

Attachment 4

AMENDMENTS TO THE ENERGY RETAIL CODE: CERTAIN TRANSITIONAL PROVISIONS FOR STRENGTHENING PROTECTIONS FOR CUSTOMERS REQUIRING LIFE SUPPORT EQUIPMENT

DECEMBER 2019

Amendments made by the Essential Services Commission on 5
December 2019

1 Nature and commencement of this instrument

- (1) This instrument amends the *Energy Retail Code*.
- (2) This instrument comes into operation on 2 January 2020.

2 Table of amendments

- (1) In Schedule 3, after part 3 insert new part 4:

4. Life Support Equipment

1 Definitions

In this clause:

Amending Rule means the Electricity Distribution Code Review 2019 (Strengthening protections for customers requiring life support equipment).

commencement date means 3 February 2020.

existing life support customer means a customer whose *premises* is registered under:

- (i) clause 5.6.1(b) of version 9A of the *Electricity Distribution Code*; or
- (ii) clause 124(1)(a) and clause 125(3)(a) of the *Energy Retail Code*;

as having *life support equipment* as at the *commencement date*.

existing medical confirmation means confirmation provided:

- (i) under clause 5.6.1(a) of version 9A of the *Electricity Distribution Code*; or
- (ii) under clause 124(1)(a) and clause 125(3)(a) of the *Energy Retail Code*;

as at the *commencement date*.

Notice Date means 30 April.

2 Retailer obligations for existing life support customers

- (1) When notified by a *distributor*, by the *commencement date*, pursuant to clause 21.2(1) of the *Electricity Distribution Code*:
 - (a) that a *premises* is registered as an *existing life support customer*; and
 - (b) whether *existing medical confirmation* has been provided for the *existing life support customer*;the *retailer* must:
 - (c) within one *business day* after the *commencement date*, register that the *existing life support customer* requires *life support equipment* and the date from which the *life support equipment* is required.

3 Exempt person obligations for existing life support customers

- (1) When notified by an *exempt distributor*, by the *commencement date*, pursuant to clause 21.3(1) of the *Electricity Distribution Code*:
 - (a) that a *premises* is registered as an *existing life support customer*; and
 - (b) whether *existing medical confirmation* has been provided for the *existing life support customer*;the *exempt person* must:
 - (c) within one *business day* after the *commencement date*, register that the *existing life support customer* requires *life support equipment* and the date from which the *life support equipment* is required.