

Register of Utilities Commission Code Exemptions

Code exemptions as at: **27 February 2026**

Exempt person/ licensee	Date of approval	Exemption power	Provisions exemption applies to	Reason for exemption	Expiration date or conditions of exemption
Exemptions made under the Electricity Industry Performance Code (EIP Code)					
HCPS Co Pty Ltd (licensed generator)	24 August 2025	5.1.3 EIP Code	5.1.1 EIP Code	An exemption from reporting on HCPS Co Pty Ltd's actual performance against generator performance indicators for the 2024-25 reporting period only. The exemption has been issued to HCPS Co Pty Ltd due to it not being operational for the majority of the reporting period and therefore the limited benefit in reporting to the Commission.	2024-25 reporting period only.
Exemptions made under the Electricity Retail Supply Code (ERS Code)					
EDL NGD (NT) Pty Ltd (EDL)(Licensed retailer)	24 July 2025	1.10.1 ERS Code	10.4A.2 ERS Code	An exemption from the obligation to publish life support equipment information was approved, subject to the condition that EDL has no retail customers.	Until EDL has a retail customer.
EDL NGD (NT) Pty Ltd (EDL)(Licensed retailer)	24 July 2025	1.10.1 ERS Code	10.5E.1 ERS Code	An exemption from the obligation to establish policies, systems and procedures for registration and deregistration of premises requiring life support equipment and maintaining the register was approved, subject to the condition that EDL has no retail customers.	Until EDL has a retail customer.
EDL NGD (NT) Pty Ltd (EDL)(Licensed retailer)	24 July 2025	1.10.1 ERS Code	11.4 ERS Code	An exemption from the obligation to develop, make and publish standard complaints and dispute resolution procedures was approved, subject to the condition that EDL has no retail customers.	Until EDL has a retail customer.
EDL NGD (NT) Pty Ltd	24 July 2025	1.10.1 ERS Code	12.1.3 ERS Code	An exemption from the obligation to develop, submit, publish and maintain a hardship policy for residential	Until EDL has a retail customer.

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(EDL)(Licensed retailer)				customers was approved, subject to the condition that EDL has no retail customers.	
EDL NGD (NT) Pty Ltd (EDL)(Licensed retailer)	24 July 2025	1.10.1 ERS Code	14.1.3 ERS Code	An exemption from the obligation to develop, submit, publish and maintain a family violence policy for residential customers was approved, subject to the condition that EDL has no retail customers.	Until EDL has a retail customer.
Groote Eylandt Company Pty Ltd (GEMCO)	4 September 2025	1.10.1 ERS Code	10.7.12	<p>Clause 10.7.12 of the ERS Code requires life support equipment customer protection information to be published on the licensee’s website, including that life support equipment customer protections are available to eligible customers, how the customer should advise if the premises requires life support equipment and an emergency telephone contact number for the network provider.</p> <p>As GEMCO has no website specific to GEMCO or Alyangula for it to publish the required information for its electricity supply customers, GEMCO proposed an alternative approach, being specified statements in the GEMCO email that accompanies each electricity invoice and specified statements once a month in the <i>GEMCO Community News</i>, which is an email communication sent to all GEMCO employees and any community member that is subscribed.</p> <p>The Commission considers GEMCO’s alternative approach to publishing life support equipment customer protection information is reasonable given the circumstances.</p>	Subject to the condition that GEMCO continues to action the agreed alternative publication approach, which is to publish specified statements in the email that accompanies each electricity invoice and include the statements once a month in the <i>GEMCO Community News</i> .

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Groote Eylandt Company Pty Ltd (GEMCO)	4 September 2025	1.10.1 ERS Code	11.4.1	<p>Clause 11.4.1 of the ERS Code states that a retailer and network provider must develop, make and publish on its website standard complaints and dispute resolution procedures.</p> <p>As GEMCO has no website specific to GEMCO or Alyangula for it to publish the required information for its electricity supply customers, GEMCO proposed an alternative approach, being specified statements in the GEMCO email that accompanies each electricity invoice and specified statements once a month in the <i>GEMCO Community News</i>, which is an email communication sent to all GEMCO employees and any community member that is subscribed.</p> <p>The Commission considers GEMCO's alternative approach to publishing standard complaints and dispute resolution procedures is reasonable given the circumstances.</p>	Subject to the condition that GEMCO continues to action the agreed alternative publication approach, which is to publish specified statements in the email that accompanies each electricity invoice and include the statements once a month in the <i>GEMCO Community News</i> .
Groote Eylandt Company Pty Ltd (GEMCO)	4 September 2025	1.10.1 ERS Code	12.1.3(c)	<p>Clause 12.1.3(c) of the ERS Code require a retailer's hardship policy to be published on the retailer's website.</p> <p>As GEMCO has no website specific to GEMCO or Alyangula for it to publish its hardship policy, GEMCO proposed an alternative approach, being specified statements in the GEMCO email that accompanies each electricity invoice</p>	Subject to the condition that GEMCO continues to action the agreed alternative publication approach, which

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				<p>and specified statements once a month in the <i>GEMCO Community News</i>, which is an email communication sent to all GEMCO employees and any community member that is subscribed.</p> <p>The Commission considers GEMCO’s alternative approach to publishing and providing a copy of its hardship policy to customers is reasonable given the circumstances.</p>	<p>is to publish specified statements in the email that accompanies each electricity invoice and include the statements once a month in the <i>GEMCO Community News</i>.</p>
Groote Eylandt Company Pty Ltd (GEMCO)	4 September 2025	1.10.1 ERS Code	14.1.3(c)	<p>Clause 14.1.3(c) of the ERS Code require a retailer’s family violence policy to be published on the retailer’s website.</p> <p>As GEMCO has no website specific to GEMCO or Alyangula for it to publish its hardship policy, GEMCO proposed an alternative approach, being specified statements in the GEMCO email that accompanies each electricity invoice and specified statements once a month in the <i>GEMCO Community News</i>, which is an email communication sent to all GEMCO employees and any community member that is subscribed.</p>	<p>Subject to the condition that GEMCO continues to action the agreed alternative publication approach, which is to publish specified statements in the email that accompanies each electricity invoice and</p>

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				The Commission considers GEMCO's alternative approach to publishing and providing a copy of its family violence policy to customers is reasonable given the circumstances.	include the statements once a month in the <i>GEMCO Community News</i> .
Power and Water Corporation (PWC) (licensed retailer)	27 February 2026	13.1.8 ERS Code	Partial exemption to clause 13.1.7(a) of ERS Code	<p>A 12-month partial exemption from the obligation to identify prepayment meter (PPM) customers residing in certain Indigenous Essential Services communities and outstations¹¹ where the existing class of magnetic card PPMs do not require cellular access to operate was approved on the basis that these meters are not 'smart meters' and therefore do not provide PWC with remote access to the information required to identify if a PPM customer is experiencing hardship.</p> <p>This approval is subject to PWC providing an update to the Commission no later than 30 June 2026 on the meter replacement program in those communities, after which the</p>	20 March 2027

¹ IES Communities and outstations covered by PWC partial exemptions:

Communities: Jilkminggan, Jodetluk, Ampilatwatja, Arlparra (Utopia), Canteen Creek, Wutunugurra (Epenarra), Nturiya, Tara, Willowra, Wilora, Wallace Rockhole, Robinson River, Atitjere (Hart Range), Engawala, Kaltukatjara, Imanpa, Kintore, Mt Liebig, Acacia Larrakia, Belyuen, Amanbidji (Kildurk), Areyonga, Haasts Bluff (Ikuntji), Imangara (Murray Downs), Nitjpurru (Pigeon Hole), Rittarangu, Iwupataka / Jay Creek

Outstations: Gilwi, Nama, Wudapuli, Amengerterneah (Clinic), Ankerrapw (Utopia Homestead), Arawerr, Artekerr (3 Bores), Atheley, Atneltyey (Boundary Bore), Camel Camp, Indaringinya (Antarrengeny), Inkawenyerre (New Camp), Inkwelaye (Kurrajong Bore), Irrultja, Iylentye (Mosquito Bore), Ngkwarlerlanem, Pungalindum, QuartPot, Soakage Bore (Atnarara), Tommyhawk Swamp, Wandangula, Tjuwanpa (n. Hermannsburg), Papunya - 5 mile, Mungkarta (n. Tennant Ck)

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				<p>Commission will consider whether the scope of the exemption should be adjusted.</p> <p>The exemption is time limited to encourage the continued upgrading of metering infrastructure, raising of awareness of hardship support options within affected communities and exploring alternative solutions for identifying hardship in areas without cellular connectivity.</p>	
Power and Water Corporation (PWC) (licensed retailer)	27 February 2026	13.1.8 ERS Code	Partial exemption to clause 13.1.7(b) of ERS Code	<p>A 12-month partial exemption from the obligation to contact prepayment meter (PPM) customers in Indigenous Essential Services properties identified as experiencing payment difficulties due to hardship was approved due to PWC's ongoing difficulties in obtaining PPM customer contact details linked to the Territory Government's IES tenancy arrangement.</p> <p>The exemption is time limited to encourage PWC to continue to explore options, including improved data-sharing arrangements through multi-agency coordination to enable IES PPM customer contact and promote available hardship support options.</p>	20 March 2027