should be provided to customers?
2. Is the **medical confirmation** process necessary?
3. Is the requirement to update registrations and notify the other party **within one business day** appropriate?
4. What needs to be considered for **transitional arrangements**?
5. Is the requirement that retailers **ask customers** if they require life support appropriate?
6. Are proposed arrangements for **dual fuel** scenarios appropriate?
7. Embedded networks: do we need to address **on-market embedded network customers**?

# Timeline and next steps

**15 August 2019** – draft decision released.

**Late August 2019** – stakeholder workshop to discuss draft decision.

**13 September 2019** – Submissions due on draft decision.

**November 2019** – Release final decision.

**Late November 2019** – Stakeholder workshop on how the new life support obligations will work in practice.

**1 to 31 December 2019** – Certain transitional obligations apply and distributors and exempt suppliers send life support register information to retailers and exempt sellers.

**1 January 2020** – New life support obligations commence

# Contact us



[www.esc.vic.gov.au](http://www.esc.vic.gov.au)



[/company/essential-services-commission](https://www.linkedin.com/company/essential-services-commission)



[@EssentialVic](https://twitter.com/EssentialVic)

**ENGAGE VICTORIA**

<https://engage.vic.gov.au/strengthening-energy-protections-life-support>

Email

[energylifesupport@esc.vic.gov.au](mailto:energylifesupport@esc.vic.gov.au)