



Compliance and Performance Reporting Guideline - Version 7

Version 7 (draft)

13 September 2021



An appropriate citation for this paper is:

Essential Services Commission 2021, Compliance and Performance Reporting Guideline - Version 7: Version 7 (draft), 13 September

Copyright notice

© Essential Services Commission, 2021



This work, Compliance and Performance Reporting Guideline - Version 7, is licensed under a Creative Commons Attribution 4.0 licence [creativecommons.org/licenses/by/4.0/]. You are free to re-use the work under that licence, on the condition that you credit the Essential Services Commission as author, indicate if changes were made and comply with the other licence terms.

The licence does not apply to any brand logo, images or photographs within the publication.

Preface

Revisions to this reporting guideline

| Version no. | Date | Nature of amendment |
|-------------|-------------------|--|
| 2 | 10 November 2016 | Inclusion of email address for submission of information and data. Minor amendments to correct administrative errors. |
| 3 | 21 June 2017 | Inclusion of obligations applicable to energy distribution license holders. |
| 4 | 30 July 2018 | Amendments to the energy retailer compliance reporting obligations and performance indicators to support the introduction of the payment difficulty framework. A number of administrative changes that affect both energy retailers and distribution businesses were also made. |
| 5 | 28 November 2019* | <p>Amendments to the energy retailer compliance reporting obligations and performance indicators to support the introduction of the Victorian Default Offer (VDO) and to include new entitlements for customers.</p> <p>Administrative changes that affect both energy retailers and distribution businesses were also made.</p> <p><i>*Note: in the version of this guideline initially published in November 2018, compliance obligation RB1230 was erroneously included in the list of type 3 obligations, whereas it should have been listed as a type 2 obligation as per the Commission's Final Decision.</i></p> <p><i>Compliance reporting obligations RB1424, RB1426, and RB1428 were erroneously listed with type 1 obligations, whereas they should have been listed as type 2 obligations. These corrections are included in this version of the guideline.</i></p> <p><i>On 20 July 2020 minor amendments were made to performance indicators B030, B080, B100, B105, AS062, D051B, D140 to be consistent with the intention in the final decision paper.</i></p> |
| 6 | 13 April 2021 | Added performance indicators as per our 2020 review of customer service standards in the Electricity Distribution Code. |
| 7 (draft) | 13 September 2021 | <p>Updating breach reporting classifications and timing requirements.</p> <p>Updating clause references to reflect the Energy Retail Code becoming a code of practice under Part 6 of the Essential Services Commission Act 2001 and updating clause references to reflect amendments to the Electricity Distribution Code and Gas Distribution System Code as a consequence of the Energy Legislation Amendment (Energy Fairness) Act 2001.</p> <p>Updating some performance measures to clarify the definitions.</p> |

Adding key debt related measures from the 2020 and 2021 Coronavirus reporting into the guideline to be reported as part of the regular quarterly reporting for the 2022-23 financial year onwards.

Expanding the 'best offer notices' reporting to small business customers and the potential annual savings for residential and small business customers through the 'best offer notices'.

Updating the performance reporting template to a 'flat file' version to reduce manual transcription into the previous template.

Contents

| | |
|--|-------------------------------------|
| Preface | ii |
| 1. Reporting requirements | 5 |
| 1.1. Purpose | 5 |
| 1.2. Application of this guideline | 5 |
| 1.3. Antecedents | 5 |
| 1.4. Commission's reporting obligations | 5 |
| 1.5. Retailer reporting obligations | 6 |
| 1.6. Distributor reporting obligations | 9 |
| 1.7. Audit | 12 |
| 2. Compliance reporting schedule | 14 |
| 2.1. Energy retailers – compliance reporting schedule | 14 |
| Type 1 breaches – energy retailers | 15 |
| Type 2 breaches – energy retailers | 18 |
| Type 3 breaches – energy retailers | Error! Bookmark not defined. |
| 2.2. Energy distributors | 42 |
| Type 1 breaches – energy distributors | 42 |
| 3. Performance indicator schedule – energy retailers | 52 |
| 3.1. Background indicators | 56 |
| 3.2. Assistance indicators | 65 |
| 3.3. Arrears indicators | 70 |
| 3.4. Disconnection indicators | 74 |
| 3.5. Call centre indicators | 77 |
| 3.6. Complaints indicators | 79 |
| 4. Performance indicator schedule – electricity distribution businesses | 83 |
| 4.1. Embedded generation connection timeframe indicators | 85 |
| 4.2. Guaranteed Service Level data | 87 |
| 4.3. Unplanned interruption data | 88 |

1. Reporting requirements

1.1. Purpose

This guideline sets out the reporting obligations for energy retailers and distributors to enable the commission to perform its functions under subdivision 3 of division 2 of part 7 of the Essential Services Commission Act (2001) (ESCA).

1.2. Application of this guideline

This guideline applies to all licensed Victorian electricity and gas retailers as a statutory condition of licence under section 23A of the Electricity Industry Act 2000 (Vic) (EIA) and section 33 of the Gas Industry Act 2001 (Vic) (GIA).

This guideline also applies to all licensed Victorian electricity and gas distributors as a condition of licence.

This guideline will be effective from [early 2022]. Performance indicator reporting obligations shall take effect from 1 July 2022.

1.3. Antecedents

This guideline replaces the Compliance and Performance Reporting Guideline, 13 April 2021, Compliance Reporting Manual (Energy Retail Businesses), October 2014 and the Energy Retail Performance Indicators, June 2013.

1.4. Commission's reporting obligations

The commission must publish a compliance and enforcement report “as soon as practicable after 30 June (but on or before 30 November) in each year”.¹ The report must cover the period of 12 months ending with 30 June. The commission must update the report each quarter “before the end of the next quarter”.

The report must include the following:

- a report on all enforcement action taken by the commission in respect of each energy retailer and distributor

¹ ESCA section 54V.

- a report on the extent to which each energy retailer and distribution business has complied, or failed to comply, with its obligations under its energy licence conditions and the provisions of any code of practice, and
- a report on the performance of each energy retailer measured against relevant performance indicators.

The performance indicators must include:

- disconnections and reconnections of electricity and gas
- the extent to which the retailer has complied with its licence condition to make wrongful disconnection payments
- the number of wrongful disconnection penalty notices and related information, and
- any other indicators the commission determines.²

As a condition of their licence, retailers and distributors must give specified information to the commission to prepare this report. The commission must prepare and issue guidelines for this purpose.³

This guideline specifies the information the commission needs to fulfil its reporting obligations.

1.5. Retailer reporting obligations

Electricity and gas retail licensees are required to report any potential or actual breach that the licensee believes has occurred, or is reasonably likely to occur, in accordance with this guideline. A breach is detected where a business has reasonable grounds to believe a reportable situation has arisen. That is, a business knows of facts or has sufficient evidence to consider that a breach has occurred.

Electricity and gas retail licensees are also required to report on their performance in accordance with this guideline.

Timing of reports

Breaches that must be reported under this guideline are set out in chapter 2. Breaches are classified as type 1 or type 2. The classification determines the reporting schedule.

The reporting periods are set out in table 1.1 below.

² ESCA section 54W.

³ EIA section 23A and GIA section 33.

Type 1 reports

Type 1 breaches and potential breaches must be reported to us within two business days of detection. The commission may request that further information be provided after receiving the initial notification.

If a licensee submits an incomplete report because the investigation is ongoing, the licensee must provide an update type 1 report within 20 business days.

Type 2 reports

Type 2 breaches and potential breaches must be reported to us within 30 calendar days of detection. Where a reporting day falls on a public holiday or weekend, then the breach report is due on the next business day.

Reporting wrongful disconnections and payments

Any potential wrongful disconnections made should be reported as a type 2 breach, in the compliance breach reporting template. For clarity, this requirement applies even if the matter has been referred to the Energy and Water Ombudsman (Victoria) (EWOV) or the commission.

To note, this reporting is distinct from reporting wrongful disconnection payments made. Wrongful disconnection payments should be reported in the wrongful disconnection payment template on a monthly basis (by the last business day of the month following the wrongful disconnection payment being made to the customer).

Annual report

A summary of all type 1 and 2 breaches and any other breaches identified during the period must be submitted annually. These reports must be signed by the CEO or Managing Director of the licensee.

Breaches that may give rise to a material adverse impact

Licensees must report potential breaches of any other regulatory obligation, including licence conditions, that may give rise to a material adverse impact on consumers or the Victorian energy market as soon as practicable. The reporting obligation arises when a licensee has reasonable grounds to believe that a potential breach may have occurred and may have a material adverse impact on consumers or the market. The licensee should not wait until confirmation of either the breach or the materiality of harm before reporting the matter to the commission.

Licensees also have additional reporting obligations under the conditions of their licence. It is the commission's expectation that licensees will report to the commission in accordance with this guideline where it relates to a potential type 1 or type 2 breach, or where there is a potential breach

that may cause a material adverse impact (as described above) and report to the commission in accordance with any licence condition for any other matters.

We consider that it is best practice for licensees to come to the commission early as a result of prompt, accurate and comprehensive self-reporting, and that this cooperation may be taken into account in any enforcement action.

Performance indicator reports

Performance indicator data must be reported quarterly. Some indicators are only required on an annual basis.

Table 1.1 Retailer reporting obligations

| Reporting obligation | Frequency | Timing |
|--|-------------|--|
| Type 1 breaches | As required | Within two business days of detection. |
| Type 2 breaches | As required | Within 30 calendar days of detection. |
| Material breaches | As required | As soon as practicable |
| Wrongful disconnection payments | Monthly | Last business day of the month following the month the payment was made. |
| Annual report | Annually | For the period 1 July to 30 June – on or before 31 August. |
| Performance indicators | Quarterly | For the period 1 July to 30 September – on or before 31 October. For the period 1 October to 31 December – on or before 31 January. For the period 1 January to 31 March – on or before 30 April. For the period 1 April to 30 June – on or before 31 July. |

Form and content of reports

All reports of breaches and submission of performance data must be sent by email to compliance.reporting@esc.vic.gov.au.

Breach reports

All breach reports must be made using the retailer compliance reporting template located on our website. Breach reports should provide as much information as possible. If any matter is still under investigation that should be noted in the template. Incomplete type 1 reports must be followed up with a complete report within 20 business days from the date the initial type 1 report is submitted.

Reporting requirements

Monthly wrongful disconnection payment reports must be made using the wrongful disconnection reporting template located on our website, as amended from time to time.

Performance reports

Performance indicator reports must be submitted using the relevant template located on our website, as amended from time to time.

Report sign off

The annual breach report must be signed off by the CEO or Managing Director of the licensee.

Nil reports

Where a retailer has no breaches or performance data to report for a relevant period or indicator, the retailer is required to submit the applicable template. The template should note that the retailer has no relevant data to report for the relevant period.

1.6. Distributor reporting obligations

Electricity and gas distribution licensees are required to report any potential non-compliance that they believe has occurred, or is reasonably likely to occur, in accordance with this guideline.

Electricity distribution licensees are also required to report on their performance in accordance with this guideline.

Timing of reports

Breaches that must be reported under this guideline are set out in chapter 2. A breach is detected where a business has reasonable grounds to believe a reportable situation has arisen. That is, a business knows of facts or has sufficient evidence to consider that a breach has occurred.

The reporting periods are set out in table 1.2 below.

Type 1 reports

Distributors must provide initial notification of all type 1 breaches and potential breaches within two business days of detection. We may request that further information be provided after receiving the initial notification. If a licensee submits an incomplete report because the investigation is ongoing, the licensee must provide a complete report within 20 business days.

Type 2 reports

Type 2 breaches and potential breaches must be reported to us within 30 calendar days of detection, except for breaches of clause 5.5.1(a) of the Electricity Distribution Code which are provided on monthly summary basis.

Planned outage reports

Distributors must provide a summary report of compliance with clause 5.5.1 of the Electricity Distribution Code on a monthly basis.

Breaches of clause 5.5.1(b) which relate to life support are type 1 breaches that must be reported within two business days.

Breaches that may give rise to a material adverse impact

Licensees must report potential breaches of any other regulatory obligation, including licence conditions, that may give rise to a material adverse impact on consumers or the Victorian energy market as soon as practicable. The reporting obligation arises when a licensee has reasonable grounds to believe that a potential breach may have occurred and may have a material adverse impact on consumers or the market. The licensee should not wait until confirmation of either the breach or the materiality of harm before reporting the matter to the commission.

Licensees also have additional reporting obligations under the conditions of their licence. It is the commission's expectation that licensees will report to the commission in accordance with this guideline where it relates to a potential type 1 or type 2 breach, or where there is a potential breach that may cause a material adverse impact (as described above) and report to the commission in accordance with any licence condition for any other matters.

We consider that it is best practice for licensees to come to the commission early as a result of prompt, accurate and comprehensive self-reporting, and that this cooperation may be taken into account in any enforcement action.

Performance indicator reports

Performance indicator data must be reported according to the time frames specified in table 1.2 below and in chapter four of this guideline.

Table 1.2 Distributor reporting obligations

| Reporting obligation | Frequency | Timing |
|---|-----------------------|---|
| Type 1 breaches | As required | Within two business days of detection. |
| Type 2 breaches | As required | Within 30 calendar days of detection. |
| Material breaches | As required | As soon as practicable |
| Compliance with Electricity Distribution Code clause 5.5.1 | Monthly | Within 10 business days of the start of the following month. |
| Embedded generator connection timeframe indicators | Quarterly | <ul style="list-style-type: none"> For the period 1 July to 30 September – on or before 31 October. This applies from the September 2022 quarter submission that is due by 31 October 2022. For the period 1 October to 31 December – on or before 31 January. For the period 1 January to 31 March – on or before 30 April. For the period 1 April to 30 June – on or before 31 July. |
| Unplanned interruption data | Quarterly | <ul style="list-style-type: none"> For the period 1 July to 30 September – no more than 60 business days after 30 September. This applies from the September 2021 quarter submission that is due no more than 60 business days after 30 September 2022. For the period 1 October to 31 December – no more than 60 business days after 31 December. For the period 1 January to 31 March – no more than 60 business days after 31 March. For the period 1 April to 30 June – no more than 60 business days after 30 June. |
| | Annual reconciliation | <ul style="list-style-type: none"> For financial years from 1 July 2021 onwards – on or before 31 October following the end of that financial year. |
| Guaranteed service level data | Annual | <ul style="list-style-type: none"> For financial years from 1 July 2022 onwards – on or before 31 October following the end of that financial year. This applies from the 2021-22 submission that is due by 31 October 2022. |

Form and content of breach reports

All breach reports must be made using the relevant distributor compliance reporting template located on our website. Reports should provide as much information as possible. If any compliance matter is still under investigation that should be noted in the template.

Clause 5.5.1 Electricity Distribution Code

The following information must be included when reporting compliance with clause 5.5.1 of the Electricity Distribution Code:

- the total number of planned outages undertaken during the month
- the total number of customers whose supply was interrupted
- the average duration of planned interruptions during the month.

Form and content of performance reports

Performance indicator reports must be submitted using the relevant template located on our website, as amended from time to time. Submissions are preferred in CSV format. Files should be named according to the following conventions:

- for embedded generator connection timeframe indicators, [Distributor]_EGCT_DATA_[FinYear][FinQtr].csv
- for GSL data, [Distributor]_GSL_DATA_[FinYear].csv
- for unplanned interruptions (non-major event days), [Distributor]_UID_DATA_[FinYear][FinQtr].csv
- for unplanned interruptions (major event days), [Distributor]_MED_DATA_[FinYear][FinQtr].csv.

All submissions of performance data must be sent by email to:

compliance.reporting@esc.vic.gov.au.

Report sign off

The annual breach report must be signed off by the CEO or Managing Director of the licensee.

Nil reports

Where a distributor has no breaches or performance data to report for a relevant period the distributor is required to submit the applicable template. The template should note that the distributor has no performance data to report for the relevant period.

1.7. Ensuring accuracy of reports

Licensees are reminded of their obligations under sections 23A(2) and 23A(3) of the Electricity Industry Act and sections 33(2) and 33(3) of the Gas Industry Act to provide information specified by the commission in guidelines issued under subsection 4. The Compliance and Performance Reporting Guideline is a guideline issued for the purposes of section 23A of the EIA and section 33 of the GIA. Licenses are obligated to provide information in the manner and form – including by the date or dates – as specified in this guideline.

Reporting requirements

Licensees are also reminded that, under section 116AA of the Electricity Industry Act, section 229A of the Gas Industry Act and section 61A of the Essential Services Commission Act it is an offence to give false or misleading information or documents to the commission.

Licensees should satisfy themselves that their internal sign-off processes are sufficient to ensure compliance with these obligations.

Audit

The information reported under this guideline may be subject to independent audit in accordance with the commission's audit framework.

2. Compliance reporting schedule

This chapter sets out the compliance reporting obligations as follows:

- section 2.1 is applicable to energy retailers
- section 2.2 is applicable to energy distribution businesses.

The description of obligations provided in this section have been summarised and are intended to assist retailers and distributors in understanding their reporting obligations. This list of obligations does not replace licensees reviewing the detailed obligations as set out in the relevant instruments and understanding their compliance obligations.

2.1. Energy retailers – compliance reporting schedule

This section sets out retailer compliance reporting obligations.

Under the compliance reporting schedule outlined below, regulatory obligations are classified as type 1 or type 2 obligations. For energy retailers, type 1 regulatory obligations are those where:

- non-compliance may have or could potentially have a critical impact on customers; and
- the impact of that non-compliance potentially increases over time if it is not rectified quickly.

All actual and potential breaches of type 1 obligations must be reported to the commission within two business days of detection.

Type 2 regulatory obligations are those where:

- non-compliance may have or could potentially have a significant or moderate impact on customers; and
- the impact of that non-compliance potentially increases over time.

All actual and potential breaches of type 2 obligations must be reported to the commission within 30 calendar days of detection.

Compliance reporting schedule

Type 1 breaches – energy retailers

| ESC ref | Source of obligation | Description |
|---|---|--|
| Electricity Industry Act (EIA) or Gas Industry Act (GIA) | | |
| RB1494 | Section 40SG(1) EIA and section 48DI(1) GIA | Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises. |
| RB1495 | Section 40SG(2) EIA and section 48DI(2) GIA | Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to provide specified information to customer within one business day after being advised by a relevant customer that a life support resident resides or is intending to reside at the relevant customer's premises, in specified circumstances. |
| RB1496 | Section 40SG(3) EIA and section 48DI(3) GIA | Life support customers and residents – retailer obligations when advised by relevant customer Retailer obligation to provide information specified under an applicable Code to customer within 5 business days after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises. |
| RB1497 | Section 40SG(4) EIA and section 48DI(4) GIA | Life support customers and residents – obligations when advised by relevant customer Retailer obligation to give the details specified under an applicable Code to the gas and/or electricity distribution companies which distribute gas or electricity to those premises, within one business day after being advised by a relevant customer that a life support resident resides, or is intending to reside, at the relevant customer's premises. |
| RB1498 | Section 40SH(1) EIA and section 48DJ(1) GIA | Life support customers and residents – retailer obligations when advised by electricity distribution company or gas distribution company Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after a retailer is advised by a distribution company that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer. |

| ESC ref | Source of obligation | Description |
|---------------------------------------|---|---|
| RB1499 | Section 40SH(2) EIA and section 48DJ(2) GIA | Life support customers and residents – retailer obligations when advised by electricity distribution company or gas distribution company Retailer obligation to provide information specified under an applicable Code to the relevant customer within 5 business days after a retailer is advised by a distribution company that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer. |
| RB1500 | Section 40SI(1) EIA and section 48DK(1) GIA | Life support customers and residents – retailer obligations when advised by exempt sellers Retailer obligation to record in a register of life support customers and residents the life support customer details, within one business day after being advised by an exempt seller that a life support resident resides, or is intending to reside at the premises of a relevant customer of the exempt seller. |
| RB1502 | Section 40SI(2) EIA and section 48DK(2) GIA | Life support customers and residents – retailer obligations when advised by exempt sellers Retailer obligation to, within one business day after being advised by an exempt seller that a life support resident resides, or is intending to reside at the premises of a relevant customer of the exempt seller, give details specified under an applicable Code to the distribution company that distributes electricity/gas at those premises. |
| RB1504 | Section 40SV(1) EIA and section 48DX(1) GIA | Register of life support customers and residents Retailer obligation to establish and maintain a register of life support customers and life support residents. |
| RB1505 | Section 40SV(2) EIA and section 48DX(2) GIA | Register of life support customers and residents Retailer obligation to not remove any life support customer details relating to a registered life support customer from a register of life support customers and residents except in specified circumstances. |
| Energy Retail Code of Practice | | |
| RB1447 | Clause 26(5) | Pre-contractual duty – life support requirement Retailer obligation to, by the time a customer enters into a new market retail contract or a new standard retail contract with a retailer, ask the customer whether a person residing or intending to reside at the customer's premises requires life support equipment. |
| RB1442 | Clause 164(1) | Life support – medical confirmation form Retailer obligations where a medical confirmation form is provided to a customer. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1443 | Clause 164(2) | Life support – confirmation reminder notices Requirements for content of a confirmation reminder notice. |
| RB1444 | Clause 165(1) | Life support – ongoing retailer obligations Retailer's ongoing obligations where advised by a relevant customer or a distributor that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer. |
| RB1445 | Clause 165(2) | Life support – ongoing retailer obligations Retailer's ongoing obligations where advised by an exempt electricity seller that a life support resident resides, or is intending to reside, at the premises of a relevant customer of the retailer. |
| RB1446 | Clause 167(1) | Life support – keeping registration and deregistration details Retailer obligation to establish policies, systems and procedures for registering and deregistering life support customers, and to ensure that the register of life support customers and life support residents is maintained, kept up to date and includes certain information. |
| RB1490 | Clause 173(1) | Life support – retailer obligations with respect to deemed exempt persons and exempt distributors Retailer obligations when notified by a deemed exempt person or an exempt distributor that a life support resident resides, or is intended to reside, at the premises of a customer. |
| RB1491 | Clause 173(2) | Life support – retailer obligations with respect to deemed exempt persons and exempt distributors Retailer obligation to, in relation to a customer who is registered with a retailer pursuant to subclause (1)(a), comply with specific requirements as if the deemed exempt person or exempt distributor were an exempt seller, and as if the customer were a registered life support customer |
| RB1421 | Clause 150(1) | Account security – access to confidential information Retailer obligation to not disclose or provide access to confidential information about an affected customer to any other person without the consent of the affected customer. |
| RB1421-3 | Clause 150(6) | Account security – record keeping Retailer obligation to keep a record of arrangements reached in relation to the identification of a safe method of communication with an affected customer under subclause (4). |

Type 2 breaches – energy retailers

| ESC ref | Source of obligation | Description |
|---|---|---|
| Electricity Industry Act (EIA) or Gas Industry Act (GIA) | | |
| RB0054 | Section 35A EIA and section 42A, GIA | Licensee standing offer tariffs to be input into website Licence condition requiring licensee to input standing offer tariffs into the internet site nominated by the Minister as soon as practicable after the licensee publishes those tariffs under section 35 of the EIA. |
| RB0055 | Section 36A(1) EIA and section 43A GIA | Publication of tariffs, terms and conditions of sale of electricity Licence condition requiring retailer to publish details of certain tariffs and terms and conditions on its website and to input those details into an internet site nominated by the Minister as soon as practicable after publication to its website. |
| RB0056 | Section 40G EIA [electricity only] | Obligations relating to purchase of small renewable energy generation electricity Licence condition requiring licensee to publish general renewable energy feed-in terms and conditions and to input the terms and conditions into an internet site nominated by the Minister as soon as practicable after the licensee publishes those terms and conditions in accordance with section 40G. |
| RB0057 | Section 40MAA EIA and section 40ME EIA [electricity only] | Obligation to input declared general feed-in terms and conditions into Minister nominated internet site and obligation to offer to purchase solar electricity Retailer obligation to, as soon as practicable after a declaration made under section 40M is published in the Government Gazette, input the ESC recommended general feed-in terms and conditions or ESC determined general feed-in terms and conditions that are the subject of the declaration into an internet site nominated by the Minister. A retailer is also required under its licence to offer to purchase qualifying solar energy generation electricity from a qualifying customer, and TFiT scheme electricity from a TFiT scheme customer, on relevant terms and conditions. |

| ESC ref | Source of obligation | Description |
|---------|--|---|
| RB0059 | Order in Council made under section 13 of the EIA [electricity only] – clause 6(5) | <p>Victorian default offer tariffs</p> <p>A retailer’s standing offer tariffs for sale of electricity to prescribed customers must comply with any Victorian Default Offer price determination made by the commission that is in force.</p> |
| RB0061 | Order in Council made under section 13 of the EIA [electricity only] – clause 7 | <p>Retailer must make Victorian default offer</p> <p>A retailer’s regulated tariff standing offer for sale of electricity to prescribed customers must include (specified as the “<i>Victorian default offer in respect of flat tariffs</i>”) one flat tariff that is available to each domestic customer, one flat tariff with a controlled load tariff that is available to each domestic customer with a controlled load, and one flat tariff that is available to each small business customer (which tariffs must be standing offer tariffs complying with the VDO price determination in respect of the relevant regulatory period).</p> |
| RB1452 | Sections 23A(2) and 23A(3) EIA and sections 33(2) and 33(3) GIA | <p>Condition to give information to commission</p> <p>Licensee obligation to give information to the commission, as specified by the commission in guidelines issued under subsection (4), for the purpose of enabling the commission to perform specific functions. Information must be given in the manner and form (including by the date or dates) specified in the guidelines.</p> |

| ESC ref | Source of obligation | Description |
|---------|---|--|
| RB0052 | Section 23C EIA [electricity only] | Selling renewable electricity Licence condition requiring licensee to offer to sell electricity to a renewable energy customer at the same tariffs and on the same terms and conditions that it would offer to the customer if the customer was not a renewable energy customer. |
| RB0058 | Section 35 EIA and section 42 GIA | Offer to domestic or small business customers (licensee standing offers) Licence condition requiring licensee to offer to supply and sell electricity or gas to domestic or small business customers at (subject to this section, to any relevant Orders in Council and to the conditions of its licence) tariffs determined by the licensee and published by the licensee in the Government Gazette at least one month before they take effect, and on terms and conditions determined by the licensee and approved by the commission and published by the licensee in the Government Gazette at least one month before they take effect. |
| RB0051 | Section 40D EIA and section 48C GIA | Prohibition on exit fees Licence condition prohibiting a licensee from entering into a contract for the sale or supply of energy with a small retail customer that imposes an exit fee on the termination of the contract unless certain conditions are met. |
| RB1493 | Section 40SE EIA and section 48DG GIA | Disconnection of supply of electricity/gas at premises Retailer obligation to not arrange for the supply of electricity/gas at a relevant customer's premises to be disconnected except in accordance with Subdivision 3. |
| RB1503 | Section 40ST(5) EIA and section 48DV(5) GIA | Supply of electricity/gas may be disconnected if electricity/gas taken by fraudulent or illegal means – retailers Retailer obligation to not arrange for the supply of electricity/gas at a person's premises to be disconnected under subsection (1) except in accordance with this section. |

| ESC ref | Source of obligation | Description |
|---------|--|---|
| RB1506 | Section 116AA(1) EIA and section 229A(1) GIA | Offence to give false or misleading information Licensee obligation to not give the commission information that the licensee is required to give to the commission under or for the purposes of this Act that the licensee knows to be false or misleading in any material particular, or omits any matter or thing without which the information is misleading. |
| RB1507 | Section 116AA(2) EIA and section 229A(2) GIA | Offence to give false or misleading documents Licensee obligation to not produce a document to the commission that the licensee is required to produce to the commission under or for the purposes of this Act if the licensee knows that the document is false or misleading in a material particular and the licensee does not indicate the respect in which the document is false or misleading. |

Energy Retail Code of Practice

| | | |
|----------|--------------|---|
| RB0740 | Clause 54(1) | Keeping records of energy marketing and training Retailer obligation to keep records of energy marketing activities carried out by it or on its behalf by a retail marketer, and of training undertaken as required by clause 53 of the Energy Retail Code of Practice. |
| RB0740-2 | Clause 54(3) | Record keeping Requirement to keep each record for a period of 12 months or, where a small customer has within that period made a complaint or referred a dispute to the energy ombudsman in relation to energy marketing activities, for the period that a complaint or dispute remains unresolved, whichever is longer. |
| RB0890 | Clause 68(1) | Providing historical billing information Retailer obligation to use its best endeavours to provide historical billing and metering data to a small customer for the previous 2 years within 10 business days of the customer's request, or such other period they agree. |
| RB0890-2 | Clause 68(2) | Charging for historical billing information Retailer obligation to provide historical billing data to the small customer for the previous 2 years without charge, but data requested for an earlier period or more than once in any 12 month period may be provided subject to a reasonable charge. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB0890-3 | Clause 68(3) | Providing historical interval data Retailer obligation to provide interval data electronically, or by some other form, in a way which makes the information understandable or accessible to the customer, if a customer with a smart meter makes a request for historical billing data or metering data. |
| RB1426 | Clause 41(1) | Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Division 4 (clear advice and energy fact sheets). |
| RB1426-2 | Clause 41(2) | Time records are kept for Retailer obligation relating to the period of time records are required to be retained for. |
| RB0102-2 | Clause 97(6) | Cooling off period and right of withdrawal – record of withdrawal Retailer obligation to create a record of each withdrawal. The provisions of clause 8 of the Energy Retail Code of Practice are to apply in relation to a record of withdrawal as if it were a record of explicit informed consent. |
| RB1201 | Clause 8(1) | Record of explicit informed consent A retailer must create a record of each explicit informed consent required by the Energy Retail Code of Practice and provided by a small customer. A retailer must retain that record for at least 2 years. |
| RB1201-2 | Clause 8(2) | Record of explicit informed consent Requirements for format of, and information to be included in, any record of explicit informed consent. |
| RB1458 | Clause 49(1) | Comparing retailer’s prices with the VDO price in advertisements Obligation for a retail marketer to not advertise prices for the supply of electricity unless the advertisement meets the requirements of subsections (2), (3) and (4). |
| RB1424 | Clause 160(1) | Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Part 7 (assistance for customers affected by family violence). |
| RB1424-2 | Clause 160(2) | Time records are kept for Retailer obligation relating to the period of time records are required to be retained for. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1428 | Clause 112(1) | Record keeping Retailer obligation to maintain records that are sufficient to evidence its compliance with its obligations under Division 5 (customers entitled to clear information about energy plans). |
| RB1428-2 | Clause 112(2) | Time records are kept for Retailer obligation relating to the period of time records are required to be retained for. |
| RB1432-5 | Clause 39(4) | Ensuring offer information can be viewed on Victorian Energy Compare and retailer websites Retailer obligation to co-operate with relevant parties in implementing a system to create and sustain reliable links from the internet site nominated by the Minister so that a customer can easily view the same or more offer information on the retailer's website, and potentially accept that offer or another offer. |
| RB1459 | Clause 8(3) | Access to record of explicit informed consent Retailer obligation to, on request by a small customer and at no charge, provide the customer with access to a copy of the record of any explicit informed consent given by the customer and then retained by the retailer. |
| RB1203 | Clause 12(1) | Interpreter services A retailer must refer a residential customer to a relevant interpreter service if a referral is necessary or appropriate to meet the reasonable needs of the customer. |
| RB0880-2 | Clause 13(2) | Providing information on customer rights on request Retailer's obligation to, if a small customer requests certain information, either provide the information to the customer or refer the customer to the retailer's website. |
| RB0880-3 | Clause 13(3) | Providing copy of information on customer rights on request Retailer's obligation to provide a copy of information on customer rights, entitlements and obligations on request if the customer requests a copy. |
| RB0880-4 | Clause 13(4) | Charges for providing information on customer rights Retailer obligation to provide the information or a copy of the information requested under this clause without charge, but information requested more than once in any 12 month period may be provided subject to a reasonable charge. |

| ESC ref | Source of obligation | Description |
|---------|----------------------|--|
| RB1475 | Clause 26(2)(b) | Pre-contractual duty – designated retailers Obligation if the retailer is the designated retailer for the premises, to advise the customer of the availability of the retailer’s Victorian default offer and/or standing offer. |
| RB1204 | Clause 26(4) | Pre-contractual duty – explicit informed consent Retailer obligation to obtain the explicit informed consent of a small customer for the entry by the customer into a market retail contract with the retailer. |
| RB1501 | Clause 29(5) | Pre-contractual request to designated retailer for sale of energy The designated retailer is not entitled to refuse to sell energy to a small customer who is a residential customer on the ground that the customer owes the retailer outstanding amounts from an unpaid account (excluding unpaid amounts for premises for which the customer has an ongoing customer retail contract). |
| RB0100 | Clause 30(1) | Responsibilities of designated retailers in response to request for sale of energy Obligation of designated retailer to, as soon as practicable, provide a small customer requesting the sale of energy under the retailer’s Victorian default offer and/or standing offer with certain information. |
| RB0320 | Clause 30(2) | Retailer's obligation to energise Retailer obligation to, as soon as practicable (but not later than the end of the next business day) after the request for the sale of energy is properly made, forward relevant details of the customer to the distributor for the premises concerned, for the purpose of updating the distributor’s records, if the premises are energised, or arranging for the energisation of the premises by the distributor, if the premises are not energised. |
| RB0111 | Clause 31(1) | Sales to authorised customers Retailer obligation to take reasonable steps to ensure that any person with whom it enters a customer retail contract has authority to enter into that contract for the supply of energy to the premises. |
| RB1425 | Clause 38(1) | Clear advice entitlement – providing information before entering a contract Retailer obligation to communicate certain information in a readily understandable manner to a small customer, prior to obtaining the small customer’s explicit informed consent to enter a customer retail contract. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| RB1425-2 | Clause 38(2) | Clear advice entitlement – information about the Victorian default offer or standing offer Retailer obligation to provide a customer with information about the availability of the Victorian default offer or standing offer, and how a customer may access it, if requested by the customer. |
| RB1425-3 | Clause 38(3) | Clear advice entitlement – providing information before entering a feed-in tariff agreement Retailer obligation to communicate certain information in a readily understandable manner to a small customer, prior to entering a feed-in tariff agreement. |
| RB1425-4 | Clause 38(6) | Clear advice entitlement Retailer obligation relating to the manner of communication of information required by subclause (1). |
| RB1432 | Clause 39(1) | Inputting information to the Victorian Retailer Portal website Retailer obligation to input, into the Victorian Retailer Portal website, accurate details of each current generally available plan and restricted plan, including all relevant details in the form required by that internet site. |
| RB1432-2 | Clause 39(2) | Obtaining an energy fact sheet Retailer obligation to obtain from the Victorian Retailer Portal website an energy fact sheet for each current generally available plan and restricted plan. |
| RB1432-3 | Clause 39(3) | Requirements for information uploaded to the Victorian Retailer Portal website All information uploaded to the Victorian Retailer Portal website must be written in plain English and be designed to be readily understandable by customers. |
| RB1432-4 | Clause 39(5) | Requirement if the available input fields of the Victorian Retailer Portal website does not enable the terms of a plan to be accurately represented Retailer obligation to, if the available input fields of the Victorian Retailer Portal website does not enable the terms of a plan to be accurately represented, supplement any fact sheet obtained in subclause (2) with information to ensure that a customer is able to consider and compare the features and prices of the plan to assess the suitability of, and select, a plan. |
| RB1419 | Clause 40(1) | Making energy fact sheets accessible Retailer obligation to ensure that an energy fact sheet for each current generally available plan and restricted plan is available to customers within two business days of the plan becoming available to customers. |

| ESC ref | Source of obligation | Description |
|-----------|----------------------|---|
| RB1419-5 | Clause 40(3) | Providing links to energy fact sheets – website information Retailer obligation to ensure that where information about a current generally available plan is provided on a website, a clear link to the energy fact sheet relevant to that generally available plan is published in a prominent position on that website, and the link is labelled “energy fact sheet”. |
| RB1419-6 | Clause 40(4) | Providing links to energy fact sheets – online sign-up Retailer obligation to ensure that, where a generally available plan is available through an online sign-up process, a clear and prominent link to the relevant energy fact sheet is provided in close proximity to where the customer signs up to the plan. |
| RB1419-7 | Clause 40(5) | Ensuring relevant energy fact sheets are easily identifiable Retailer obligation to ensure that the energy fact sheet for a generally available plan that is applicable to a customer’s circumstances is readily identifiable by a customer. |
| RB1419-8 | Clause 40(6) | Informing customers of energy fact sheets during marketing Retailer obligation to ensure that, when a generally available plan is being marketed, the customer is informed that an energy fact sheet containing the key details of that plan is available and provided with the location of the relevant energy fact sheet for that plan on the retailer's website. |
| RB1419-9 | Clause 40(7) | Informing customers of energy fact sheets during marketing on mass media channels Retailer obligation to ensure that, when marketing a generally available plan on mass media channels, a specific statement about further information is included in any advertisements in a clear manner and (as relevant for the medium) easily readable text or audible language. |
| RB1419-10 | Clause 40(8) | Informing customers of energy fact sheets during marketing on mass media channels Where a plan is advertised using a medium with inherent limitations that prevents the text required by subclause (7), a retailer must ensure that the text is included in a prominent location on the first webpage linked to the advertisement. |
| RB1419-11 | Clause 40(9) | Informing customers of energy fact sheets for restricted plans Retailer obligation to ensure that, when marketing or providing information about a restricted plan to a customer, the customer is informed that an energy fact sheet containing the key details of the plan is available and will be provided on request. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1419-2 | Clause 40(10) | Sending fact sheets to customers Retailer obligation to ensure that, if a customer requests an energy fact sheet for a generally available plan or a restricted plan, the customer is sent the relevant energy fact sheet (either by post or electronically), within five business days of contact with the customer. |
| RB1419-3 | Clause 40(11) | Using the Victorian Retailer Portal offer ID Retailer obligation to ensure that, when marketing a plan, the offer ID generated by the Victorian Retailer Portal website is able to be identified and referred to in communications with a customer about that plan. |
| RB1419-4 | Clause 40(12) | Information required to access a fact sheet Retailer obligation to not require a customer to provide technical or personal information in order for the customer to obtain an energy fact sheet other than information required to determine if a customer is eligible for a particular plan. |
| RB1509 | Clause 44 | Duty of retailer to ensure compliance Retailer obligation to ensure that a retail marketer who is an associate of the retailer complies with Part 4, Division 5 (energy marketing). |
| RB0101 | Clause 45 | Requirement for and timing of disclosure to small customers Requirement for retail marketer to provide the required information to a small customer in relation to a market retail contract, before the formation of the contract or as soon as practicable after the formation of the contract. |
| RB0101-2 | Clause 46(2) | Disclosure to small customers after market retail contract formation Obligation for required information provided to a small customer after the formation of the market retail contract to be provided in a single written disclosure statement. |
| RB0101-3 | Clause 46(3) | Disclosure to small customers before market retail contract formation If required information was provided to a small customer electronically or verbally before the formation of the market retail contract, it must also be provided to the customer after the formation of the contract in a single written disclosure statement. |
| RB1461 | Clause 48(1) | Stating conditions of conditional discounts Obligation for a retail marketer to state the conditions of the conditional discount clearly and conspicuously in any marketing, advertisement or promotion of prices or tariffs for supplying energy to small customers. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1462 | Clause 48(2) | Advertising conditional discounts The conditional discount must not be the price-related matter that is mentioned most prominently in the marketing, advertisement or promotion. |
| RB1463 | Clause 50(1) | Personal and telephone contact in relation to marketing activity Obligation for a retail marketer to ensure that any person contacting a customer in relation to energy marketing activities provides the customer with certain information. |
| RB1464 | Clause 50(2) | Telephone contact in relation to marketing activity Obligation for a retail marketer contacting a customer on the telephone in relation to energy marketing activities to, as soon as practicable provide certain details. |
| RB1202 | Clause 51(2) | Creating and maintaining no contact lists A retailer must ensure that a “no contact list” is created and maintained for its retail marketers. |
| RB1202-2 | Clause 51(5) | No contact lists A retailer must not make contact with a small business customer whose name is on the relevant no contact list. |
| RB0300 | Clause 52(1) | No canvassing or advertising signs Obligation for retail marketer to, in carrying out energy marketing activities, comply with any signs at a person’s premises indicating that no advertising or similar material is to be left at the premises or in a letterbox or other receptacle at or associated with the premises. |
| RB0330 | Clause 62(1) | Frequency of bills for standard retail contracts Retailer obligation to issue a bill to a small customer on a standard retail contract at least once every 3 months. |
| RB0780 | Clause 63(1) | Contents of bills Retailer obligation to prepare a bill so that a small customer can easily verify that the bill conforms to their customer retail contract and to include certain particulars in a bill for a small customer. |
| RB0360 | Clause 65(1) | Pay-by date of bills The pay-by date for a bill for a customer on a standard retail contract must not be earlier than 13 business days from the bill issue date. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB0800-2 | Clause 66(1) | Apportionment Retailer obligation to, if a bill includes amounts payable for goods and services other than the sale and supply of energy, apply any payment made by a small customer in relation to the bill firstly in satisfaction of the charges for the sale and supply of energy, except for in specified circumstances. |
| RB0355 | Clause 70(2)(a) | Undercharging – limiting to four months Retailer obligation to, where the retailer proposes to recover an amount undercharged, limit the recovery of undercharged amounts to the amount undercharged in the 4 months before the date the customer is notified of the undercharging (unless the amount was undercharged as a result of the small customer’s fault or unlawful act or omission). |
| RB0355-2 | Clause 70(2)(b) | Undercharging – not charging interest Retailer obligation to, where the retailer proposes to recover an amount undercharged, not charge the customer interest on undercharged amounts being recovered. |
| RB0355-3 | Clause 70(2)(c) | Undercharging – explaining recovering of undercharged amounts Retailer obligation to, where the retailer proposes to recover an amount undercharged, state the amount to be recovered as a separate item in a special bill or in the next bill, together with an explanation of that amount. |
| RB0355-4 | Clause 70(2)(d) | Undercharging – time to repay Retailer obligation to, where the retailer proposes to recover an amount undercharged, offer the customer time to pay that amount by agreed instalments, over a period nominated by the customer being no longer than the period during which the undercharging occurred (if less than 12 months) or otherwise 12 months. |
| RB1470 | Clause 70(3) | Undercharging – tariff changes Retailer obligations if, during the period that a retailer has undercharged a customer, the customer's tariff changes. |
| RB0355-5 | Clause 71(1) | Overcharging – informing customers Retailer obligation to, where a small customer has been overcharged by an amount equal to or above the overcharge threshold, inform the customer accordingly within 10 business days after the retailer becomes aware of the overcharging. |
| RB0355-6 | Clause 71(2) | Overcharging – repaying amounts above the overcharge threshold Retailer obligation to, if the amount overcharged is equal to or above the overcharge threshold, repay, credit or use best endeavours to refund that amount to a small customer. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB0355-7 | Clause 71(3) | Overcharging – crediting amounts below the overcharge threshold Retailer obligation to, if the amount overcharged is less than the overcharge threshold, credit that amount to the next bill or, if the small customer has ceased to obtain customer retail services from the retailer, use its best endeavours to refund that amount within 10 business days. |
| RB0360-2 | Clause 72(1) | Payment methods Retailer obligation to accept payment for a bill by a small customer in a specified way. |
| RB0360-3 | Clause 72(4) | Direct debit arrangements Retailer obligations where a direct debit arrangement is entered into between a retailer and a small customer. |
| RB0380 | Clause 75(2) | Shortened collection cycle – conditions The conditions under which a retailer may place a small customer on a shortened collection cycle (absent agreement of the customer under sub-clause (1)). |
| RB0380-2 | Clause 75(3) | Shortened collection cycle – providing notice Retailer obligation to, within 10 business days of placing a small customer on a shortened collection cycle, give the customer notice of specific matters. |
| RB0380-3 | Clause 75(4) | Shortened collection cycle – removing customers from cycle Retailer obligations relating to the removal of the small customer from a shortened collection cycle. |
| RB0230 | Clause 77(1)(b) | Additional retail charges The circumstances in which a retailer may impose an additional retail charge on a customer. |
| RB1441 | Clause 80(1) | Guaranteed service level payments Retailer obligation where a distributor makes a payment required to be made by clause 6 of the Electricity Distribution Code via the retailer. |
| RB1440 | Clause 82(1) | Customer request for change of tariff Retailer obligation where a retailer offers alternative tariffs or tariff options and a small customer requests a retailer to transfer from that customer’s current tariff to another tariff, and demonstrates to the retailer that it satisfies all of the conditions relating to that other tariff and any conditions imposed by the customer’s distributor. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| RB0370 | Clause 85(1)(a) | Security deposits – residential customers When a retailer may require a residential customer to provide a security deposit. |
| RB0370-2 | Clause 85(1)(b) | Security deposits – business customers When a retailer may require a business customer to provide a security deposit. |
| RB0370-3 | Clause 85(2) | Security deposits – conditions A retailer cannot require a small customer to provide a security deposit unless at least one of the specified conditions are met. |
| RB0370-4 | Clause 85(3) | Security deposits – residential customers receiving tailored assistance A retailer cannot require a residential customer to provide a security deposit if the customer is receiving assistance under Division 3 (Tailored assistance) of Part 6 (Assistance for residential customers anticipating or facing payment difficulties) or has formally applied for a URG and a decision on the application has not been made. |
| RB0370-5 | Clause 85(4) | Security deposits – offering payment plans A retailer cannot require a residential customer to provide a security deposit unless the retailer has offered the customer the option of a payment plan and the customer has either declined the offer or failed to pay an instalment having accepted the offer and the retailer has otherwise complied with Part 6. |
| RB0370-6 | Clause 85(5) | Security deposits – unsatisfactory credit history Retailer obligation to inform the customer of specific matters if a retailer requires a security deposit on the basis that the small customer has an unsatisfactory credit history. |
| RB0370-7 | Clause 85(6) | Security deposits – non-payment or partial payment A retailer must not refuse to sell energy on the grounds of non-payment or partial payment of a security deposit, but may arrange to disconnect premises in accordance with section 40SN of the EIA or section 48DP of the GIA or refuse to arrange re-connection of premises. |
| RB0370-8 | Clause 85(8) | Security deposits – considering customer circumstances Retailer obligation to take particular circumstances of customer into account when considering whether to require an affected customer to pay a security deposit. |

| ESC ref | Source of obligation | Description |
|-----------|----------------------|--|
| RB0370-9 | Clause 86(3) | Security deposit account Retailer obligation to keep security deposits in a separate account and separately identify in its company accounts the value of security deposits that it holds for small customers. |
| RB0370-10 | Clause 87(1) | Amount of security deposit Retailer obligation to ensure that the amount of a security deposit for a small customer is not greater than 37.5% of the customer's estimated bills over a 12 month period, based on the customer's billing history or the average usage of energy by a comparable customer over a comparable 12 month period. |
| RB0370-11 | Clause 88(1) | Interest on security deposit If a retailer has received a security deposit from a small customer, the retailer must pay interest to the customer on the deposit at the bank bill rate. |
| RB0370-12 | Clause 89(1) | Using a security deposit The circumstances in which a retailer may apply a security deposit to offset amounts owed to it by a small customer. |
| RB0370-13 | Clause 89(2) | Applying security deposits to final bills Retailer obligation to, if a final bill includes amounts payable for goods and services provided by the retailer other than for the sale of energy, apply a security deposit firstly in satisfaction of the charges for the sale of energy, except for in specified circumstances. |
| RB0370-14 | Clause 89(3) | Accounting use of security deposits Retailer obligation to account to the customer in relation to the application of a security deposit amount within 10 business days after the application of the security deposit. |
| RB0370-15 | Clause 90(1) | Returning security deposits When and how a retailer must return a security deposit to a small customer. |
| RB0370-16 | Clause 90(2) | Returning security deposits in the absence of reasonable instructions How a retailer must credit a security deposit to a small customer if the customer does not give reasonable instructions for returning the deposit. |

| ESC ref | Source of obligation | Description |
|---------|----------------------|--|
| RB1474 | Clause 93(1) | Variations to market retail contracts The structure and nature of the tariff of a market retail contract between a customer and a retailer may only be varied by agreement in writing between the customer and the retailer. |
| RB1434 | Clause 94(2) | Making price increases on a network tariff change date Retailer obligation to not increase any of the tariffs payable by a small customer under a market retail contract except with effect from a network tariff change date. |
| RB1435 | Clause 94(4) | Making price increases annually after a fixed price period Retailer obligation to not increase any of the tariffs payable by a small customer under a fixed price period contract except with effect from the date on which the fixed price period expires, and each anniversary of that date. |
| RB1436 | Clause 95(1) | Pay-on-time discounts to be capped Any pay-on-time discount in a market retail contract must not exceed the amount that the commission specifies in a guideline published under section 13 of the Essential Services Commission Act 2001 that is in effect at the time that the contract is entered into. |
| RB1437 | Clause 96(1) | Fixed benefit period to apply for duration of market retail contract Retailer obligation to, if a market retail contract provides for a discount, rebate or credit (including a conditional discount) to be made available to the customer for a fixed benefit period, continue to make available that discount, rebate or credit, and not change the amount of that discount, rebate or credit, throughout the term of that contract. |
| RB0102 | Clause 97(5) | Cooling off period and right of withdrawal – rights and obligations to be set out in contract Retailer obligation to include in each market retail contract or exempt person arrangement it enters into with a small customer express provisions setting out the rights and obligations provided for by this clause. |
| RB1438 | Clause 99(1) | Duration of fixed term retail contracts A fixed term retail contract must provide for a contract length of not less than 12 months. |
| RB1476 | Clause 100(2) | Retailer notice of end of fixed term retail contract Retailer obligation to, in accordance with clause 100, notify a small customer with a fixed term retail contract that the contract or arrangement is due to end. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1477 | Clause 103(1) | Liabilities and immunities Retailer obligation to not include any term or condition in a market retail contract or an exempt person arrangement with a small customer that limits the liability of the retailer for breach of the contract or negligence by the retailer. |
| RB1478 | Clause 104(1) | Indemnities Retailer obligation to not include any term or condition in a market retail contract or an exempt person arrangement with a small customer under which the customer indemnifies the retailer, so that the retailer may recover from the customer an amount greater than the retailer would otherwise have been able to recover at general law for breach of contract or negligence by the customer in respect of the contract. |
| RB1427 | Clause 106(1) | Notice of price or benefit change to be given Retailer obligation to provide a bill change alert to a small customer in accordance with Division 5 if a benefit change or a price change is going to take effect. |
| RB1479 | Clause 107(1) | Notice of feed-in tariff change to be given Retailer obligation to, if a feed-in tariff change is to take effect, provide a small customer with a feed-in tariff alert of the feed-in tariff change. |
| RB1480 | Clause 107(2) | Requirement for feed-in tariff change notice Requirement for form and timing of feed-in tariff alert. |
| RB1482 | Clause 107(3) | Requirement for feed-in tariff change notice Requirement for content of feed-in tariff alert. |
| RB1429 | Clause 108(1) | Identification of deemed best offer Retailer obligation to identify the relevant deemed best offer for a customer, where a retailer is required to carry out a deemed best offer check for a customer. |
| RB1429-2 | Clause 108(3) | Identifying the deemed best offer for contracts with discounts conditional on buying other goods and services How to identify the deemed best offer where the customer is party to a customer retail contract that provides a discount on condition that the customer buys another good or service. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| RB1430 | Clause 109(1) | Deemed best offer check Retailer obligation to carry out the deemed best offer check by calculating the deemed best offer check result using the prescribed formula. |
| RB1431 | Clause 110(1) | Providing a deemed best offer message Retailer obligation to provide a deemed best offer message on a bill or bill summary to a small customer in accordance with specified timeframes. |
| RB1431-2 | Clause 110(2) | Obligation to determine deemed best offer and perform deemed best offer check Retailer obligation to determine the deemed best offer for the customer in accordance with clause 108 (as at the date the bill or bill summary containing the deemed best offer message will be issued) and perform a deemed best offer check before providing the deemed best offer message. |
| RB1431-3 | Clause 110(3) | Negative deemed best offer check result Retailer obligation if the deemed best offer check result is negative. |
| RB1431-4 | Clause 110(4) | Positive deemed best offer check result Retailer obligation if the deemed best offer check result is positive. |
| RB1483 | Clause 111(2) | Form and location requirements of deemed best offer message Retailer obligation relating to form and location of deemed best offer message. |
| RB1484 | Clause 111(4) | Content of a negative deemed best offer message Retailer obligation relating to content of a negative deemed best offer message. |
| RB1485 | Clause 111(5) | Content of a positive deemed best offer message Retailer obligation relating to content of a positive deemed best offer message. |
| RB0250 | Clause 113(1) | Retailer obligations in relation to customer transfer Requirements a retailer must meet before submitting a request for a transfer under the relevant Retail Market Procedures. |

| ESC ref | Source of obligation | Description |
|---------|----------------------|---|
| RB1486 | Clause 114(1) | Notice to small customers on transfer Retailer obligation to, within 5 business days of receiving notification that it has become the financially responsible retailer for a small customer as a result of a customer transfer, give notice to the customer of specific matters. |
| RB1487 | Clause 115(1) | Notice to small customers where transfer delayed Retailer obligation to, where the retailer has notified a small customer of the expected date of a transfer and that transfer does not occur, notify the customer of specific matters within 5 days of becoming aware that a transfer has not occurred on the expected date. |
| RB1439 | Clause 119(1) | Exempt market retail contracts – obligation Retail marketer obligation to not supply or offer to supply energy, or advertise or market the supply of energy, under an exempt market retail contract unless the retailer has complied with obligations under this clause. |
| RB1449 | Clause 119(2) | Exempt market retail contracts – notification Retailer obligation to notify the commission if the retailer (or a retailer marketer on its behalf) proposes to supply or offer to supply energy, or advertise, market or promote the supply of energy, under a retail product that would be an exempt market retail contract. |
| RB1450 | Clause 119(3) | Exempt market retail contracts – reporting Retailer obligation to, if the retailer supplies or offers to supply energy under an exempt market retail contract, report to the commission regarding that retail product. |
| RB1451 | Clause 119(4) | Exempt market retail contracts – compliance with guideline Retailer obligation to, if notifying or reporting to the commission under subclauses (2) or (3), do so in the manner and form provided for by any guidelines published by the commission under section 13 of the Energy Services Commission Act 2001 (Vic). |
| RB1448 | Clause 119(5) | Exempt market retail contracts – compliance by retail marketers Retailer obligation to ensure that a retail marketer who is an associate of the retailer complies with this clause. |
| RB1454 | Clause 120(1) | Tailored assistance to customers on an exempt market retail contract Retailer obligations if a residential customer who has entered into an exempt market retail contract becomes entitled to receive tailored assistance. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1402 | Clause 125(1) | Providing standard assistance A retailer must take steps to provide to its residential customers the forms of standard assistance (from those listed in subclause (2)) it elects to make available to help them avoid getting into arrears. |
| RB1402-2 | Clause 125(2) | Form of standard assistance Retailer obligations regarding the forms of standard assistance that retailers must make available to their residential customers. |
| RB1404 | Clause 129(3) | Information about assistance available Retailer obligation when providing a residential customer with information about tailored assistance to which the customer is entitled and how to access it, to allow the customer no less than 6 business days to consider the information given, request further information, and put forward a payment proposal. |
| RB1405 | Clause 130(2) | Payment arrangements – accepting customer payment proposals Retailer obligation to accept a payment proposal or revised proposal put forward by the residential customer that complies with certain requirements. |
| RB1405-2 | Clause 130(5) | Payment arrangements Retailer obligation to give the customer a written schedule of payments showing specific information on accepting a payment proposal or a revised proposal. |
| RB1405-3 | Clause 130(6) | Payment arrangements Retailer obligation to, if a residential customer receiving tailored assistance fails to make a payment by the date on which it was payable, contact the customer to discuss their putting forward a revised payment proposal. |
| RB1409 | Clause 131(2) | Non-payment of amounts towards on-going energy use Retailer obligation if a residential customer fails to make a payment towards the cost of their on-going energy use by the date on which it was payable. |
| RB1409-2 | Clause 131(3) | Non-implementation of practical assistance agreed Retailer obligation if a customer is not meeting their responsibility to implement practical assistance referred to in clause 85 provided by the retailer. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1406 | Clause 132(1) | Continued provision of assistance Retailer obligation to continue to provide tailored assistance to a residential customer unless specific conditions are met. |
| RB1456 | Clause 135(1) | Pay-on-time discounts to be honoured Retailer obligation not to recover the amount of any pay-on-time discount in respect of a bill or any other bill whose pay-by date occurred while a customer was continuing to receive tailored assistance in certain circumstances. |
| RB1489 | Clause 136(1) | Approval of financial hardship policies Retailer obligation to prepare a financial hardship policy, and submit it to the commission for approval. |
| RB1210 | Clause 137(1) | Content of financial hardship policies Requirements for content of a financial hardship policy of a retailer. |
| RB1411 | Clause 141(1) | Retailer obligations Overarching obligations that retailers must comply with when dealing with affected customers, residential customers, government or non-government services. |
| RB1407 | Clause 143(1) | Restriction on conditions Retailer obligation to not impose any condition on the provision of assistance under Part 6 (Assistance for residential customers anticipating or facing payment difficulties) that requires the customer to provide personal or financial information or to waive any entitlement under Part 6. |
| RB1408 | Clause 144(1) | Recovering debt Restrictions on retailers to commence or continue with proceedings to recover arrears from a residential customer who is receiving assistance under Part 6. |
| RB1408-2 | Clause 144(2) | Selling debt Restrictions on retailers to sell or otherwise dispose of the debt of a residential customer who is in arrears. |
| RB1408-3 | Clause 144(3) | Selling debt – compliance with debt collection guideline Retailer obligation not to sell or otherwise dispose of the debt of a residential customer to a third party other than in accordance with debt collection guideline. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| RB0141 | Clause 145(1) | Supply capacity control product Retailer obligation to not offer a supply capacity control product to a residential customer for any credit management purpose. |
| RB1412 | Clause 146(2) | Allowing payment by Centrepay – standard retail contracts Retailer obligation to allow a residential customer to use Centrepay as a payment option if the customer is applying for or on a standard retail contract. |
| RB1412-2 | Clause 146(3) | Allowing payment by Centrepay – market retail contracts Retailer obligation to allow a residential customer to use Centrepay as a payment option if the customer is on a market retail contract and Centrepay is available as a payment option under that contract. |
| RB1412-3 | Clause 146(4) | Allowing payment by Centrepay – market retail contracts where Centrepay is not an option Retailer obligation to, if a residential customer is on a market retail contract and Centrepay is not available as a payment option under that contract, undertake a review of the market retail contract. |
| RB1412-5 | Clause 146(5) | Transferring a customer to a contract that allows payment by Centrepay Retailer obligation – if, as a result of a review, an alternative customer retail contract is considered to be more appropriate – to transfer the customer to that alternative contract, where the retailer has obtained the customer’s explicit informed consent. |
| RB1412-6 | Clause 146(6) | Offering payment by Centrepay as an option on an alternative contract Retailer obligation to ensure that any alternative customer retail contract offered to a residential customer makes Centrepay available as a payment option. |
| RB1412-7 | Clause 146(7) | Making payment by Centrepay available as an option under an existing contract Retailer obligation – if, as a result of the review, there is no alternative customer retail contract considered to be more appropriate – to make Centrepay available as a payment option under the residential customer’s existing market retail contract. |
| RB1412-4 | Clause 146(8) | Not charging for allowing payment by Centrepay Retailer obligation to not charge the residential customer for the review, for any transfer to an alternative customer retail contract or any early termination charge or other penalty for the early termination of the customer’s previous customer retail contract. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| RB1230 | Clause 149(1) | Training around family violence Retailer obligation to ensure that training is provided to any person acting on its behalf who may engage with affected customers by any means of communication, or a manager of such a person, or is responsible for systems and processes that guide interactions with customers. |
| RB1421-2 | Clause 150(4) | Account security – safe methods of communication Retailer obligation to take specific steps to identify a safe method of communication with an affected customer. |
| RB1422 | Clause 151(1) | Customer service Retailer obligation to take specific steps to provide a secure process designed to avoid the need for an affected customer to repeatedly disclose or refer to their experience of family violence. |
| RB1423 | Clause 152(1) | Debt management Retailer obligation to take into account specific matters before taking action to recover arrears from an affected customer. |
| RB1413 | Clause 153 | Family violence as a potential cause of payment difficulty Retailer obligation to recognise family violence as a potential cause of payment difficulty. |
| RB1414 | Clause 154(1) | Providing affected customers with information about external family violence support services Retailer obligation to provide an affected customer with information about the availability of one or more external family violence support services at a time and in a manner that is safe, respectful and appropriate given the affected customer's circumstances. |
| RB1415 | Clause 155(1) | Evidence A retailer may only seek documentary evidence of family violence when considering debt management and recovery under clause 152 or restrictions on disconnection in Part 10 of this Code of Practice or under the EIA or GIA. |
| RB1416 | Clause 157 | Family violence policy Retailer obligation to have a family violence policy that addresses Part 7. |
| RB1418 | Clause 159 | Reviewing family violence policy Retailer obligation to review its family violence policy at least once every two years. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| RB0181 | Clause 176(2) | Termination of standard retail contracts Retailer obligations where a small customer gives a termination notice and notifies the retailer of a date on which the small customer intends to vacate the premises. |
| RB0181-2 | Clause 176(4) | No termination charge for standard retail contracts A retailer must not impose a termination charge (however described) under a standard retail contract in respect of the termination of the contract. |
| RB1492 | Clause 182(4) | Reminder notices Retailer obligation to not issue a reminder notice to a customer who has put forward a payment proposal or revised proposal in accordance with clause 130 that the retailer has accepted, unless the customer has failed to make a payment by the date on which it was payable under the proposal or revised proposal. |
| RB0860 | Clause 190(1) | Request for disconnection Retailer obligations if a customer requests the retailer to arrange for disconnection of the customer's premises. |
| RB0170 | Clause 191(1) | Arranging re-connection of premises Retailer's obligation to, in accordance with any requirements under the energy laws, initiate a request to the distributor for re-connection of a customer's premises where certain conditions are met. |
| RB0170-2 | Clause 192(1) | Timing of re-connection of premises Retailer's obligation regarding timing of re-connection if a customer makes a request for re-connection. |

2.2. Energy distributors

This section sets out electricity and gas distributor compliance reporting obligations.

Under the compliance reporting schedule outlined below, regulatory obligations are classified as type 1 or type 2. For energy distributors, type 1 regulatory obligations are those where:

- non-compliance may have or could potentially have a critical impact on customers; and
- the impact of that non-compliance potentially increases over time if it is not rectified quickly.

All breaches of type 1 obligations must be reported to the commission within two business days.

Type 2 regulatory obligations are those where:

- non-compliance may have or could potentially have a significant or moderate impact on customers; and
- the impact of that non-compliance potentially increases over time.

Type 1 breaches – energy distributors

| ESC ref | Source of obligation | Description |
|--------------------------------------|----------------------|--|
| Electricity Distribution Code | | |
| DB0009 | Clause 5.5a.2 | Providing life support customers with written notices about interruptions Distributor obligation to, where a person residing at a supply address is a registered life support customer registered as requiring life support equipment, provide the affected customer with notices about interruptions by written notice in hard copy together with notice by means of electronic communication where the customer has nominated one or more methods of electronic communication. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| DB0001-2 | Clause 5.5.1(b) | Providing life support customers with advance notice of planned interruptions Distributor obligation to, in the case of a planned interruption and where a person residing at the supply address is a registered life support customer, provide the affected customer with at least 4 business days written notice in hard copy of the interruption, in accordance with clause 5.5.2 (unless a longer period of notice is requested by the customer and provided that the longer period of notice is reasonably necessary and can be accommodated by the distributor). |
| DB0013 | Clause 5A.3.1(a) | Registering life support equipment – obligations when advised by customer Distributor obligation to, 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, record in a register of life support customers and residents the life support customer details. |
| DB0013-2 | Clause 5A.3.1(b) | Registering life support equipment – obligations when advised by customer Distributor obligation when advised by a small customer that a life support resident resides, or is intending to reside, at the small customer’s premises – to determine whether the life support equipment is fueled by both electricity and gas and, if it is, inform the customer that the customer should inform the gas retailer or distributor who supply gas at the small customer’s premises that a person residing or intending to reside at the customer’s supply address requires life support equipment. |
| DB0013-3 | Clause 5A.3.1(c) | Registering life support equipment – obligations when advised by customer Distributor obligation to provide specified information, in plain English, within 5 business days after being advised by a small customer that a life support resident resides, or is intending to reside, at the small customer’s premises. |
| DB0013-4 | Clause 5A.3.1(d) | Registering life support equipment – obligations when advised by customer Distributor obligation to, 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, notify the retailer that a person residing or intending to reside at the customer’s premises requires life support equipment and the date from which the life support equipment is required. |
| DB0013-5 | Clause 5A.3.2(a) | Registering life support equipment – obligations when advised by retailer Distributor obligation to, within one business day after being advised by a retailer, under section 40SG(4) of the Act, that a life support resident resides, or is intending to reside, at the small customer’s premises – to record in a register of life support customers and residents the life support customer details. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| DB0013-6 | Clause 5A.3.2(b) | Registering life support equipment – obligations when advised by retailer Distributor obligation within one business day after being advised by a retailer, under section 40SI(2) of the Act or under clause 170(1)(b) of the Energy Retail Code of Practice, that a life support resident resides, or is intending to reside, at the small customer’s premises – to record in a register of life support customers and residents the life support customer details. |
| DB0014 | Clause 5A.4.1 | Confirmation of supply address as requiring life support equipment Distributor obligations where a medical confirmation form is provided to a customer. |
| DB0015 | Clause 5A.5.1(a) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, give certain information to the retailer within one business day after receiving relevant information about the life support equipment requirements for a customer’s premises. |
| DB0015-2 | Clause 5A.5.1(b) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, update the register of life support customers and residents within one business day after being advised by a customer or retailer of any update to the life support equipment requirements for the customer’s premises or any relevant contact details. |
| DB0015-3 | Clause 5A.5.1(c) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, not disconnect the supply address after the date the life support equipment will be required at the supply address, except in the case of an interruption or emergency. |
| DB0015-4 | Clause 5A.5.1(d) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, comply with clause 5.5.1(b) in the case of a distributor planned interruption. |
| DB0015-5 | Clause 5A.5.2 | Life support – ongoing distributor obligations Distributor’s ongoing obligation to notify the new retailer (within one business day after becoming aware) that a person residing at the customer’s supply address is a life support resident, if the distributor becomes aware (including by way of notification in accordance with the Market Settlement and Transfer Solution Procedures) that a life support customer has subsequently transferred to another retailer (a new retailer) at that supply address. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| DB0015-6 | Clause 5A.5.3(a) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where a distributor is required to record a customer’s life support customer details in a register of life support customers and residents under clause 5A.3.2(b), give certain information to the retailer within one business day after receiving relevant information about the life support equipment requirements for a customer’s premises and any relevant contact details. |
| DB0015-7 | Clause 5A.5.3(b) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where a distributor is required to record a customer’s life support customer details in a register of life support customers and residents under clause 5A.3.2(b), update the register of life support customers and residents within one business day after being advised by a retailer of any update to the life support equipment requirements for the customer’s supply address or any relevant contact details. |
| DB0015-8 | Clause 5A.5.3(c) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where a distributor is required to record a customer’s life support customer details in a register of life support customers and residents under clause 5A.3.2(b), – not disconnect the supply address after the date the life support equipment will be required at the supply address, except in the case of an interruption or emergency. |
| DB0015-9 | Clause 5A.5.3(d) | Life support – ongoing distributor obligations Distributor’s ongoing obligation to, where a distributor is required to record a customer’s life support customer details in a register of life support customers and residents under clause 5A.3.2(b), comply with clause 5.5.1(b) in the case of a distributor planned interruption. |
| DB0016 | Clause 5A.6.1 | Deregistration of life support customer Distributor obligation to not deregister a customer except in the circumstances permitted under this clause 5A.6. |
| DB0017 | Clause 5A.7.1 | Registration and deregistration details must be kept by distributors Distributor obligation to establish policies, systems and procedures for registering and deregistering life support customers, and ensure that the register of life support customers and residents is maintained, kept up to date and includes certain information. |

| ESC ref | Source of obligation | Description |
|-------------------------------------|----------------------|---|
| Gas Distribution System Code | | |
| DB0032 | Clause 4A.3(a) | Registering life support equipment – obligations when advised by customer Distributor obligation to, 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, record in a register of life support customers and residents the life support customer details. |
| DB0032-2 | Clause 4A.3(b) | Registering life support equipment – obligations when advised by customer Distributor obligation when advised by a small customer that a life support resident resides, or is intending to reside, at the small customer's premises – to determine whether the life support equipment is fueled by both electricity and gas and, if it is, inform the customer that the customer should inform their electricity retailer or distributor who supplies gas at the small customer's premises that a person residing or intending to reside at the customer's premises supply address requires life support equipment. |
| DB0032-3 | Clause 4A.3(c) | Registering life support equipment – obligations when advised by customer Distributor obligation to provide specified information to a customer within 5 business days after being advised by a small customer that a life support resident resides, or is intending to reside, at the small customer's premises. |
| DB0032-4 | Clause 4A.3(d) | Registering life support equipment – obligations when advised by customer Distributor obligation 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. |
| DB0033 | Clause 4A.4 | Registering life support equipment – obligations when advised by retailer Distributor obligation within one business day after being advised by a retailer, under section 48DI(4) of the Act, that a life support resident resides, or is intending to reside, at the small customer's premises – to record in a register of life support customers and residents the life support customer details. |
| DB0034 | Clause 4A.6(a) | Confirmation of supply address as requiring life support equipment Distributor obligations where a medical confirmation form is provided to a customer. |
| DB0035 | Clause 4A.7(a) | Life support – ongoing distributor obligations Distributor's ongoing obligations where a distributor is required to record life support customer details in a register of life support customers and residents. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| DB0036 | Clause 4A.8(a) | Deregistration of life support customer Distributor obligation to not deregister a customer except in the circumstances permitted under this clause 4A.8-4A.12. |
| DB0037 | Clause 4A.13(a) | Registration and deregistration details must be kept by distributors Distributor obligation to establish policies, systems and procedures for registering and deregistering life support customers. |
| DB0037-2 | Clause 4A.13(b) | Registration and deregistration details must be kept by distributors Distributor obligation to ensure that the register of life support customers and residents is maintained, kept up to date and includes certain information. |

Type 2 breaches – energy distributors

| ESC ref | Source of obligation | Description |
|---|---|---|
| Electricity Industry Act (EIA) or Gas Industry Act (GIA) | | |
| RB1452 | Sections 23A(2) and 23A(3) EIA and sections 33(2) and 33(3) GIA | Condition to give information to commission Licensee obligation to give information to the commission, as specified by the commission in guidelines issued under subsection (4). Information must be in the manner and form (including by the date or dates) specified in the guidelines. |
| RB1506 | Section 116AA(1) EIA and section 229A(1) GIA | Offence to give false or misleading information Licensee obligation to not give the commission information that the licensee is required to give to the commission under or for the purposes of this Act that the licensee knows to be false or misleading in any material particular, or omits any matter or thing without which the information is misleading. |
| RB1507 | Section 116AA(2) EIA and section 229A(2) GIA | Offence to give false or misleading documents Licensee obligation to not produce a document to the commission that the licensee is required to produce to the commission under or for the purposes of this Act if the licensee knows that the document is false or misleading in a material particular and the licensee does not indicate the respect in which the document is false or misleading. |
| Electricity Distribution Code | | |
| DB0008 | Clause 5.5a.1 | Interruptions: Customer communications Distributor obligation to provide customers the ability to nominate a preferred method or methods of communication to receive notices about interruptions and enable customers to nominate one or more methods of communication, nominate that they only receive written notices in hard copy and update their preferences from time to time. |
| DB0010 | Clause 5.5a.3 | Recording customer communication preferences Distributor obligation to create and maintain for a period of at least 2 years, a record of the preferred method or methods of communication nominated by a customer and any updates to the customer's nominated preferences. |
| DB0007 | Clause 5.5.2I | Providing record of explicit informed consent on request Distributor obligation to, on request by a customer and at no charge, provide the customer with access to a copy of the record of explicit informed consent given by the customer and then retained by the distributor. relating to electronic communications where requested. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|---|
| DB0011 | Clause 5.5a.4 | Interruptions: Customer communications Distributor obligation to ensure notices to customers about interruptions, whether written notices in hard copy or notices by way of electronic communication, meet certain requirements. |
| DB0001 | Clause 5.5.1(a) | Providing notice of planned interruptions (non-life support customers) Distributor obligation in the case of a planned interruption where no person residing at the supply address is a life support customer, to provide each affected customer with at least 4 business days written notice of the interruption. |
| DB0002 | Clause 5.5.2 | Notice of planned interruptions Notice of planned interruptions must include certain information. |
| DB0003 | Clause 5.5.2A | Notice of planned interruptions Distributor obligation to, under certain conditions, provide the customer with at least 4 business days written notice, in hard copy, of a planned interruption by means of the communication method or methods nominated (in addition to or instead of providing written notice in hard copy as required by clause 5.5.1(a)). |
| DB0004 | Clause 5.5.2B | Notice of planned interruptions Distributor obligation to, where a distributor provides notice under clause 5.5.2A, also send a reminder notice by the same electronic communication method that complies with the requirements of clause 5.5.2 one business day prior to the interruption. |
| DB0005 | Clause 5.5.2D | Explicit informed consent Explicit informed consent is consent given by a customer to a distributor where certain conditions are met. required where the customer has nominated electronic communication. |
| DB0006 | Clause 5.5.2G | Retaining records of explicit informed consent Distributor obligation to create a record of each explicit informed consent provided by a customer and retain the record for at least two years. |
| DB0016-2 | Clause 5A.6.2 | Deregistration of life support customer Distributor obligations if a customer is deregistered by a distributor – to notify the retailer of the date of deregistration and reason for deregistration within five business days of the date of deregistration, and update its register of life support customers and residents within one business day from deregistration. |

| ESC ref | Source of obligation | Description |
|----------|----------------------|--|
| DB0016-3 | Clause 5A.6.3 | Deregistration of life support customer Distributor obligations if a distributor is notified by a retailer that the retailer or an exempt person has deregistered a customer's supply address – to (within one business day from notification) update the life support customer details entered in its register of life support customers and residents. |
| DB0012 | Clause 5.6.1 | Cancellation or rescheduling of planned interruptions Distributor obligation to, where a distributor cancels or re-schedules a planned interruption, provide notice of the cancellation or re-scheduling within specified timeframes. |
| DB0018 | Clause 6.1.1 | Appointments Distributor obligation to, where the distributor makes an appointment with a customer and is more than 15 minutes late for the appointment, make a payment to the customer. |
| DB0019 | Clause 6.2 | Failure to connect new supply Distributor obligation to, where the distributor does not connect a new customer within a specified timeframe, make a payment to the customer. |
| DB0020 | Clause 6.3.1 | Supply restoration payment Distributor obligation to make a supply restoration payment to a customer if a customer experiences a certain amount of unplanned sustained interruptions per year. |
| DB0021 | Clause 6.3.2 | Low reliability payment Distributor obligation to make a low reliability payment to a customer. |
| DB0022 | Clause 6.3A(a) | Major event day payment Distributor obligation to make a payment to a customer where the customer experiences an unplanned sustained interruption of more than 12 hours on a major event day. |
| DB0024 | Clause 6.4.1 | Time for payment Distributor obligation to make a payment required to be made under clause 6.1.1 within a specific timeframe. |
| DB0025 | Clause 6.4.2 | Time for payment Distributor obligation to make a payment required to be made under clause 6.2 within a specific timeframe in the time required. |

| ESC ref | Source of obligation | Description |
|---------|----------------------|---|
| DB0026 | Clause 6.4.3 | Time for payment Distributor obligation to determine whether it must make a supply restoration or low reliability payment to a customer at the completion of each quarter in a financial year, and to make the payment within a specified timeframe. |
| DB0027 | Clause 6.4.4 | Time for payment Distributor obligation, where the distributor has made an application for an event to be excluded under clause 6.3.4, to determine whether it must make a supply restoration or low reliability payment to a customer, and to make that payment, within the timeframes specified required. |
| DB0028 | Clause 6.4.5 | Time for payment Distributor obligation to make a major event day payment within a specified timeframe. |
| DB0029 | Clause 9.1.12 | Access to multi-lingual services Distributor obligation to provide access to multi-lingual services to meet the reasonable needs of its customers. |

Gas Distribution System Code

| | | |
|----------|----------------|--|
| DB0031 | Clause 2.2(b) | Guaranteed Service Levels Distributor obligation to, where the distributor does not meet a Guaranteed Service Level in relation to a particular tariff V customer, ensure that tariff V customer is paid the applicable GSL payment as soon as practicable. |
| DB0036-2 | Clause 4A.8(b) | Deregistration of life support customer Distributor obligations if a life support customer is deregistered by the distributor – to notify the retailer of the date of deregistration and reason for deregistration within five business days of the date of deregistration, and update its register of life support customers and residents within one business day from deregistration. |
| DB0036-3 | Clause 4A.8(c) | Deregistration of life support customer Distributor obligations if a distributor is notified by a retailer that the retailer or an exempt person has deregistered a customer's supply address – to (within one business day from notification) update the life support customer details entered in its register of life support customers and residents. |

3. Performance indicator schedule – energy retailers

This section sets out energy retailer performance reporting obligations and is not applicable to energy distribution businesses.

Definitions

Total arrears: All unpaid invoices (bills past the pay-by-date of a customer) greater than \$0 including both initial arrears and any accrued arrears. Any reference to arrears in the performance measures is expected to capture total arrears and is considered at the account level.

Aged total arrears: The age (in days) of total arrears, measured from the first day total arrears are above \$0 and until total arrears return to \$0 or in credit. Refer to performance indicators AR041, AR042, AR051 and AR052 for specifics on categories.

Complaint: An expression of dissatisfaction made to an organisation, related to its products/services, or the complaints-handling process itself where a response or resolution is explicitly or implicitly implied. Complaints can be made in person, by telephone or in writing (for example, letter, email, facsimile). For the avoidance of doubt, complaints include the following type of contacts:

Where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by the retailer, its employees, agents, contractors or other representatives.

This includes:

- failure by the retailer to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by the retailer or its representatives
- where a customer threatens to involve, or enquired about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament, or
- where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme.

More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call then two complaints should be recorded.

Each individual customer contact that is a complaint should be recorded and categorised as a complaint, irrespective of the count of times the caller has made contact with a retailer on an issue.

Energy fact sheet: A fact sheet that displays key information about available energy offers, presented in a consistent format across retailers, to assist small customers in considering, comparing and selecting offers.

The fact sheet includes:

- a pricing table comparing estimates for three different household usage profiles
- two price estimates for each profile:
 - a) a price estimate excluding conditional discounts
 - b) a price estimate including all available discounts.

Energy retailer/Retail business: The holder of a retail licence under the Essential Services Commission Act 2000 or in respect of those obligations under the Energy Retail Code of Practice.

Integrated Voice Response (IVR) or automated telephone system: Technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.

Missed bill: A bill that was not paid by the due date.

Other debt: An amount of arrears that a customer owes – where the customer is not included in the customers receiving payment assistance or in the customers who have deferred payment, reported as at the end of the month.

Payment deferral: An amount due for which the payment date has been extended beyond the due date or put on hold.

Pro-rata usage: A proportionate allocation of electricity or gas usage for customers over the 12-month period. For example, if a business electricity customer had only been with a retailer for 6 months and one of the NMIs uses approximately 10 MWh per month, then this customer is a business electricity NMI consuming 120 MWh per year.

Residential customer: A person/individual who purchases energy principally for personal, household or domestic use. This person/individual will hold at least one residential account.

Business customer: A person/individual/company who purchases energy principally for a business premise/s. This person/individual/company will hold at least one business account.

Customer number: The unique number which identifies a person who holds one or more account with a retailer. For example, a customer may purchase electricity and gas from a retailer but would only hold one unique customer number with this retailer. Likewise, a customer may have multiple properties supplied by the same retailer and would therefore have all their accounts under one customer number/identifier.

Account: identifier/number used to bill and identify accounts for electricity and gas separately for the same customer.

- A **residential account** is an account who purchases energy principally for personal, household or domestic use
- A **business account** is an account who purchases energy principally for a business premise/s.

National Meter Identifier: Abbreviated as NMI

Meter Identification Reference Number: Abbreviated as MIRN

Standard assistance residential account: A residential account where the account holder receives minimum standard forms of assistance, to help them avoid getting into arrears with their retailer (per clauses 125(2) (a)-(d) and clause 142 of the Energy Retail Code of Practice). At a minimum, standard assistance made available must include at least 3 of the following:

- a) making payments of an equal amount over a specified period;
- b) options for making payments at different intervals;
- c) extending by a specified period the pay-by date for a bill for at least one billing cycle in any 12-month period; or
- d) paying for energy use in advance.

Note: A residential account is receiving standard assistance from the time they started receiving measures under this form of assistance until completion or suspension of assistance.

Tailored assistance account: Where the holder of an account receives minimum standards of flexible and practical assistance that makes it easier for them to pay for at least their on-going usage, repay their total arrears over a two-year period and lower their energy costs. There are requirements for two subsets of accounts.

1. Residential accounts where the customer can pay at least their on-going usage, where at a minimum, tailored assistance consists of (per clause 128(1)(a)-(d)) and clause 142 of the Energy Retail Code of Practice):

- a) repayment of arrears over not more than 2 years by payments at regular intervals of up to one month;
 - b) advice from the retailer about payment options that would enable a customer to repay their arrears over not more than 2 years;
 - c) specific advice about the likely cost of a customer's future energy use and how this cost may be lowered;
 - d) specific advice about any government and non-government assistance (including Utility Relief Grants and energy concessions) available to help a customer meet their energy costs.
2. Accounts who cannot pay their on-going usage, where at a minimum tailored assistance consists of (per clause 128(1)(c)-(g) and clause 142 of the Energy Retail Code of Practice):
- a) specific advice about the likely cost of a customer's future energy use and how this cost may be lowered
 - b) specific advice about any government and non-government assistance (including Utility Relief Grants and energy concessions) available to help a customer meet their energy costs
 - c) practical assistance to help a customer that is eligible for a Utility Relief Grant
 - d) practical assistance to help a customer lower their energy costs
 - e) an initial period of at least 6 months during which:
 - (i) repayment of the customer's arrears is put on hold
 - (ii) the customer pays less than the full cost of their on-going energy use while working to lower that cost.

Note: A customer is receiving tailored assistance from the time they started receiving measures under this form of assistance until completion or suspension of assistance.

Victorian Default Offer (VDO): all standing offers.

3.1. Background indicators

| Ref. | Indicators | Retailers are required to report the following data |
|------|--|---|
| B009 | Residential Electricity Customers | The count of residential electricity customer IDs with at least one residential electricity account with the retailer. This is to be measured as at the last day of each reporting month. |
| B010 | Residential Electricity NMIs on the Victorian Default Offer | The count of residential electricity NMIs on the Victorian Default Offer, that purchase electricity under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month. |
| B011 | Residential Electricity NMIs on deemed contracts or occupier accounts on the Victorian Default Offer | The count of residential electricity NMIs on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and include both known and not-know customers to the retailer. Note: Exclude NMIs on deemed contract or occupier account where there was no consumption in the reporting period. |
| B020 | Residential Electricity NMIs on market retail contracts | The count of residential electricity NMIs that purchase electricity under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month. |
| B021 | Electricity residential NMIs receiving the feed-in tariff | The count of unique residential electricity NMIs that received the feed-in tariff during the reporting quarter. Note: Data is to be reported in quarterly intervals |
| B029 | Small Business Electricity Customers | The count of small business electricity customer IDs with at least one business electricity account with the retailer. This is to be measured as at the last day of each reporting month. |
| B030 | Small Business Electricity NMIs on the Victorian Default Offer (consuming less than 40MWh per year) | The count of small business electricity NMIs, held by small business electricity customers, on the Victorian Default Offer, that purchase electricity for a business premise and consume less than 40 MWh a year. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |

| | | |
|------|---|---|
| B031 | Small Business Electricity NMI on deemed contracts or occupier accounts on the Victorian Default Offer (consuming less than 40MWh per year) | The count of small business electricity NMIs, consuming less than 40MWh per year, on the Victorian Default Offer that purchase electricity under a deemed contract or occupier account. This is to be measured as at the last day of each reporting month and include both known and not-know customers to the retailer. Note: Exclude NMIs on deemed contract or occupier account where there was no consumption in the reporting period. |
| B040 | Small Business Electricity NMI on market retail contracts (consuming less than 40MWh per year) | The count of small business electricity NMIs, that consume less than 40 megawatt hours in a year, that purchase electricity for a business premises under a market retail contract. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B050 | Business Electricity NMI on market retail contracts (consuming between 40-100 MWh per year) | The count of business electricity NMIs that purchase electricity for a business premise under a market retail contract and consume between 40-100 MWh a year. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B060 | Business Electricity NMI on market retail contracts (consuming between 100-160 MWh per year) | The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume between 100-160 MWh a year. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B070 | Business Electricity NMI on market retail contracts (consuming greater than 160 MWh per year) | The count of business electricity NMIs that purchase electricity for a business premises under a market retail contract and consume greater than 160 MWh a year. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B079 | Residential Gas Customer number | The count of residential gas customer IDs, as at the last day of each reporting month, with at least one residential gas account with the retailer. |
| B080 | Residential Gas MIRNs on standard retail contracts | The count of residential gas MIRNs, that purchase gas under a standard retail contract, principally for personal, household or domestic use at premises. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month. |

| | | |
|------|---|---|
| B081 | Residential Gas MIRNs on deemed contracts or occupier accounts | The count of residential gas MIRNs who purchase gas under a deemed contract or occupier account, including known and not-known customers. This is to be measured as at the last day of each reporting month. |
| B090 | Residential Gas MIRNs on market retail contracts | The count of residential gas MIRNs that purchase gas under a market retail contract, principally for personal, household or domestic use at premises. This is to be measured as at the last day of each reporting month. |
| B099 | Small Business Gas Customers | The count of small business gas customer IDs with at least one business gas account with the retailer, and consume less than 1,000 GJ per year. This is to be measured as at the last day of each reporting month. |
| B100 | Small Business Gas MIRNs on standard retail contracts (consuming less than 1,000 GJ per year) | The count of business gas MIRNs, that purchase gas for a business premises under a standard retail contract and consume less than 1000 GJ a year. This should exclude deemed contracts or occupier accounts and is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B105 | Small Business Gas MIRNs on deemed contracts or occupier accounts (consuming less than 1,000 GJ per year) | The count of small business MIRNs that purchase gas under a deemed contract or occupier account, including known and not-known customers and consume less than 1000 GJ a year. This is to be measured as at the last day of the reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B110 | Small Business Gas MIRNs on market retail contracts (consuming less than 1,000 GJ per year) | The count of business gas MIRNs that purchase gas for a business premises under a market retail contract and consume less than 1000 GJ a year. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B120 | Business Gas MIRNs (consuming greater than 1,000 GJ per year) | The count of business gas MIRNs that purchase gas for business premises on any contract type and consume more than 1000 GJ of gas a year. This is to be measured as at the last day of each reporting month. For customers with multiple accounts, the consumption should not be aggregated across all accounts. |
| B160 | Residential Electricity NMIs that received bill change notices | The count of residential electricity NMIs to be issued a bill change notices during the reporting month that purchase electricity, principally for personal, household or domestic use at premises, as required under 70L of the Code, as at the last day of each month. |

| | | |
|------|--|--|
| B170 | Residential Gas MRINs that received bill change notices | The count of residential gas MIRNs to be issued a bill change notices during the reporting month, that purchase gas principally for personal, household or domestic use at premises, as required under 70L of the Code, as at the last day of each month. |
| B180 | Residential Electricity NMIs that received information on their bill that they are not on the retailer's best offer | The count of residential electricity NMIs during the reporting month who received a message on their bill saying that they are not on the retailer's best offer. |
| B181 | Residential Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings | <p>The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <ul style="list-style-type: none"> (a) greater than \$22 and less than or equal to \$50 (b) greater than \$50 and less than or equal to \$100 (c) greater than \$100 and less than or equal to \$150 (d) greater than \$150 and less than or equal to \$200 (e) greater than \$200 and less than or equal to \$250 (f) greater than \$250 and less than or equal to \$300 (g) greater than \$300 and less than or equal to \$400 (h) greater than \$400 <p>Note: The total number of NMIs should equal B180.</p> |
| B182 | Residential Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent of the annual total cost of current plan | <p>The count of residential electricity NMIs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> |

$$\frac{\text{(annual total cost of the current plan minus annual total cost of the deemed best offer)}}{\text{the annual cost of the current plan}}$$

This is to be reported by the following bands:

- (a) greater than 0% and less than or equal to 5%
- (b) greater than 5% and less than or equal to 10%
- (c) greater than 10% and less than or equal to 15%
- (d) greater than 15% and less than or equal to 20%
- (e) greater than 20%

Note: The total number of NMIs should equal B180.

| | | |
|------|---|--|
| B185 | Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer | The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month who received a message on their bill saying that they are not on the retailer's best offer. |
| B186 | Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings | <p>The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <ul style="list-style-type: none">(a) greater than \$22 and less than or equal to \$100(b) greater than \$100 and less than or equal to \$200(c) greater than \$200 and less than or equal to \$300(d) greater than \$300 and less than or equal to \$400(e) greater than \$400 and less than or equal to \$500(f) greater than \$500 and less than or equal to \$600(g) greater than \$600 and less than or equal to \$700(h) greater than \$700 |

| | | |
|---|---|---|
| Note: The total number of NMIs should equal B185. | | |
| B187 | Small Business Electricity NMIs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent of the annual total cost of current plan | <p>The count of small business electricity NMIs (consuming less than 40MWh per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> $\frac{\text{(annual total cost of the current plan minus annual total cost of the deemed best offer)}}{\text{the annual cost of the current plan}}$ <p>This is to be reported by the following bands:</p> <ul style="list-style-type: none"> (a) greater than 0% and less than or equal to 5% (b) greater than 5% and less than or equal to 10% (c) greater than 10% and less than or equal to 15% (d) greater than 15% and less than or equal to 20% (e) greater than 20% <p>Note: The total number of NMIs should equal B185.</p> |
| B190 | Residential Electricity NMIs that received information on their bill that they are on the retailer's best offer | The count of residential electricity NMIs during the reporting month who received a message on their bill saying that they are on the retailer's best offer |
| B191 | Small Business Electricity NMIs that received information on their bill that they are on the retailer's best offer | The count of small business electricity NMIs (consuming less than 40MWh per year) during the reporting month who received a message on their bill saying that they are on the retailer's best offer. |
| B200 | Residential Gas MIRNs that received information on their | The count of residential gas MIRNs during the reporting month who received a message on their bill saying that they are not on the retailer's best offer. |

bill that they are not on the retailer's best offer

| | | |
|------|---|---|
| B201 | Residential Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings | <p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <ul style="list-style-type: none">(a) greater than \$22 and less than or equal to \$50(b) greater than \$50 and less than or equal to \$100(c) greater than \$100 and less than or equal to \$150(d) greater than \$150 and less than or equal to \$200(e) greater than \$200 and less than or equal to \$250(f) greater than \$250 and less than or equal to \$300(g) greater than \$300 and less than or equal to \$400(h) greater than \$400 <p>Note: The total number of MIRNs should equal B200.</p> |
| B202 | Residential Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent of the annual total cost of current plan | <p>The count of residential gas MIRNs that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> $\frac{\text{(annual total cost of the current plan minus annual total cost of the deemed best offer)}}{\text{the annual cost of the current plan}}$ <p>This is to be reported by the following bands:</p> <ul style="list-style-type: none">(a) greater than 0% and less than or equal to 5%(b) greater than 5% and less than or equal to 10% |

| | | |
|------|---|--|
| | | <p>(c) greater than 10% and less than or equal to 15%</p> <p>(d) greater than 15% and less than or equal to 20%</p> <p>(e) greater than 20%</p> <p>Note: The total number of MIRNs should equal B200.</p> |
| B205 | Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer | The count of small business gas MIRNs (consuming less than 1,000GJ per year) during the reporting month who received a message on their bill saying that they are not on the retailer's best offer. |
| B206 | Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings | <p>The count of small business gas MIRNs (consuming less than 1,000 GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>The annual savings is calculated as annual total cost of the current plan minus annual total cost of the deemed best offer, and is to be reported by the following bands:</p> <p>(a) greater than \$22 and less than or equal to \$100</p> <p>(b) greater than \$100 and less than or equal to \$200</p> <p>(c) greater than \$200 and less than or equal to \$300</p> <p>(d) greater than \$300 and less than or equal to \$400</p> <p>(e) greater than \$400 and less than or equal to \$500</p> <p>(f) greater than \$500 and less than or equal to \$600</p> <p>(g) greater than \$600 and less than or equal to \$700</p> <p>(h) greater than \$700</p> <p>Note: The total number of MIRNs should equal B205.</p> |
| B207 | Small Business Gas MIRNs that received information on their bill that they are not on the retailer's best offer - annual savings as a percent | <p>The count of small business gas MIRNs (consuming less than 1,000 GJ per year) that received a message on their bill during the reporting month, saying that they are not on the retailer's best offer, and the potential annual savings (as per clause 109(1) of the Energy Retail Code of Practice).</p> <p>This percentage is calculated as:</p> |

of the annual total cost of current plan

$$\frac{(\text{annual total cost of the current plan} - \text{annual total cost of the deemed best offer})}{\text{the annual cost of the current plan}}$$

This is to be reported by the following bands:

- (a) greater than 0% and less than or equal to 5%
- (b) greater than 5% and less than or equal to 10%
- (c) greater than 10% and less than or equal to 15%
- (d) greater than 15% and less than or equal to 20%
- (e) greater than 20%

Note: The total number of MIRNs should equal B205.

| | | |
|------|---|---|
| B210 | Residential Gas MIRNs that received information on their bill that they are on the retailer's best offer | The count of residential gas MIRNs during the reporting month who received a message on their bill saying that they are on the retailer's best offer |
| B211 | Small Business Gas MIRNs that received information on their bill that they are on the retailer's best offer | The count of small business gas MIRNs (consuming less than 1,000 GJ per year) during the reporting month who received a message on their bill saying that they are on the retailer's best offer. |
| B220 | Customer read estimates submitted to retailer (self-read of meter) | Reported separately for electricity and gas, the number of NMIs or MIRNs that submitted to their retailer a self-reported meter read before the due date for payment of the bill, during the reporting month. |
| B230 | Residential accounts that missed bills during the month | Reported separately for electricity and gas, the count of residential accounts that did not pay part or all bill amount as at the due date of the bill, during the reporting month. |
| B231 | Small business accounts that missed bills during the month | Reported separately for electricity and gas, the count of small business accounts that did not pay part or all bill amount as at the due date of the bill, during the reporting month. Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. |

3.2. Assistance indicators

| Ref. | Indicators | Retailers are required to report the following data |
|-------|--|---|
| AS012 | Residential accounts receiving standard assistance | <p>The count of residential accounts on standard assistance, regardless of the level of total arrears as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas.</p> <p>These customers should be receiving at least 3 of the following:</p> <ul style="list-style-type: none"> a) making payments of an equal amount over a specified period b) options for making payments at different intervals c) extending by a specified period the pay-by date for a bill for at least one billing cycle in any 12 month period d) paying for energy use in advance. <p>Note: this indicator excludes customers that are on electricity or gas products that are generally available plans as structured prepaid/advance payment plans. The intention of this indicator is to capture customers that are on standard assistance to avoid getting into arrears, not to capture specific plan types or business models.</p> |
| AS022 | Residential accounts receiving tailored assistance | <p>The count of residential accounts receiving tailored assistance (equivalent to or greater than the minimum assistance under tailored assistance), regardless of the level of total arrears, as at the last day of the reporting month. If a customer is in credit, this is also to be captured. Reported separately for electricity and gas. This indicator should be broken down in to two subsets:</p> <ul style="list-style-type: none"> a) customers who can pay at least their on-going usage, as defined in the definitions b) customers who cannot pay their on-going usage, as defined in the definitions. |
| AS031 | Residential accounts receiving tailored assistance and receiving electricity concessions | <p>The count of residential accounts receiving tailored assistance during the reporting month that are also an electricity concession. An electricity concession customer is a residential customer that is recorded by the retailer as eligible for and receiving an electricity concession, where the concession is administered by the retailer.</p> <p>This indicator should be broken down into two subsets:</p> |

| | | |
|-------|---|--|
| | | <ul style="list-style-type: none"> a) An electricity concession account receiving tailored assistance as at the last day of the reporting month who can pay at least their on-going usage, as defined in the definitions. b) An electricity concession account receiving tailored assistance as at the last day of the reporting month who cannot pay their on-going usage, as defined in the definitions. |
| AS032 | Residential accounts receiving tailored assistance and receiving gas concessions | <p>The count of residential accounts receiving tailored assistance during the reporting month that also have a gas concession. A gas concession customer is a residential customer that is recorded by the retailer as eligible for and receiving a gas concession, where the concession is administered by the retailer.</p> <p>This indicator should be broken down in to two subsets:</p> <ul style="list-style-type: none"> a) A gas concession account receiving tailored assistance as at the last day of the reporting month who can pay at least their on-going usage, as defined in the definitions. b) A gas concession account receiving tailored assistance as at the last day of the reporting month customer who cannot pay their on-going usage, as defined in the definitions. |
| AS041 | Residential accounts who are commencing tailored assistance, having previously received standard assistance | Reported separately for electricity and gas. The count of accounts that are commencing tailored assistance during the reporting month, who had previously received standard assistance in the last 6 months. |
| AS042 | Residential accounts who are receiving tailored assistance, having previously received standard assistance | Reported separately for electricity and gas. The count of accounts that are receiving tailored assistance as at the end of the month, who had previously received standard assistance within the last 6 months. |
| AS050 | Residential accounts who were offered practical assistance measures | <p>Reported separately for electricity and gas. The count of residential accounts that were offered practical assistance to reduce their energy cost during the reporting month. As per clause 128(1)(f) of the Energy Retail Code of Practice. Practical assistance to help a customer lower their energy costs including, but not limited to:</p> <ul style="list-style-type: none"> • the tariff that is most likely to minimise the customer’s energy costs, based on the retailer’s knowledge of the customer’s pattern of energy use and payment history |

- practical assistance to help the customer reduce their use of energy, based on the customer's pattern of energy use and on the circumstances of where the customer lives, provided there is scope for action to be taken for that purpose
- information about how the customer is progressing towards lowering their energy costs given at sufficient intervals for the customer to be able to adequately assess that progress.

Note: In the additional notes field at the end of the template for electricity and gas retailers can provide further information on the type and extent of practical assistance measures offered to their customers.

| | | |
|-------|---|---|
| AS061 | Residential accounts no longer receiving tailored assistance due to their total arrears being \$0 or in credit | <p>The count of accounts that are no longer receiving tailored assistance and have total arrears of \$0 or are in credit at the end of their plan during the reporting month. Reported separately for electricity and gas.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p> |
| AS062 | Residential accounts no longer receiving tailored assistance and total arrears above \$0. | <p>The count of accounts that are no longer receiving tailored assistance and have total arrears that are above \$0 at the end of their plan during the reporting month. Reported separately for electricity and gas.</p> <p>Note: If an account is no longer receiving tailored assistance due to non-compliance, they should be reported against AS080 and not AS062. Indicators AS061, AS062, AS070, AS080 are mutual exclusive and there should be no overlap or double counting.</p> |
| AS070 | Residential accounts no longer receiving tailored assistance due to switching, transferring or leaving the retailer | <p>The count of accounts that are no longer receiving tailored assistance because they switched / transferred to another retailer or otherwise left the retailer during the reporting month. Reported separately for electricity and gas.</p> <p>Note: Indicators AS061, AS062, AS070, AS080 are mutually exclusive and there should be no overlap or double counting.</p> |
| AS080 | Residential accounts no longer receiving tailored assistance for not complying | <p>The count of accounts that are no longer receiving tailored assistance because of not complying with requirements during the reporting month. Reported separately for electricity and gas.</p> |

| | | |
|-------|--|--|
| | with requirements | <p>As per clause 132(1)(a) and 132(1)(c) of the Energy Retail Code of Practice, which states that retailers must continue to provide assistance to a customer unless:</p> <ul style="list-style-type: none"> a) the customer has refused or failed to take reasonable action towards paying for their on-going energy use and repaying their total arrears b) following discussion between the retailer and the customer of a revised proposal (i.e. a second iteration of the initial payment proposal) c) or the customer has refused or failed to take on reasonable action towards making payments towards the cost of their on-going energy use, following discussion between the retailer and the customer around varying the amount payable, or the frequency of those payments, or both, to give the customer more time to lower their energy costs. <p>Note: Indicators AS061, AS062, AS070, AS080 are mutual exclusive and there should be no overlap or double counting.</p> |
| AS091 | Average duration (days) of residential accounts currently receiving tailored assistance (since 1 January 2019) | <p>Reported separately for electricity and gas, the average number of total days from 1 January 2019 an account has been receiving tailored assistance, starting from the plan creation date and is still currently receiving assistance as at the last day of the reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) customers who can pay at least their on-going usage, as defined in the definitions. b) customers who cannot pay their on-going usage, as defined in the definitions. <p>Note: This indicator should only measure accounts that are still receiving tailored assistance as at the last day of the reporting month. The duration should not count days an account was not receiving assistance due to completion or suspension of assistance.</p> |
| AS100 | Small business accounts receiving payment assistance | <p>Reported separately for electricity and gas, the count of small business accounts receiving some form of payment assistance as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. This indicator should be limited only to customers receiving their current round of payment assistance. Our definition assumes that customer arrears are based on the unpaid invoices of a customer.</p> |
| AS110 | Residential accounts that | Reported separately for electricity and gas, the count of residential accounts deferring payments as at |

| | | |
|-------|--|---|
| | deferred payments | the last day of the reporting month. |
| AS111 | Small business accounts that deferred payments | <p>Reported separately for electricity and gas, the count of small business accounts deferring payments as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p> |
| AS120 | Other residential accounts with arrears | Reported separately for electricity and gas, the count of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month. |
| AS121 | Other small business accounts with arrears | <p>Reported separately for electricity and gas, the count of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts deferring payments, as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p> |

3.3. Arrears indicators

| Ref. | Indicators | Retailers are required to report the following data |
|-------|--|---|
| AR011 | Average total arrears of residential accounts receiving tailored assistance (\$) | <p>Reported separately for electricity and gas, the average total arrears of each account receiving tailored assistance as at the last day of reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) accounts who can pay at least their on-going usage, as defined in the definitions. b) accounts who cannot pay their on-going usage, as defined in the definitions. <p>Note: These are the same accounts as referred to in AS022.</p> |
| AR021 | Average total arrears of residential accounts commencing tailored assistance (\$) | <p>Reported separately for electricity and gas, the average total arrears of account upon commencement of tailored assistance during the reporting month. Provide data separately for:</p> <ul style="list-style-type: none"> a) accounts who can pay at least their on-going usage, as defined in the definitions. b) accounts who cannot pay their on-going usage, as defined in the definitions. |
| AR031 | Residential accounts who commenced tailored assistance and their totals arrears | <p>Residential accounts who commenced tailored assistance during the reporting month and their totals arrears. Reported separately for electricity and gas. The count of accounts commencing tailored assistance during the reporting month, with total arrears on commencement that were:</p> <ul style="list-style-type: none"> a) less than \$55 (including credits) b) greater than or equal to \$55 but less than \$1,000 c) greater than or equal to \$1,000 but less than \$2,000 d) greater than or equal to \$2,000 but less than \$3,000 e) greater than or equal to \$3,000 but less than \$5,000 f) greater than or equal to \$5,000. <p>Note: These are the same accounts as referred to in AR021.</p> |
| AR041 | Residential accounts receiving tailored assistance, with aged total arrears 12-24 months old | <p>Reported separately for electricity and gas. The count of accounts receiving tailored assistance that are in total arrears as at the last day of the reporting month of:</p> |

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12 months old but less than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old
- d) greater than \$5,000 where the total arrears is more than 12 months old but less than 24 months old.

Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR042 Residential accounts receiving tailored assistance, with aged total arrears older than 24 months

Reported separately for electricity and gas. The count of accounts receiving tailored assistance that are in total arrears as at the last day of the reporting month of:

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old.
- d) greater than \$5,000, where the total arrears is more than 24 months old.

Note: The age of the account's total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR051 Residential accounts not receiving tailored assistance, with aged total arrears 12-24 months old

Reported separately for electricity and gas. The count of accounts not receiving tailored assistance that are in total arrears as at the last day of the reporting month of:

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 12 months old but less than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 12

- months old but less than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 12 months old but less than 24 months old
- d) greater than \$5,000, where the total arrears is more than 12 months old but less than 24 months old.

Note: The age of the accounts total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR052 Residential accounts not receiving tailored assistance, with aged total arrears older than 24 months

Reported separately for electricity and gas. The count of accounts not receiving tailored assistance that are in total arrears as at the last day of the reporting month of:

- a) greater than \$1,000 but less than or equal to \$2,000, where the total arrears is more than 24 months old
- b) greater than \$2,000 but less than or equal to \$3,000, where the total arrears is more than 24 months old
- c) greater than \$3,000 but less than or equal to \$5,000, where the total arrears is more than 24 months old
- d) greater than \$5,000 where the total arrears is more than 24 months old.

Note: The age of the accounts total arrears is to be counted from when the account had total arrears of more than \$0, until that account had no arrears, that includes both initial arrears and any accrued arrears, or is in credit. The total debt on the account is counted from the oldest debt.

AR060 Average total arrears of small business accounts receiving payment assistance (\$)

Reported separately for electricity and gas, the average total arrears of each small business account receiving payment assistance as at the last day of the reporting month.

Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. These are the same accounts as referred to in AS100.

AR070 Average total amount deferred by residential accounts (\$)

Reported separately for electricity and gas, the average total amount deferred by residential accounts as at the last day of the reporting month.

Note: These are the same accounts as referred to in AS110.

| | | |
|-------|--|--|
| AR071 | Average total amount deferred by small business accounts (\$) | <p>Reported separately for electricity and gas, the average total amount deferred by small business accounts as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. These are the same accounts as referred to in AS111.</p> |
| AR080 | Average total arrears of other residential accounts with arrears (\$) | <p>Reported separately for electricity and gas, the average total arrears of other residential accounts with arrears - that are not included in the residential accounts receiving tailored assistance or in the residential accounts deferring payments, as at the last day of the reporting month.</p> <p>Note: These are the same accounts as referred to in AS120.</p> |
| AR081 | Average total arrears of other small business accounts with arrears (\$) | <p>Reported separately for electricity and gas, the average total arrears of other small business accounts with arrears - that are not included in the small business accounts receiving payment assistance or in the small business accounts which have deferred payments, as at the last day of the reporting month.</p> <p>Note: Small business accounts are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. These are the same accounts as referred to in AS121.</p> |

3.4. Disconnection indicators

| Ref. | Indicators | Retailers are required to report the following data |
|-------|--|---|
| D050A | Disconnection for non-payment (residential NMI or MIRN) | <p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.</p> <p>Note: These disconnections are as per section 40SM(1)(f) of the Electricity Industry Act or section 48DO(1)(f) of the Gas Industry Act, requiring that residential customers are only disconnected as a last resort for non-payment. If an account was disconnected twice in the same month, this is counted as two disconnections.</p> <p>Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> |
| D050B | Disconnection for non-payment (small business NMI or MIRN) | <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was disconnected for non-payment during the reporting month.</p> <p>Note: If NMIs or MIRNs was disconnected twice in the same month, this is counted as two disconnections. Small business customers are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p> <p>Premises that are vacant at the time of disconnection should be excluded. Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> |
| D051A | Other disconnections (residential NMI or MIRN) | <p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs disconnected during the reporting month that were not included in the indicator 'disconnections for non-payment' (residential accounts).</p> <p>if NMIs or MIRNs was disconnected twice in the same month, this is counted as two disconnections.</p> <p>Note: This indicator does not include disconnections due to non-payment (as per indicator D050A).</p> |

| | | |
|-------|--|---|
| | | <p>Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> |
| D051B | Other disconnections (small business NMI or MIRN) | <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs during the reporting month that were not included in the indicator 'disconnections for non-payment'.</p> <p>Note: Small business customers are those consuming less than 40 MWh of electricity or 1000 GJ of gas a year. This indicator does not include disconnections due to non-payment (as per indicator D050B).</p> <p>Only completed disconnections should be recorded. That is, where a disconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period.</p> |
| D060A | Reconnections within 7 days of disconnections for non-payment (residential NMI or MIRN) | <p>Reported separately for electricity and gas. The count of residential NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for non-payment (D050A) during the reporting month.</p> <p>Note: Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period. The 7 days are inclusive, with the day of disconnection being counted as the first day and include weekends.</p> |
| D060B | Reconnections within 7 days of disconnections for non-payment (small business NMI or MIRN) | <p>Reported separately for electricity and gas. The count of small business NMIs or MIRNs whose supply was reconnected in the same name and at the same address within 7 days of being disconnected for non-payment (D050B) during the reporting month.</p> <p>Note: Small business customers; that is, those consuming less than 40 MWh of electricity or 1000 GJ of gas a year.</p> <p>Only completed reconnections should be recorded. That is, where a reconnection has been requested by a retailer but not completed within the reporting month, it should not be counted in the total for that period. The 7 days are inclusive, with the day of disconnection being counted as the first day, including</p> |

| | | |
|------|---|---|
| | | weekends. |
| D090 | Disconnections on more than one occasion | Reported separately for electricity and gas, the number of accounts that have been disconnected for non-payment multiple times in the last 24 months. |
| D140 | Disconnections for non-payment (NMI or MIRN) for residential accounts which did not receive tailored or standard assistance | Reported separately for electricity and gas, the number of NMIs or MIRNs for residential accounts which the supply was disconnected for non-payment during each month within the reporting period, which had not received tailored or standard assistance within the 6 months prior to the disconnection date. |
| D150 | Residential accounts where their total arrears were referred or sold to a collection agency/third party after disconnection | <p>Reported separately for electricity and gas. The count of residential accounts for which total arrears were referred or sold after disconnection to a collection agency/third party after disconnection counted as at the date of the referral.</p> <p>Note: in accordance with clause 144(2) of the Energy Retail Code of Practice, the sale of debt cannot occur within 10 business days of disconnection.</p> |
| D161 | Residential accounts with total arrears as at the time of disconnection that were disconnected for non-payment | <p>Reported separately for electricity and gas. The count of accounts with total arrears as at the time of disconnection that were disconnected for non-payment during the reporting month:</p> <ul style="list-style-type: none"> a) less than \$300 (including zero or credit) b) greater than or equal to \$300 but less than \$1,000 c) greater than or equal to \$1,000 but less than \$2,000 d) greater than or equal to \$2,000 but less than \$5,000 e) greater than or equal to \$5,000 <p>Note: Our definition assumes that accounts' arrears are based on the unpaid invoices of a customer and covers the total arrears on an account.</p> |
| D170 | Notices delivered to residential accounts related to unpaid bills and | Reported separately for electricity and gas. The count of notices issued to an account where the amount outstanding is greater than \$300 (inclusive of GST), where the account is not disconnected in that month. Provide data separately for: |

disconnection warning notices

- a) reminder notices about unpaid bills
- b) disconnection warning notices.

3.5. Call centre indicators

| Ref. | Indicators | Retailers are required to report the following data |
|-------|-----------------------|--|
| CC010 | Calls to account line | <p>The total number of calls to a retailer's account line received during the month, including calls answered by an automated response service or IVR*, reported under a single 'energy' category.</p> <p>Excludes calls to sales, unless transferred after initial enquiry at the customer's request.</p> <p>Only calls from Victorian retail customers (residential and business) should be reported.</p> <p>Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.</p> <p>*Integrated Voice Response (IVR) ~ technology which allows customers to service their own enquiries by following the instructions and navigating menu choices via the telephone keypad or by speech recognition.</p> |
| CC020 | Calls to an operator | <p>The total number of calls to an operator or customer service officer received during the month, reported under a single 'energy' category. Where retailers use an automated or IVR telephone system, this includes those calls where the customer has selected the relevant operator option (that is, indicated they wish to be connected to an operator) and excludes all calls that do not require operator attention:</p> <ul style="list-style-type: none">• any calls abandoned <i>before</i> the customer opts to speak to an operator• IVR calls where the customer does not select an operator option. <p>Excludes calls to sales, unless transferred after initial enquiry at the customer's request.</p> |

Only calls from Victorian retail customers (residential and business) should be reported.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

Note: By default, this will also enable calculation of calls handled by an IVR.

CC030 Calls to an operator responded to within 30 seconds

The total number of calls to an operator during the month, reported under a single 'energy' category, that were responded to within 30 seconds.

Includes calls abandoned within 30 seconds (on the basis that the caller has not allowed sufficient time for the retailer to meet its service standard).

Where retailers use an automated or IVR telephone system, the measurement period is calculated from the time that the customer selects an operator option (that is, if the caller's enquiry is answered by the IVR, meaning they don't need to speak to an operator, the call is not counted). For non-IVR telephone systems, the measurement period commences when the call is received by the switchboard.

Where a retailer provides an option to call the customer back within a specified time period (rather than have the customer wait on hold until the next operator is available), the call will be considered to have been answered within 30 seconds providing the caller selected the option within 30 seconds and the telephone call was returned by the call centre within the specified time.

Only calls from Victorian retail customers (residential and business) should be reported.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

CC040 Average waiting time (in seconds)

The average time in seconds waited during the financial year by callers before an operator answered their call; reported under a single 'energy' category and calculated as follows:

$$\frac{\text{total time waited by callers during the month}}{\text{Calls to an operator} \textit{ minus} \textit{ Abandoned calls}}$$

This indicator requires a retailer to report on the time waited by callers before a call is answered and so only answered calls are relevant. This indicator should not include abandoned calls, nor include the average waiting time before a call is abandoned.

Where an IVR system operates, it is not appropriate to regard the call as answered as soon as the IVR system accepts the call

Only calls from Victorian retail customers (residential and business) should be counted.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

CC050 Abandoned calls

The total number of calls abandoned during the month while awaiting operator response after being forwarded to an operator, reported under a single 'energy' category. For retailers with an IVR telephone system, only those calls where the customer had already selected the operator option before abandoning the call are counted.

Only calls from Victorian retail customers (residential and business) should be reported.

Regulated entities with only large customers and no IVR telephone system in place are not obliged to report on this indicator.

3.6. Complaints indicators

| Ref. | Indicators | Retailers are required to report the following data |
|------|----------------------|--|
| C010 | Complaints – billing | <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) those regarding:</p> <ul style="list-style-type: none"> • prices • overcharging (including incorrect meter readings) |

- high bills
- billing errors
- payment terms and methods
- failure to receive government rebates
- failure to provide advance notice of changes to price and benefits
- debt recovery practices
- imminent and actual disconnection
- best offer.

Provide data separately for:

- a) Residential
- b) Small business

* If a customer has both electricity and gas accounts with a retailer and makes a single billing complaint of a general nature (for example, relating to the retailer's debt recovery practices), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

| | | |
|------|------------------------|--|
| C020 | Complaints – marketing | <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, including (but not limited to) complaints associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service, and complaints regarding:</p> <ul style="list-style-type: none"> • sales approach or conduct • advertising campaigns • energy fact sheets • contract terms • sales techniques |
|------|------------------------|--|

- unclear advice
- misleading conduct.

Provide data separately for:

- Residential
- Small business

* If a customer makes a single complaint regarding the marketing of both electricity and gas, retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

| | | |
|------|---------------------------------|--|
| C030 | Complaints – customer transfers | <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, regarding the financial responsibility for a customer’s electricity and/or gas account being transferred to either an existing or new retailer, and includes (but not limited to):</p> <ul style="list-style-type: none"> • failure to transfer within a certain time period • disruption of supply due to transfer • billing problems directly associated with transfer (for example, billing delays). <p>Provide data separately for:</p> <ol style="list-style-type: none"> Residential Small business <p>* If a customer makes a single complaint of a general nature regarding the transfer of both their electricity and gas accounts to a retailer (for example, failure to transfer within a certain time period), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.</p> |
| C040 | Complaints – other | <p>The count of complaints, reported separately for residential and small business customers, received during the reporting month, reported separately for electricity and gas*, that do not classify as a billing, marketing or customer transfer complaint. Examples include (but are not limited to):</p> |

- poor customer service
- privacy issues
- failure to respond to complaints
- health and safety concerns.

Provide data separately for:

- a) Residential
- b) Small business

* If a customer makes a single complaint of a general nature not specific to either electricity or gas (for example, a privacy concern), retailers will use discretion in categorising the complaint, including the possibility of recording two complaints.

4. Performance indicator schedule – electricity distribution businesses

This section sets out electricity distribution businesses performance reporting obligations and is not applicable to gas distribution businesses or energy retailers.

Definitions

Meter reconfiguration: Reconfiguration or reprogramming of the metering installation.

Meter replacement: Replacement of the metering installation, including to combine multiple meters into one solar-capable meter.

Tariff change: A change to a solar-related distribution tariff.

Pre-approval: The process where a customer or their representative is required to submit specifications of their proposed solar or battery system to an electricity distributor for the purposes of determining the customer's eligibility to connect a system of particular specifications to the electricity network prior to installation.

Technical or further assessment: The process a distributor undertakes where a customer or their representative does not receive pre-approval or has a system which does not meet a distributors' specifications for automatic approval, to determine the customer's eligibility to connect a system of particular specifications to the electricity network.

Feeder: An electric line and associated equipment at a normal voltage level between 6.6kV and 22kV which a distributor uses to distribute electricity.

CBD feeder: A feeder supplying Melbourne CBD as determined from zone substation coverage maps and as agreed by the Essential Services Commission.

Urban feeder: A feeder, which is not a CBD feeder, with load density greater than 0.3 MVA/km.

Long rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length greater than 200 km.

Short rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length less than 200 km.

Count of sustained interruptions: The total number of sustained interruptions for the relevant reporting quarter. Sustained interruption means an interruption of more than three minutes. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution

Code) or that are excluded pursuant to clause 6.3.3 and 6.3.4 of the Electricity Distribution Code must not be included.

Cumulative hours of interruptions: The cumulative total number of hours without supply for sustained interruptions in the relevant reporting quarter. Sustained interruption means an interruption of more than three minutes. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution Code) or that are excluded pursuant to clauses 6.3.3 and 6.3.4 of the Electricity Distribution Code must not be included.

Count of momentary interruptions: The total count of interruptions that were three minutes or less in the relevant reporting quarter. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution Code) or that are excluded pursuant to clause 6.3.3 and 6.3.4 of the Electricity Distribution Code must not be included.

Cumulative hours of interruptions on major event days: The cumulative total number of hours without supply on a major event day, where any interruption was more than 3 minutes, that occurred in the relevant reporting quarter.

4.1. Embedded generation connection timeframe indicators

For indicators EGCT01 to ECGT21, electricity distributors are required to report data to the commission relating to new or altered embedded generation connection applications for basic and standard connections only. Electricity distributors are not required to report data to the commission relating to negotiated connections.

This data must be provided to the commission on a quarterly basis, following the end of quarter in a financial year commencing 1 July 2021, for **completed applications only** (whether approved or not). If a connection application is not completed by the last day of the relevant quarter, it must be reported in the following quarter. For example, if an application commences on 20 June and is not finalised until 12 July, the data should be reported in the 1 July to 30 September reporting quarter.

| Ref. | Indicators | Distributors are required to report the following data |
|--------|--|---|
| EGCT01 | Distributor name | The name of the distributor. |
| EGCT02 | Financial year | The financial year of the application completion date (e.g. 2021-22). |
| EGCT03 | Financial quarter | The financial quarter of the application completion date (e.g. Q1). |
| EGCT04 | Generation type | The generation and storage type (e.g. solar PV, battery, wind, other). |
| EGCT05 | National Metering Identifier | The relevant National Metering Identifier attached to the supply address where the distribution business has received a request to connect a new or altered embedded generator. |
| EGCT06 | Application date | The date the application to connect a new, or alter an existing, embedded generator such as a solar PV system or battery was received (from a retailer, a customer or a customer's representative). |
| EGCT07 | Pre-approval date | The date the connection application received pre-approval (if relevant). |
| EGCT08 | Technical or further assessment required | Whether a technical or further assessment was required (yes or no). |

| | | |
|--------|--|---|
| EGCT09 | Technical or further assessment application date | The date the application for technical or further assessment was received (if relevant). |
| EGCT10 | Technical or further assessment invoice issue date | The date the invoice for the technical assessment was sent to the customer or their representative (if relevant). |
| EGCT11 | Technical or further assessment invoice payment date | The date the invoice for the technical assessment was paid (if relevant). |
| EGCT12 | Technical or further assessment outcome date | The date the outcome of the technical or further assessment was communicated to the customer or their representative (if relevant). |
| EGCT13 | Completed connection paperwork received date | The date all completed connection paperwork was received, including the Electrical Works Request and Certificate of Electrical Safety. |
| EGCT14 | Completed connection paperwork validation date | The date connection paperwork such as the Electrical Works Requests and Certificate of Electrical Safety was validated by the distribution business. |
| EGCT15 | Meter reconfiguration request date | The date the meter reconfiguration request was received (either the date a service order was received from the retailer, or the date a request for meter reconfiguration was received from the customer or their representative) (if relevant). |
| EGCT16 | Meter reconfiguration completion date | The date the meter reconfiguration was completed (if relevant). |
| EGCT17 | Meter replacement request date | The date the meter replacement request was received (either the date a service order was received from the retailer, or the date a request for meter replacement was received from the customer or their representative) (if relevant). |
| EGCT18 | Meter replacement completion date | The date the meter was replaced (if relevant). |
| EGCT19 | Solar-related tariff re-assignment request date | The date the service order was received from the retailer requesting a change to a solar-related tariff (if relevant). |
| EGCT20 | Application completion date | The date the solar-related tariff re-assignment was submitted to update the distribution tariff recorded in the Market Settlement and Transfer Solution. If no solar tariff re-assignment is needed, |

| | | |
|--------|----------|--|
| | | the date that the embedded generator application is validated or completed in the distributor's systems. |
| EGCT21 | Postcode | The postcode of the site location of the generator connection. |

4.2. Guaranteed Service Level data

Electricity distribution businesses must provide the commission with the 'STPIS - GSL' data that is provided to the Australian Energy Regulator (AER) pursuant to the AER Final Annual Reporting Regulatory Information Notice for distribution network service providers data (such data being that specified in the AER annual reporting data template for distribution network service providers, worksheet 6.9). This data must be provided to the commission on an annual basis, following completion of a financial year by 31 October of that year. This obligation commences at the end of the 2021-22 financial year.

| Ref. | Indicators | Distributors are required to report the following data |
|-------|------------------|--|
| GSL01 | Distributor name | The name of the distributor. |
| GSL02 | Financial year | The financial year of the reporting period (e.g. 2021-22). |
| GSL03 | GSL category | This field is pre-defined with the applicable guaranteed service level categories (appointments, connections, reliability of supply and streetlights). |
| GSL04 | GSL measures | This field is pre-defined with the specific guaranteed service levels measures for each category. |
| GSL05 | GSL value | The total number of guaranteed service level payments made for each measure in the financial year. |
| GLS06 | GSL amount | The total dollar amount of guaranteed service level payments made for each measure in the financial year. |

4.3. Unplanned interruption data

This data must be provided to the commission on a quarterly basis, following the completion of each quarter in a financial year commencing 1 July 2021. This data must include all unplanned interruption data for all active National Metering Identifiers (but exclude unmetered connection points) even if the supply address did not experience an unplanned interruption. Interruptions data for non-major event days and for major event days must be provided in two separate csv file submissions e.g. [Distributor]_UID_DATA_[FinYear][FinQtr].csv and [Distributor]_MED_DATA_[FinYear][FinQtr].csv. Data is to be provided on a quarterly basis, and not cumulative over the financial year. Outages that extend past the end of a reporting period should only be recorded in the next reporting period once supply is restored. Distributors must also submit annual reconciliation data, on or before 31 October following the end of that financial year.

Unplanned interruptions (non-major event days)

| Ref. | Indicators | Distributors are required to report the following data |
|-------|------------------------------|--|
| UID01 | Distributor name | The name of the distributor. |
| UID02 | Financial year | The financial year (e.g. 2021-22). |
| UID03 | Financial quarter | The financial quarter (e.g. Q1). |
| UID04 | National Metering Identifier | The national metering identifier assigned to a customer's meter in the Market Settlement and Transfer Solution. |
| UID05 | Feeder ID | The identification code for the feeder. |
| UID06 | Feeder classification | <p>The type of feeder supplying customers, being either CBD, urban, short rural or long rural feeders.</p> <ul style="list-style-type: none"> • Feeder: An electric line and associated equipment at a normal voltage level between 6.6kV and 22kV which a distributor uses to distribute electricity. • CBD feeder: A feeder supplying Melbourne CBD as determined from zone substation coverage maps and as agreed by the Essential Services Commission. • Urban feeder: A feeder, which is not a CBD feeder, with load density greater than 0.3 MVA/km. • Long rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length greater than 200 km. |

- Short rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length less than 200 km.

| | | |
|-------|-----------------------------------|--|
| UID07 | Count of sustained interruptions | The total number of sustained interruptions that were more than three minutes for each individual NMI within the relevant reporting quarter. Relevant reporting quarter means the quarter where supply was restored. For example, if an interruption commenced on 30 June and supply was restored on 2 July, the 1 July to 30 September quarter is the relevant reporting quarter. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution Code) or that are excluded pursuant to clause 6.3.3 and 6.3.4 of the Electricity Distribution Code should not be included. |
| UID08 | Cumulative hours of interruptions | The cumulative total number of hours without supply for sustained interruptions that were more than three minutes for each individual NMI within the relevant reporting quarter. Relevant reporting quarter means the quarter where supply was restored. For example, if an interruption commenced on 30 June and supply was restored on 2 July, the 1 July to 30 September quarter is the relevant reporting quarter. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution Code) or that are excluded pursuant to clause 6.3.3 and 6.3.4 of the Electricity Distribution Code should not be included. |
| UID09 | Count of momentary interruptions | The total count of interruptions that were three minutes or less for each individual NMI within the relevant reporting quarter. Relevant reporting quarter means the quarter where supply was restored. For example, if an interruption commenced at 11.59pm on 30 June and supply was restored at 12.01am on 1 July, the 1 July to 30 September quarter is the relevant reporting quarter. Data relating to interruptions on a major event day (as defined in clause 19 of the Electricity Distribution Code) or that are excluded pursuant to clause 6.3.3 and 6.3.4 of the Electricity Distribution Code should not be included. |

Unplanned interruptions (major event days)

| Ref. | Indicators | Distributors are required to report the following data |
|-------|----------------------|---|
| MED01 | Distributor name | The name of the distributor. |
| MED02 | Financial year | The financial year (e.g. 2021-22). |
| MED03 | Financial quarter | The financial quarter (e.g. Q1). |
| MED04 | Major event day date | The date of the major event day where major event day has the same meaning as clause 19 of the Electricity Distribution Code. |

| | | |
|-------|---|---|
| MED05 | National Metering Identifier | The national metering identifier assigned to a customer's meter in the Market Settlement and Transfer Solution. |
| MED06 | Feeder ID | The identification code for the feeder. |
| MED07 | Feeder classification | <p>The type of feeder supplying customers, being either CBD, urban, short rural or long rural feeders.</p> <ul style="list-style-type: none"> • Feeder: An electric line and associated equipment at a normal voltage level between 6.6kV and 22kV which a distributor uses to distribute electricity. • CBD feeder: A feeder supplying Melbourne CBD as determined from zone substation coverage maps and as agreed by the Essential Services Commission. • Urban feeder: A feeder, which is not a CBD feeder, with load density greater than 0.3 MVA/km. • Long rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length greater than 200 km. • Short rural feeder: A feeder, which is not a CBD feeder or an urban feeder, with total length less than 200 km. |
| MED08 | Cumulative hours of interruptions on major event days | The cumulative total number of hours without supply on a major event day, where any interruption was more than 3 minutes, that occurred within the relevant reporting quarter. |