

NORTHERN TERRITORY ELECTRICITY RETAIL SUPPLY CODE

3 AUGUST 2011

Version 54 - as varied [date]~~8 June 2023~~

FOREWORD

This ~~Fifth~~^{Fourth} Version of the Northern Territory Electricity Retail Supply Code (**Code**):

- is made by the Utilities Commission of the Northern Territory pursuant to section 24 of the *Utilities Commission Act 2000* (NT) (**Act**) and section 44B of the *Electricity Reform Act 2000* (NT) - ~~Regulation 2A of the *Utilities Commission Regulations 2001* (NT)~~;
- commences operation on ~~[date]~~^{1 July 2023} and
- replaces the previous versions of the **Code**.

Notice of the making of the **Code** was published in the Gazette on ~~[date]~~^{8 June 2023}.

Any questions regarding the **Code** should be directed in the first instance to the **Commission**, at any of the following:

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Version History

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<u>5</u>	<u>[Date]</u>	<u>[Date]</u>

Historical note: Versions 1 to 4 of this Code were authorised by regulation 2A of the *Utilities Commission Regulations 2001* (NT). Authorisation was moved to the *Electricity Reform Act 2000* (NT) by the *Electricity Legislation Amendment Act 2023* (NT).

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1 Introduction

1.1 Authority

1.1.1 This **Code** is made by the **Commission** under section 24 of the **Act**.

1.1.2 The **Commission** is authorised by section 44B of the **ERA** to make a code relating to retail supply in the electricity supply industry under section 24 of the **Act** and regulation 2A of the Utilities Commission Regulations 2001 (NT);

(a) arrangements to support the operation of retail competition in the electricity supply industry; and

(b) arrangements between **electricity entities** and **customers**.

1.2 Scope

1.2.1 Without limiting clause 1.1.2, the **Code** may make provision for deal with any one or more of the following:

(a) the transfer of **customers** between **retailers**;

(b) **credit support** arrangements;

(c) billing;

(d) metering metrology;

(e) service order arrangements;

(f) **Retailer of Last Resort** arrangements; ~~and~~

(g) a consumer protection framework;

(h) the needs of the following types of retail **customers**:

(i) **customers** requiring **life support equipment**;

(ii) **residential customers** affected by **family violence**;

(iii) **residential customers** experiencing payment difficulties due to **hardship**;

(i) a requirement for a **retailer** or a **network provider** to inform **customers** of the contact details of a relevant complaints handling body; and

(i)(g) dispute resolution including between:

(i) **electricity entities**; and

(ii) **electricity entities** and **customers**.

1.2.2 In making this **Code**, the **Commission** has:

- (a) sought to promote and achieve the object of the **Act**;
- (b) sought to promote and achieve the objects of the **ERA**; and
- (c) had regard to the matters listed in section 6(2) of the **Act** and section 44C of the **ERA**.

1.3 Date of commencement

1.3.1 This **Code** takes effect on and from the **Commencement Date**.

1.4 Application

~~1.4.1 This **Code** applies to:~~

- ~~(a) a **network provider**;~~
- ~~(b) a **retailer**;~~
- ~~the **system controller**;~~
- ~~(c) a **generator**; and~~
- ~~(d) the **Commission**.~~

1.4.1 This **Code** applies to:

- (a) **electricity entities**, including a person whose licence under the **ERA** has been suspended or cancelled or has expired;
- (b) the **system controller**;
- (c) where specified in the **Code**, the **market operator**, and
- (d) the **Commission**.

1.4.2 This **Code** applies in relation to an **electricity network** regardless of whether that network is regulated by the **Network Access Legislation**.

1.4.3 Nothing in this **Code** will derogate from any obligation imposed upon the parties listed in clause 1.4.1 under an **applicable regulatory instrument**.

1.5 Guidelines

1.5.1 The **Commission** may publish **guidelines** relating to (amongst other things) the application or interpretation of matters arising under this **Code** including but not limited to:

- (a) the administrative procedures and arrangements that the **Commission** intends to adopt when administering the **Code**; and/or

(b) the **Commission's** interpretation of any clauses or terms used in this **Code**.

1.5.2 In publishing **guidelines** under clause 1.5.1, the **Commission** must:

(a) give notice to all **electricity entities** to which this **Code** applies; and

(b) publish the **guideline** on the **Commission's** website.

1.5.3 A **guideline** takes effect from the date of its publication or from such later date as the **Commission** specifies in the **guideline**.

1.6 Directions

1.6.1 The **Commission** may issue a direction to an **electricity entity** regarding any matter that is related to this **Code**. An **electricity entity** must comply with any direction issued (and notified in **writing**) by the **Commission** to the **electricity entity** from time to time.

1.7 Interpretation

1.7.1 The **Interpretation Act** applies to the interpretation of this **Code**.

1.7.2 Unless the contrary intention is apparent:

(a) a reference to a clause or Schedule or Annexure is a reference to a clause or Schedule or Annexure in this **Code**;

(b) a reference in this **Code** to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, the document or provision;

(c) words appearing in bold and italics like '**this**' are defined in Schedule 1 of this **Code**;

(d) without limiting clause 1.7.1:

(i) the word 'may' in conferring a power will be interpreted to imply that a power may be exercised or not, at discretion; and

(ii) the word 'must' in conferring a function will be interpreted to mean that the function so conferred must be performed.

1.7.3 Schedules or Annexures to this **Code** form part of this **Code**.

1.7.4 If there is any inconsistency between the **substantive provisions** of this **Code** and the provisions of any Annexures or Schedules then the provisions of the **substantive provisions** will prevail to the extent of the inconsistency and the provisions of this **Code** will be construed accordingly.

1.8 Preservation of other obligations

1.8.1 Nothing in this **Code** will derogate from any obligation imposed upon an **electricity entity** under an **applicable regulatory instrument**.

1.9 Assistance and cooperation

1.9.1 All **electricity entities** ~~electricity entities~~ must give all reasonable assistance to each other, and cooperate with each other, in relation to the performance of their respective obligations and the enforcement of their respective rights in respect of the sale and **supply** of electricity to **customers** ~~customers~~ under the **applicable regulatory instruments**.

1.9.2 In particular, all **electricity entities** must each use their **best endeavours** to provide or make available to the other at no cost (unless otherwise provided in this **Code** or in an **applicable regulatory instrument**) and in a timely manner information or documentation that the other **electricity entities** reasonably require to carry out their obligations under the **applicable regulatory instruments**.

1.9.3 Each **electricity entity** must, on becoming aware of any material change in any of the information provided or made available in accordance with this **Code**, notify the **electricity entities** that received the information as soon as reasonably practicable of the change.

1.9.4 Each **electricity entity** must take all reasonable steps to ensure that all information that it provides or makes available to the other **electricity entities** (irrespective of whether the information is generated by a third person) under this **Code** is accurate and complete.

2 Adding to or Amending this Code

2.1 Variation or revocation by the Commission under the Act

2.1.1 The **Commission** may at any time vary or revoke this **Code** in accordance with section 24 of the **Act**.

2.2 Application for variation or revocation

2.2.1 Any **electricity entity** or interested stakeholder may request the **Commission** to vary or revoke any part of this **Code**.

2.2.2 Unless the **Commission** considers the request has been made on trivial or vexatious grounds (in which case the **Commission** may immediately reject the request) an application to vary or revoke any part of this **Code** will be dealt with by the **Commission** in accordance with this clause 2.

2.3 Matters to which the Commission will have regard to in making a decision

2.3.1 In deciding whether to vary or revoke this **Code** (or any part of this **Code**) under clause 2.1 and 2.2, or impose any additional or varied obligations on an **electricity entity**, the **Commission** will seek to promote and achieve the objects of the **Act** and the **ERA** and will have regard to the matters listed in section 6(2) of the **Act** and section 44C of the **ERA**.

3 Credit Support Requirements

3.1 Credit support requirements between network providers and retailers

3.1.1 A **network provider** may require a **retailer** to provide **credit support** up to the **Required Network Credit Support Amount**.

3.1.2 The **Required Network Credit Support Amount** must be determined by the **network provider** in accordance with this **Code** and the 'Credit Support Guidelines and Methodology' outlined in Annexure 5.

3.1.3 A **network provider** must include in a request to a **retailer** for **credit support**, a statement setting out the basis upon which it has determined the **Required Network Credit Support Amount**.

3.2 Credit support requirements between generators and retailers

3.2.1 A **generator** may require a **retailer** to provide **credit support** up to the **Required Generation Credit Support Amount**.

3.2.2 The **Required Generation Credit Support Amount** must be determined by a **generator** in accordance with the following requirements:

- (a) If the **retailer** or its parent company has an **acceptable credit rating**, the **Required Generation Credit Support Amount** is NIL.
- (b) If the **retailer** is unable to satisfactorily demonstrate to the **generator** that it meets the credit rating requirements set out in clause 3.2.2(a), the **Required Generation Credit Support Amount** shall be the greater of:
 - (i) a multiple of the **retailer's** reasonable forecast of its highest **generation services** bill over the following 12 **months** (which forecast must be updated half yearly) the amount of which shall be reduced by the percentage reduction figure that corresponds with the **retailer's** credit rating as specified in **guidelines**; or
 - (ii) a multiple of the **generator's** record of the highest **generation services** bill issued to the **retailer** by the **generator** over the previous 12 **months** (which amount will be updated half yearly) the amount of which shall be reduced by the percentage reduction figure that corresponds with the **retailer's** credit rating as specified in **guidelines**,

provided that the **billing period** covered by the highest **generation services** bill for the purposes of calculating the **Required Generation Credit Support Amount** shall not be greater than 31 days and shall be negotiated between the **retailer** and the **generator** in accordance with clause 3.2.2 (bb).

- (ba) The multiple in clause 3.2.2 (b) must be calculated in accordance with the following formula:

Multiple = CSD/BP where:

- (i) CSD is the **credit support duration** calculated in accordance with the following formula:

credit support duration = BP + PP + RP where:

(A) BP is the **billing period** for the highest **generation services** bill of up to 31 days;

(B) PP is the **payment period** of up to 14 days; and

(C) RP is the **reactive period**, which is 14 days or as otherwise specified in **guidelines**; and

- (ii) BP is the **billing period** of the highest **generation services** bill of up to 31 days.

- (bb) The **billing period** or **payment period** (whichever is applicable) in clauses 3.2.2 (b) – (ba) must represent the **billing period** or **payment period** as negotiated between the **retailer** and the **generator** through honest fair and good faith negotiation and where relevant in accordance with any obligation imposed upon the **generator** under clause 3.5.

- (bc) For the purposes of clause 3.2.2 (b) (ii):

- (i) If the **billing period** for the **generator's** record of the highest **generation services** bill issued to the **retailer** by the **generator** over the previous 12 **months** is not the negotiated **billing period** as determined in accordance with clause 3.2.2 (bb),

then the **Required Generation Credit Support Amount** under clause 3.2.2 (b) (ii) shall be:

- (ii) multiple of the **generator's** record of that portion of the highest **generation services** bill that is proportionate to the negotiated **billing period** (as determined in accordance with clause 3.2.2 (bb)); and/or

- (iii) calculated in accordance with the methodology as specified in **guidelines**.

- (c) Prior to obtaining **generation services** and prior to the 15th of December and 15th of June of each year, a **retailer** must provide the **generator** with its forecast **generation services** bill for each negotiated **billing period** of the following 12 **month** period, which forecast must be calculated in good faith and, subject to clause 3.2.2(d), will be utilised for the purposes of determining the **Required Generation Credit Support Amount** under clause 3.2.2(b).

- (d) Where the **retailer** has not provided a forecast of its highest **generation services** bill in accordance with clause 3.2.2(b) or (c), the **generator** may determine in good faith the highest **generation services** bill for the negotiated **billing period** which amount will be utilised for the purposes of determining the **Required Generation Credit Support Amount** under clause 3.2.2(b).
- (e) The **generator** will provide the **retailer** with notice of its determination under clause 3.2.2(d).
- (f) Where it is determined that additional **credit support** is required for any reason, the **generator** will allow the **retailer** not less than 20 **business days** after advising the **retailer** of that determination, in which to provide the additional **credit support**.

3.2.3 Where the **retailer** has provided **credit support** for an amount which is more than 110% of the **Required Generation Credit Support Amount**, the **generator** will return the excess **credit support** to the **retailer** within 20 **business days** of being requested to do so in **writing** by the **retailer**. Where the form of the **credit support** provided by the **retailer** is not readily divisible by the **generator**, the **generator** will only be obliged to return the excess **credit support** to the **retailer** when the **retailer** has taken all such actions as are necessary to enable the **generator** to return the excess **credit support**.

3.2.4 Where:

- (a) the amount of the **credit support** provided by the **retailer** is less than 90% of the **Required Generation Credit Support Amount**,
- (b) the **retailer** or its parent company have ceased to hold an **acceptable credit rating**; or
- (c) the **credit support** provided by the **retailer** has ceased to comply with the requirements of clauses 3.4.1(a), 3.4.1(ab) or 3.4.1(b),

then the **generator** may require a **retailer** to:

- (d) in the case of clause 3.2.4(a), increase the amount of the **credit support** to an amount not exceeding the **Required Generation Credit Support Amount**; or
- (e) in the case of clause 3.2.4(b) and (c), provide **credit support** which complies with the requirements of clauses 3.4.1(a), 3.2.4 (ab) or 3.4.1(b) for an amount not exceeding the **Required Generation Credit Support Amount**,

and the **retailer** must comply with that requirement within 20 **business days** of receipt of the **generator's** request.

3.2.5 A **generator** may only set off from, apply or draw on the **credit support** (as the case may be) if:

- (a) the **generator** has given not less than 3 **business days'** notice to a **retailer** that it intends to set off, apply or draw on the **credit support** in respect of an amount due

and payable by the **retailer** to the **generator**, and that amount remains outstanding at the end of that period; and

- (b) there is no dispute outstanding in relation to the **retailer's** liability to pay that amount.

3.2.6 Despite clause 3.2.2, a **generator** may require a **retailer** to provide **credit support** if within the previous 12 **months**, the **retailer** has failed to pay in full:

- (a) the charges contained in 3 **statements of charges** by the due date for payment; or
- (b) the charges contained in 2 consecutive **statements of charges** by the due date for payment; or
- (c) the charges contained in 1 **statement of charges** within 15 **business days** of the due date for payment.

3.2.7 If a **retailer** fails to pay charges contained in a **statement of charges**, but the charges are disputed, and the **retailer** has complied with the requirements of clause 11 in respect of the dispute, the **retailer** will not be considered in default in payment of the disputed charges and the **generator** will not be entitled to require the **retailer** to provide **credit support**.

3.2.8 A **retailer** must, on request by a **generator**, under clause 3.2.6 provide **credit support** to a **generator** in accordance with clause 3.2.6.

3.2.9 The **credit support** provided by a **retailer** under clause 3.2.8 must be:

- (a) for an amount requested by the **generator**, not exceeding an amount equal to the charges contained in the most recent **statement of charges** that gave rise to the requirement for the **retailer** to provide **credit support** under clause 3.2.6; and
- (b) provided within 5 **business days** of the **generator's** request; and
- (c) an acceptable form of **credit support** in favour of the **generator** (see clause 3.4).

3.2.10 A **retailer** must ensure that at all times the aggregate undrawn amount of the **credit support** is not less than the amount requested by the **generator** in accordance with clause 3.2.9.

3.2.11 A **generator** may only set off from, apply or draw on the **credit support** (as the case may be) if:

- (a) the **generator** has given not less than 3 **business days'** notice to a **retailer** that it intends to set off, apply or draw on the **credit support** in respect of an amount due and payable by the **retailer** to the **generator**, and that amount remains outstanding at the end of that period; and

- (b) there is no dispute outstanding in relation to the **retailer's** liability to pay that amount.

3.2.12 If:

- (a) a **generator** and a **retailer** no longer have any shared **customers**; or
- (b) in the 12 **months** since the **credit support** was provided, the **retailer** has paid in full the charges contained in each **statement of charges** issued in that 12 **month** period by the due date for payment,

the **generator** must pay, cancel or return to a **retailer** as appropriate, any balance of **credit support** outstanding after payment of all amounts owing by the **retailer** to the **generator**.

3.3 Failure to provide credit support

3.3.1 Where the **retailer** has not provided the **credit support** required under this **Code** to the **network provider**, the **network provider** is under no obligation to commence providing **network services** to the **retailer**.

3.3.2 Where the **retailer** has commenced taking **network services** from the **network provider** and has not provided the **credit support** required under this **Code** to the **network provider**, the **network provider** must notify the **Commission**, providing all necessary information for the **Commission** to make a determination as to whether to invoke a **Retailer of Last Resort Event**~~Retailer of Last Resort Event~~.

3.3.3 Where the **retailer** has not provided to the **generator** the **credit support** required under this **Code**, the **generator** is under no obligation to commence providing **generation services** to the **retailer**.

3.3.4 Where the **retailer** has commenced taking **generation services** from the **generator** and has not provided the **credit support** to the **generator** as and when required under this **Code**, the **generator** must notify the **Commission**, providing all necessary information for the **Commission** to make a determination as to whether to invoke a **Retailer of Last Resort Event**~~Retailer of Last Resort Event~~.

3.4 Form of credit support

3.4.1 The form of the **credit support** shall be any combination of:

- (a) a bank guarantee that is:
 - (i) in favour of the **network provider** or the **generator** (whichever is applicable) and is unconditional and callable on demand; and
 - (ii) issued by a financial institution supervised by the **Australian Prudential Regulation Authority**;
- (ab) a payment by way of cash that is:

- (i) made by the **retailer**;
 - (ii) deposited into an official bank account as instructed by the **network provider** or **generator** (whichever is applicable); and
 - (iii) acceptable to the **network provider** or **generator** (whichever is applicable) and the **retailer** through honest, fair and good faith negotiation.
- (b) an unconditional guarantee or other form of irrevocable **credit support** that is:
- (i) in a form that is acceptable to the **network provider** or **generator** (whichever is applicable) and the **retailer** through honest, fair and good faith negotiation; and
 - (ii) issued by an entity with an **acceptable credit rating**; or
- (c) such other forms of **credit support** that the **network provider** or the **generator** (whichever is applicable) agrees with the **retailer** as being acceptable through honest, fair and good faith negotiation.

3.5 Principles of negotiation

3.5.1 Unless the **Commission** otherwise considers appropriate, this clause 3.5 will apply to **generators** in respect of any matter under or in connection with this **Code** including:

- (a) **credit support** requirements; and
- (b) the form of **credit support**,

between **generators** and a **retailer** under this clause 3.

3.5.2 The **generator** must:

- (a) comply with the negotiation principles in clause 3.5.3; and
- (b) no later than the date notified in **writing** to the **generator** by the **Commission** submit to the **Commission** a **negotiation framework** which sets out the processes and procedures that the **generator** intends to adopt for the purpose of complying with the negotiation principles set out in clause 3.5.3.

3.5.3 Negotiation principles include:

- (a) the **generator** must negotiate honestly fairly and in good faith terms and conditions relating to **credit support**;
- (b) the **generator** must provide all information as the **retailer** may reasonably require to enable the **retailer** to engage in effective negotiation with the **generator** in relation to **credit support**;
- (c) the **generator** must identify and inform the **retailer** of the reasonable costs and where relevant the increase or decrease in costs of considering alternative **credit support** requirements including:

- (i) lowering or increasing the ***billing period*** or ***payment period*** (whichever is applicable); and
- (ii) on the reasonable request of the ***retailer*** alternative forms of ***credit support***,
whichever is applicable,
- (d) the ***generator*** must use its ***best endeavours*** to commence, progress and finalise (whichever is applicable) negotiation of ***credit support*** with a ***retailer***; and
- (e) such other negotiation principles as specified in ***guidelines***.

3.5.4 The negotiation framework must:

- (a) sufficiently address all of the matters set out in clause 3.5.3; and
- (b) be made publicly available on the ***generator's*** website.

3.5.5 If the ***generator*** initiates any changes to the ***negotiation framework*** then the ***generator*** must within 20 ***business days*** notify the ***Commission*** of all of the proposed changes.

3.5.6 The ***Commission*** may by written notice to the ***generator*** direct any changes to the ***negotiation framework*** in which case the ***generator*** must comply with such a direction within the timeframe specified by the ***Commission***.

3.5.7 The ***generator*** must comply with the ***negotiation framework*** as submitted to the ***Commission*** and as varied from time to time under this clause 3.5.

3.5.8 Nothing in the ***negotiation framework*** derogates from any obligation imposed upon the ***generator*** in clause 3.5.3.

3.6 Changes in credit rating

3.6.1 A ***retailer*** must notify the ***generator*** or ***network provider*** (whichever is applicable) of any changes to its credit rating immediately on becoming aware of that change.

3.6.2 A ***generator*** or ***network provider*** may obtain relevant credit rating information about a ***retailer*** and monitor ongoing changes to the ***retailer's*** credit rating.

4 Coordination

4.1 Coordination Agreement

4.1.1 Where ***Network Access Legislation*** applies the ***retailer*** and ***network provider*** must enter into a ***Coordination Agreement*** for the:

- (a) provision of ***network access services***; and
- (b) the coordination of the following matters:

- (i) assistance and cooperation between a **retailer** and **network provider**;
- (ii) provision of information between a **retailer** and **network provider**;
- (iii) shared **customer** enquiries and complaints, and provision of information to shared **customers**;
- (iv) new connections, disconnections and reconnections;
- (v) notification of faults, and planned and unplanned **interruptions**; and
- (vi) **meter data**, varied charges, adjustments and billing.

4.1.1A The provisions of the **Coordination Agreement** relating to the matters specified in clause 4.1.1(b) must be approved by the **Commission** prior to entering into the **Coordination Agreement**.

4.1.1B For the avoidance of doubt, a **Coordination Agreement** may include additional matters that are not specified in clause 4.1.1.

4.1.1C A **retailer** and **network provider** are not required to enter into a **Coordination Agreement** where the **retailer** has no **customers**.

4.1.2 A **retailer** must be registered with the **market operator** prior to participating in the Darwin-Katherine wholesale electricity market.

4.1.3 The **network provider** must provide **network access services** in relation to the **retailer's customers** as required by the **Network Access Legislation** and the **Coordination Agreement**.

4.1.4 The **network provider** must provide **connection services** as required by the **Network Access Legislation** and the **Coordination Agreement** for the premises of each of the **retailer's customers**:

- (a) who requests those **connection services**;
- (b) whose premises are connected, or who is seeking to have those premises connected, to the **network provider's electricity network**; and
- (c) who has entered into an electricity **supply** contract with that **retailer**.

5 **MeteringMetrology**

5.1 Requirement for interval metering

5.1.1 A **retailer** must not initiate a **transfer** unless the **customer's exit point** has an **interval meter** installed. For the avoidance of doubt, a **customer** with an **accumulation meter** or unmetered installations may not be transferred to another **retailer** (**except where due to a Retailer of Last Resort Event**).

5.1.2 The **interval meter** may be either manually or remotely read by the **network provider**.

- 5.1.3 A **retailer** must not initiate a **transfer** of a **customer**, if that **customer's** premises are connected to and supplied with electricity from an **embedded network**.

6 Market Data and Billing

6.1 Market data procedures

- 6.1.1 If under this **Code** a **retailer** or **network provider** sends a communication electronically, the **retailer** and **network provider** must first notify and confirm each other's electronic communication address(es).
- 6.1.2 A **retailer** may submit a request for **standing data** to a **network provider** in relation to a **customer** by completing a **standing data request form** and submitting it to the **network provider**.
- 6.1.3 The **responsible retailer** at a **greenfield exit point** may request **historical consumption data** from the **network provider** in relation to a ~~customer~~ **customer** without obtaining **verifiable consent** from the **customer** but may only use such **historical consumption data** for the purposes of billing a **customer** for electricity used for which the **responsible retailer** is liable.
- 6.1.4 The **network provider** may provide **historical consumption data** requested under clause 6.1.3 but only for the purpose of the **responsible retailer** billing a **customer** for electricity used for which the **responsible retailer** is liable.
- 6.1.5 A **retailer** must retain records of any **verifiable consent** for at least 2 years from the date on which **verifiable consent** is obtained.
- 6.1.6 A **retailer** may submit a request for **historical consumption data** to a **network provider** in relation to a **customer** by completing an **historical consumption data request form** and submitting it to the **network provider**.
- 6.1.7 Unless otherwise agreed between the **network provider** and the **retailer**, a separate **data request form** must be submitted for each **exit point**.
- 6.1.8 A **network provider** must publish:
- (a) a **standing data request form**, which must comply with Annexure 1; and
 - (b) an **historical consumption data request form**, which must comply with Annexure 2.
- 6.1.9 A **network provider** must respond to a **valid data request** from a **retailer** by providing the **data** stipulated in Annexure 4 within:
- (a) 2 **business days** of the **data request** for **standing data** being submitted; and

- (b) 3 **business days** of the **data request** for **historical consumption data** being submitted.

6.1.10 The **network provider** may reject a **valid data request** by electronically notifying the **retailer** within 3 **business days** if information provided by the **retailer** in the **data request** is inconsistent with the **network provider's** records in respect of the **customer**.

6.1.11 A **retailer** may electronically notify a **network provider** that it withdraws a **data request** at any time before the **network provider** provides **data**.

6.1.12 The **retailer** must pay any reasonable charges:

- (a) incurred by the **network provider** in providing **data**; and
- (b) published by the **network provider**.

6.1.13 If the **network provider** receives a **valid data request** under this clause 6.1 in respect of 10 or more **meter** installations then the timeframes stipulated in clauses 6.1.9 and 6.1.10 will not apply to that **valid data request** but only if:

- (a) the **network provider**, acting in good faith, determines that it does not have the capacity to finalise the valid **data request** in accordance with the timeframes stipulated in clauses 6.1.9 and 6.1.10;
- (b) the **network provider** notifies the relevant **retailer** in **writing** that this clause 6.1.13 applies to the **valid data request**;
- (c) the **network provider** notifies the relevant **retailer** in **writing** of the timeframe within which it can finalise the **valid data request** which:
 - (i) is expressed in **business days** from the date on which the **network provider** received the valid **data request** from the **retailer**; and
 - (ii) is fair and reasonable in the circumstances; and
- (d) the **network provider** notifies the **Commission** in **writing** of the timeframe as determined in accordance with this clause 6.1.13.

6.1.14 If clause 6.1.13 applies to a **valid data request** then the **network provider** must respond to that **valid data request** by providing the **data** stipulated in Annexure 4 to the relevant **retailer** in accordance with the timeframe notified to that **retailer** under clause 6.1.13 (c).

6.1.15 Clauses 6.1.13 and 6.1.14 expire on 1 January 2022.

6.2 Customer access to data

6.2.1 A **customer**, or its authorised agent or representative, may submit a request for its own **historical consumption data** to a **network provider** by completing a **historical consumption data request form** and submitting it to the **network provider**.

- 6.2.2 The **network provider** must publish a standard **historical consumption data request form** on the **network provider's** website. The **standard historical consumption data request form** must include instructions that enable a **customer** to submit a **valid historical consumption data request form** to the **network provider** (including instructions on where to find a **meter** serial number for a **customer** and a **UMI** or **NMI** for the **exit point** and/or a **customer**).
- 6.2.3 The **network provider** must provide a **customer** with its **historical consumption data** within 3 **business days** of receiving a **valid** request in writing from the **customer**.
- 6.2.4 If a request provided under clause 6.2.3 is not **valid**, the **network provider** must within 1 **business day** of receiving such a request notify the **customer** of the information the **network provider** reasonably requires for the request to be considered **valid**.
- 6.2.5 A **customer** may use this **historical consumption data** without any restriction and the **customer** retains full ownership of its copy of the **historical consumption data**.
- 6.2.6 The **customer** must pay any reasonable charges:
- (a) incurred by the **network provider** in providing the **data**; and
 - (b) published by the **network provider**.
- 6.2.7 If the ~~**network provider**~~ **network provider** receives a **valid historical consumption data** request under this clause 6.2 in respect of 10 or more **meter** installations then the timeframe stipulated in clause 6.2.3 will not apply to that **historical consumption data** request but only if:
- (a) the **network provider**, acting in good faith, determines that it does not have the capacity to finalise the **valid historical consumption data** request in accordance with the timeframe stipulated in clause 6.2.3;
 - (b) the **network provider** notifies the relevant **customer** in **writing** that this clause 6.2.7 applies to the **valid historical consumption data** request;
 - (c) the **network provider** notifies the relevant **customer** in **writing** of the timeframe within which it can finalise the **valid historical consumption data** request which:
 - (i) is expressed in **business days** from the date on which the **network provider** received the **valid historical consumption data** request from the **customer**; and
 - (ii) is fair and reasonable in the circumstances; and
 - (d) the **network provider** notifies the **Commission** in **writing** of the timeframe as determined in accordance with this clause 6.2.7.

6.2.8 If clause 6.2.7 applies to a **valid historical consumption data** request then the **network provider** must respond to that **valid historical consumption data** request by providing the **historical consumption data** to the relevant **customer** in accordance with the timeframe notified to that **customer** under clause 6.2.7 (c).

6.2.9 Clauses 6.2.7 and 6.2.8 expire on 1 January 2022.

6.3 Multi-party agreement

6.3.1 An **electricity entity** may enter into a multi-party agreement with one or more **electricity entities** to facilitate access to and usage of market **data** under this clause 6.

6.3.2 Without limitation a multi-party agreement may include processes and procedures for the disclosure of market **data** from the **network provider** to a **generator** for the purpose of facilitating wholesale generation quotes to a **retailer** at the request of that **retailer**.

6.3.3 A multi-party agreement between the **network provider**, a **generator** and a **retailer** is not, in and of itself, prohibited under or in connection with any obligation imposed upon the **network provider** in the **Ring-fencing Code**.

6.3.4 A multi-party agreement must not be inconsistent with any other obligation imposed upon an **electricity entity** under an **applicable regulatory instrument**.

6.4 Third Party Assistance

6.4.1 A third party assisting the **network provider** to perform functions under this clause 6 may access **data**.

6.4.2 Access to **data** permitted under clause 6.4.1 is only permitted for the purpose of, and to the extent necessary for, the third party providing assistance to the **network provider**.

6.4.3 Without limiting any obligations that may otherwise apply, a third party accessing **data** under clause 6.4.1 must comply with, and is subject to, the same obligations with respect to confidentiality and privacy as the **network provider** under this clause 6.

6.5 Billing

6.5.1 All bills provided by **retailers** to **customers** must include the **NMI(s)** that relate to the charges on the bill.

7 Business-to-business arrangements

7.1 Application of this clause

7.1.1 This clause 7 does not apply when the **network provider** and **retailer** are part of the same legal entity.

7.2 **Service Orders** Arrangements

Making Service Order Procedures

- 7.2.1 A **network provider** must develop and submit **Service Order Procedures** to the **Commission** no later than 20 **business days** after the commencement of version 1 of this **Code**.
- 7.2.2 The **Commission** will approve the **Service Order Procedures** submitted under clause 7.2.1 as soon as practicable.
- 7.2.2A Clauses 7.2.1 and 7.2.2 expire on the date the **NTESMO Communications Guideline** commences.

Amending Service Order Procedures

- 7.2.3 A **network provider** or a **retailer** may submit a request to the **Commission** to consider amendments it has proposed to the **Service Order Procedures**.
- 7.2.4 The **Commission** may approve the amendments proposed by the **network provider** or **retailer** under clause 7.2.3.
- 7.2.5 If requested to do so by the **Commission** a **network provider** must:
- (a) consider whether amendments to the **Service Order Procedures** should be made;
 - (b) consult with relevant stakeholders including, as a minimum, the **Commission**, **electricity entities**, and the **AER**, to seek their views on whether any amendments to the **Service Order Procedures** should be made; and
 - (c) having considered the views of relevant stakeholders, submit an amended version of the **Service Order Procedures** to the **Commission** for approval. The amended version of the **Service Order Procedures** will take effect upon approval by the **Commission**.
- 7.2.6 The **Commission** may require a **network provider** to make specific changes to the **Service Order Procedures** as the **Commission** deems necessary.
- 7.2.7 The **Commission** may approve the **Service Order Procedures** for a fixed term, upon expiry of which, a **network provider** will be required to submit revised or updated **Service Order Procedures** to the **Commission** for approval.
- 7.2.7A Clauses 7.2.3 to 7.2.7 expire on the date the **NTESMO Communications Guideline** commences.

Retailer requests for business-to-business services

- 7.2.8 A **retailer** may request the **network provider** to provide specified business-to-business services by submitting a **Service Order Request** in accordance with **Service Order Procedures** established by the **network provider**.

7.2.9 Business-to-business services include, but are not limited to, requests for:

- (a) **customer** disconnection;
- (b) **customer** reconnection;
- (c) special **meter** read; or
- (d) installing a new (or changing an existing) **meter**.

7.2.10 The **network provider** must use its **best endeavours** to provide the requested business-to-business service within the time frames stipulated in the **Service Order Procedures**.

7.2.11 The **retailer** must pay any reasonable charges:

- (a) incurred by the **network provider** in providing business-to-business services; and
- (b) published by the **network provider**.

7.2.12 From the date of commencement of the **NTESMO Communications Guideline**, the **NTESMO Communications Guideline** is deemed to be the **Service Order Procedures**.

7.2.13 For the avoidance of doubt, from the date of commencement of the **NTESMO Communications Guideline**, all **Service Order Requests** are to be made in accordance with the **NTESMO Communications Guideline**.

8 Customer Transfers

8.1 Verifiable consent

8.1.1 A **retailer** must not initiate or ~~affect~~ effect the **transfer** of a **customer** without first obtaining **verifiable consent**.

8.1.2 A **retailer** must retain records of any **verifiable consent** for at least 2 years.

8.2 Customer transfer procedures

8.2.1 A **retailer** may only request a **network provider** to initiate the **transfer** of a **customer** to the **retailer** by submitting a **customer transfer request form** to the **network provider**.

8.2.2 A **network provider** must publish a **customer transfer request form**, which must comply with Annexure 3.

8.2.3 Unless otherwise agreed between the **network provider** and the **retailer**, a separate **customer transfer request form** must be submitted for each **exit point**.

8.2.4 The **network provider** may only reject a **customer transfer request form** by electronically notifying the **retailer** if:

- (a) the **retailer** does not have a **Coordination Agreement** with the **network provider**, or
- (b) information provided by the **retailer** in the **customer transfer request form** is materially inconsistent with the **network provider's** records in respect of the **customer**; or
- (c) the **meter** type at the **exit point** is inconsistent with the **meter** type which is required under the **National Electricity (NT) Rules** before the **customer** may **transfer**, and the **customer transfer request form** does not request a new **meter**; or
- (d) the **nominated transfer date** does not comply with clause 8.2.9 or 8.2.11 as relevant;
- (e) the **retailer** is a **failed retailer** and the **rejection** is required by clause 9.6; or
- (f) where provided for in clause 8.2.4A.

8.2.4A The **network provider** must reject a **customer transfer request form** by electronically notifying the **retailer** where the **Commission** has notified the **network provider** that the **Commission** has suspended the **retailer's** retail licence under the **ERA**, during the period of suspension.

8.2.5 Except where **rejection** is required by clause 9.6 or clause 8.2.4A, a **network provider** must use its **best endeavours** to resolve with a **retailer** any potential grounds for **rejection** prior to rejecting a **customer transfer request form**.

8.2.6 If a **network provider** rejects a **customer transfer request form**, it must electronically notify the **retailer** within 3 **business days** after it receives the **customer transfer request form** setting out all of the reasons for the **rejection**.

8.2.7 A **retailer** may electronically notify a **network provider** that it withdraws a **customer transfer request form** submitted by it to the **network provider** at any time before the **transfer** occurs.

8.2.8 The **retailer** must pay any reasonable charges:

- (a) incurred by the **network provider** in processing a **customer transfer request form**; and
- (b) published by the **network provider**.

8.2.9 Unless the **customer transfer request form** is to reverse an **erroneous transfer**, the **retailer** must include a **nominated transfer date**. The **nominated transfer date** will be:

- (a) where the **transfer** relates to an **exit point** which requires a new or modified **meter** installation, the end of the **month** in which the new or modified **meter** installation is ready for service; or

- (b) where the **transfer** relates to an **exit point** with an existing **meter** installation and:
- (i) the **transfer** request is submitted no later than 10 **business days** prior to **month** end and the relevant **exit point** is in an **urban area**, midnight on the last calendar day of the **month** in which the request is submitted to the **network provider**; or
 - (ii) the **transfer** request is submitted no later than 15 **business days** prior to **month** end and the relevant **exit point** is not in an **urban area**, midnight on the last calendar day of the **month** in which the request is submitted to the **network provider**,

provided that in either case, the **transfer date** will be no later than midnight on the last calendar day of the second **month** after the **month** in which the request is submitted to the **network provider**.

8.2.10 Clause 8.2.9 expires on 1 June 2020 and clause 8.2.11 will apply on and from 1 June 2020.

8.2.11 Unless the **customer transfer request form** is to reverse an **erroneous transfer** or as otherwise agreed between the **retailer** and the **network provider**, the ~~retailer~~ must include a **nominated transfer date** that is more than 3 **business days** from the date the **customer transfer request form** is submitted pursuant to clause 8.2.1 and:

- (a) where the **transfer** relates to an **exit point** which requires a new or modified **meter** installation, up to 65 **business days** from the date that the new or modified **meter** installation is ready for service; or
- (b) where the **transfer** relates to an **exit point** with an existing **meter** installation, up to 65 **business days** from the day the request is submitted to the **network provider**.

8.2.12 Following receipt of a **valid customer transfer request form**, the **network provider** must, subject to clause 8.2.4:

- (a) within 3 **business days** after it receives the **customer transfer request form**, electronically notify the **current retailer** of the **proposed transfer date**;
- (b) ensure that any new **meter** installation and new service installation required to effect the **transfer** is undertaken on or before the **proposed transfer date**;
- (c) ensure that either a scheduled **meter** read or a special **meter** read, as applicable, is conducted for the **customer** on the **nominated transfer date**; and
- (d) otherwise use its **best endeavours** to effect the **transfer** on a day the **customer's meter** is actually read.

8.2.13 For the avoidance of doubt, if a **meter** change is required, the **retailer** must request a separate **meter** change **Service Order Request** in accordance with the **Service Order Procedures** to change that **meter**, which **meter** change **Service Order Request** must be submitted concurrently with the **customer transfer request form**.

- 8.2.14 If the **network provider** is unable to **transfer** the **customer** within the time frames or on the dates required under clauses 8.2.9 or 8.2.11 as applicable and 8.2.12, then the **network provider** must within 3 **business days** after receiving the **customer transfer request form**, electronically notify the **retailer** which submitted the **customer transfer request form** of the reasons why the timetable will not be met and of its proposed timetable for the **transfer**.
- 8.2.15 If the **retailer** which submitted the **customer transfer request form** does not agree to the timetable proposed by the **network provider**, then the **network provider** must, acting in good faith and in accordance with **good electricity industry practice**, use its **best endeavours** to **transfer** the **customer** as close as reasonably possible to the **retailer's nominated transfer date**.
- 8.2.16 If a **network provider**, acting reasonably, is unable to complete a **transfer** in accordance with this **Code**, the **network provider** must notify the **Commission** in accordance with the **Commission's** Compliance Framework and Reporting Guidelines and its network licence and must electronically notify the **current retailer** and the **incoming retailer** within 2 **business days** of the reasons why the **transfer** could not be completed.
- 8.2.17 The **network provider** must within 3 **business days** after the **transfer date** send an electronic notice of the **transfer** and **transfer date** to:
- (a) the **incoming retailer**;
 - (b) the **previous retailer**; and
 - (c) if applicable, the **system controller** for the purposes of allowing the **system controller** to meet its obligations under the **System Control Technical Code**.
- 8.2.18 Following a **transfer**, the **network provider** and, if applicable, the **system controller** must do all that is necessary to ensure that:
- (a) all **network charges** and other amounts payable to the **network provider** and, if applicable, the **system controller** in relation to the relevant **customer** up to the **transfer date** are paid by or charged to the **previous retailer**; and
 - (b) **network charges** payable to the **network provider** and, if applicable, the **system controller** in relation to the relevant **customer** from the **transfer date** are paid by or charged to the **incoming retailer**.
- 8.2.19 In relation to a **transfer** to reverse an **erroneous transfer**, the relevant **retailers**, the **network provider** and, if applicable, the **system controller** must act in good faith to ensure that the rights and obligations of the affected **customer** are the same as they would have been if the **erroneous transfer** had not occurred.
- 8.2.20 An incoming **retailer** must keep a copy of any **verifiable consent** given to it by a **customer** for 2 years after the date the **verifiable consent** was given.

8.2.21 Except in the case of an **erroneous transfer**, a **previous retailer** must not bill a **customer** for any **network charges** or other amounts incurred after the **transfer date**.

8.2.22 A **transfer** for a **customer** that is taking in (or likely to take in) less than 160 megawatt hours of electricity per annum from the **electricity network** is not permitted prior to the completion of any **cooling off period**. As a result the **incoming retailer** will need to take this into account when nominating the **customer transfer date**.

8.2.23 A **transfer** for a **customer** that is taking in (or likely to take in) more than 160 megawatt hours of electricity per annum from the **electricity network** is permitted prior the completion of any **cooling off period** but only if the **customer** waives the **cooling off period** in **writing** at the time the **customer** enters into the relevant electricity **supply** contract with the **incoming retailer**.

8.2.24 Clauses 8.2.1 to 8.2.19 and clause 8.2.21 expire on the date the **NTESMO Communications Guideline** commences.

8.2.25 There is no **cooling off period** for **customers** being transferred to the **retailer of last resort** as the result of a **Retailer of Last Resort Event** and clauses 8.2.22 and 8.2.23 do not apply to those **transfers**.

8.3 Responsible retailers for greenfield and other exit points

8.3.1 For the purposes of this clause 8.3, the **responsible retailer** with respect to an **exit point** is:

- (a) for any **exit point** other than a **greenfield exit point**, the **retailer** that has rights and obligations at the **exit point** in connection with the **supply** of electricity to a **customer**;
- (b) for a **greenfield exit point** located in an **electricity network** that is regulated by **Network Access Legislation, Jacana Energy**, otherwise the **retailer** licensed to sell electricity in the **retail area** where the **greenfield exit point** is located.

8.3.2 A **retailer** is the **responsible retailer** with respect to an **exit point** until:

- (a) another **retailer** becomes the **responsible retailer** at the **exit point** as a result of a **valid transfer**;
- (b) the **exit point** is physically removed; or
- (c) the **NMI** is retired.

8.3.3 Clauses 8.3.1 and 8.3.2 apply notwithstanding that:

- (a) a **customer's** electricity **supply** contract with a **retailer** may have ended with respect to the relevant **exit point**; or
- (b) the electricity **supply** has been disconnected at the **exit point**.

- 8.3.4 Subject to clause 8.3.5, the **responsible retailer** for an **exit point** is entitled to access the **data** in relation to that **exit point**.
- 8.3.5 If a **retailer** is the **responsible retailer** at a **greenfield exit point** or an **exit point** at which the **retailer's** electricity **supply** contract with a **customer** has terminated or expired then, prior to seeking to bill a **customer** using **data** accessed under clause 8.3.4, the **retailer** must:
- (a) inform the **customer** that it is the **responsible retailer**;
 - (b) inform the **customer** that it is able to choose other ~~retailers~~retailers; and
 - (c) make reasonable steps to obtain **verifiable consent** to establish a formal electricity **supply** contract.
- 8.3.6 Any electricity **supply** contract between a **retailer** and a **customer** must contain a provision describing what happens when the term of the contract ends.
- 8.3.7 Subject to compliance with the *Privacy Act 1988* (Cth), the **network provider** must make information about the existence of **greenfield exit points** available to **retailers**.
- 8.3.8 The **network provider**, with respect to **exit points** in networks regulated by **Network Access Legislation** must provide the **Commission** with annual reports detailing:
- (a) the number of **exit points** where **Jacana Energy** is deemed to be the **responsible retailer** under clause 8.3.1(b) and the reasons why a **retailer** has not been otherwise appointed at the **exit points**;
 - (b) the number of **exit points** where electricity continues to be **supplied** after disconnection and the reasons why such electricity **supply** continues; and
 - (c) the steps that have been taken in relation to the **exit points** referred to in (a) and (b) to either properly disconnect the **meters** or contact the relevant **customer** to commence billing.

8.4 Third Party Assistance

- 8.4.1 A third party assisting the **network provider** to perform functions under this clause 8 may access **data** and **customer data**.
- 8.4.2 Access to **data** and **customer data** permitted under clause 8.4.1 is only permitted for the purpose of, and to the extent necessary for, the third party providing assistance to the **network provider** under this clause 8.
- 8.4.3 Without limiting any obligations that may otherwise apply, a third party accessing **data** and **customer data** under clause 8.4.1 must comply with, and is subject to, the same obligations with respect to confidentiality and privacy as the **network provider**.

9 Retailer of Last Resort

9.1 Approval of the RoLR's terms and conditions for deemed RoLR contracts

9.1.1 This clause is made for section 44F(c) of the ***ERA*** and regulation 19 of the ***Electricity Reform Regulations***.

9.1.2 The ***retailer of last resort*** must prepare and submit to the ***Commission***, at the times provided for in clause 9.1.3, its proposed terms and conditions for ***deemed RoLR contracts***.

9.1.3 The ***retailer of last resort*** must submit a proposal under clause 9.1.2:

- (a)** within three ***months*** after the commencement of this clause; and
- (b)** within three ***months*** of a request by the ***Commission*** for the ***retailer of last resort*** to undertake a review of its then current approved terms and conditions.

9.1.4 The terms and conditions most recently approved or determined by the ***Commission*** apply to a ***deemed RoLR contract*** coming into effect under section 44F(a) of the ***ERA*** on or after the date the ***Commission*** gives its approval or makes its determination.

9.2 Approval of RoLR tariffs

9.2.1 This clause applies if an ***electricity pricing order*** for a period requires the ***retailer of last resort*** to submit its proposed tariffs for that period to the ***Commission*** for approval.

9.2.2 The ***retailer of last resort*** must submit its proposed tariffs as soon as practicable and in any event no later than one ***month*** after the ***electricity pricing order*** is made.

9.2.3 The tariffs approved by the ***Commission*** apply for the period specified in the ***electricity pricing order***, even if that period starts before the ***Commission*** has given its approval.

9.3 RoLR plans to be made by certain electricity entities

9.3.1 The ***network provider***, the ***market operator*** and the ***retailer of last resort*** must each make and maintain a ***RoLR plan*** that supports a timely and co-ordinated response to a ***Retailer of Last Resort Event*** by each of those entities in accordance with their respective obligations under this ***Code***, the ***ERA*** and the ***Electricity Reform Regulations***.

9.3.2 A ***RoLR plan*** must, without limitation:

- (a)** include adequate internal procedures that provide for the entity to comply with its relevant obligations under this ***Code***, the ***ERA*** and the ***Electricity Reform Regulations***;
- (b)** identify the main points of contact for the ***Commission*** and others in relation to ***Retailer of Last Resort Events***;

(c) include measures to maintain confidentiality of information provided by the **Commission** under clause 9.4.1; and

(d) provide for scheduled reviews of the plan at intervals no longer than two years.

9.3.3 An **electricity entity** must complete its initial **RoLR plan** within three **months** after the commencement of this clause and must review and if necessary amend its RoLR plan at intervals no longer than 2 years.

9.3.4 An **electricity entity** must give the **Commission** a copy of its **RoLR plan** when the initial **RoLR plan** is made and whenever it is amended.

9.4 Notice of a possible Retailer of Last Resort Event

9.4.1 Where the **Commission** forms the belief that there is a risk of occurrence of a **Retailer of Last Resort Event**, the **Commission** may if it considers it appropriate notify any of the **network provider**, the **market operator** and the **retailer of last resort**.

9.4.2 An **electricity entity** and the **market operator** must:

(a) maintain the confidentiality of information give to it under clause 9.4.1; and

(b) limit access to, and disclosure of, that information within its organisation to those who need to know in order to perform responsibilities with respect to a possible **Retailer of Last Resort Event**.

9.5 Retailer of Last Resort Event

9.5.1 A **Retailer of Last Resort Event** occurs when the **Commission**, under section 44D(1) of the **ERA**, appoints the **retailer of last resort** to sell electricity to the **customers** of a **failed retailer**.

9.5.2 The **Commission** must, in addition to the notices required by sections 44D(2)(b) and (c) of the **ERA**, notify the **network provider** and the **market operator** of the occurrence of a **Retailer of Last Resort Event** and the **RoLR transfer date**.

9.6 Transfer of customers of the failed retailer

9.6.1 This clause applies where a **Retailer of Last Resort Event** occurs.

9.6.2 The **network provider** must:

(a) subject to clause 9.6.3, **transfer** all the **customers** of the **failed retailer** to the **retailer of last resort** with effect from the **RoLR transfer date**; and

(b) cancel any **transfers** to the **failed retailer** that (but for this clause) would have been completed on or after the **RoLR transfer date**.

9.6.3 The occurrence of a ***Retailer of Last Resort Event*** does not affect the validity of a request from a ***retailer*** (not being the ***failed retailer*** or the ***retailer of last resort***) to ***transfer a customer*** of the ***failed retailer*** to that other ***retailer***. If the ***nominated transfer date*** for the request from the other ***retailer*** is:

- (a) on or before the ***RoLR transfer date***, the ***network provider*** must, if possible, complete the ***transfer*** by that date; or
- (b) after the ***RoLR transfer date***, or if a ***transfer*** referred to in paragraph (a) is not completed by the ***RoLR transfer date***, the ***network provider*** must:
 - (i) in accordance with clause 9.6.2, ***transfer the customer to the retailer of last resort*** with effect from the ***RoLR transfer date***; and
 - (ii) subsequently, ***transfer the customer to the other retailer*** subject to and in accordance with clause 8 and the relevant ***customer transfer request form***.

9.6.4 The ***market operator*** must ensure that settlements under the ***SCTC*** accurately reflect ***transfers*** made in accordance with this clause with effect from the ***RoLR transfer date***.

9.7 ***Retailer of last resort communication obligations following appointment***

9.7.1 The ***retailer of last resort*** must tell the ***Commission*** when it receives information the ***failed retailer*** is required to provide by a direction under section 44H(1) of the ***ERA***.

9.7.2 The ***retailer of last resort*** must, within three ***business days*** of the ***Retailer of Last Resort Event***, publish on its website:

- (a) a notice of the ***Retailer of Last Resort Event***; and
- (b) information for ***customers*** of the ***failed retailer*** about the terms and conditions under which the ***retailer of last resort*** is selling electricity to the ***customer*** and the applicable tariffs.

9.7.3 The ***retailer of last resort*** must write to ***customers*** of a ***failed retailer*** that have been ***transferred*** to it in accordance with clause 9.6 as soon as practicable and in any event, within 25 ***business days*** of the ***Retailer of Last Resort Event***. The communication must:

- (a) notify the ***customer*** of the appointment;
- (b) provide information to the ***customer*** about the terms and conditions under which the ***retailer of last resort*** is selling electricity to the ***customer*** and the applicable tariffs;
- (c) inform the ***customer*** of its options including its right to transfer to another ***retailer*** or contract at any time;
- (d) provide information to the ***customer*** about:
 - (i) feed in arrangements under the applicable tariff; or if there are none, the availability of other tariffs that offer those benefits;

- (ii) any concession to which the **customer** is or may be entitled; and
 - (iii) the hardship policy and **family violence** policy of the **retailer**;
- (e) ask the **customer** to contact the **retailer of last resort** if the **customer** requires **life support equipment** or was on a hardship arrangement with the **failed retailer**; and
- (f) provide information about the implications of the **Retailer of Last Resort Event** for contractual arrangements with the **failed retailer**, including the effect of regulation 19 of the **Electricity Reform Regulations** with respect to:
 - (i) complaints or disputes between the **failed retailer** and the **customer**;
 - (ii) the cancellation of direct debit authorisations, including Centrepay deductions;
 - (iii) the use and refund of prepayments to the **failed retailer**;
 - (iv) payments plans;
 - (v) where applicable, **prepayment meters**; and
 - (iv) uncompleted service orders; and
- (g) provide such other information as may be specified by the **Commission**.

9.8 Failed retailer obligations

9.8.1 A **failed retailer must notify the **Commission** as soon as practicable following a **Retailer of Last Resort Event**.**

- (a) when it has provided to the **retailer of last resort** information the **failed retailer** is required to provide by a direction under section 44H(1) of the **ERA**; and
- (b) when it has sent written information to the former **customers** of the **failed retailer** in accordance with clause 9.8.3.

9.8.2 If required by notice from the **Commission, the **failed retailer** must publish a notice of the **Retailer of Last Resort Event** on its website with information directing **customers** to the website and contact details of the **retailer of last resort** and any information service made available by the **retailer of last resort**.**

9.8.3 If required by notice from the **Commission, the **failed retailer** must write to former **customers** of the **failed retailer** as soon as practicable and in any event within 25 **business days** of the **Retailer of Last Resort Event**. The communication must:**

- (a) provide information about the **Retailer of Last Resort Event** and the **transfer of customers** to the **retailer of last resort** under a **deemed RoLR contract**;
- (b) explain how to contact the **retailer of last resort**;
- (c) explain the **customer's** obligations to pay the **failed retailer** for electricity consumed before the **RoLR transfer date**;

(d) explain:

- (i) the steps taken by the **failed retailer** to cancel direct debit arrangements with its former **customers**;
- (ii) how payments made in advance towards the **customer's** energy bill will be applied to the **customer's** account, with any balance repaid;
- (iii) how existing payment plans will continue to apply for any arrears outstanding as at the **transfer date**;
- (iv) how **customers'** security deposits will be refunded;
- (v) where applicable, how credits on **prepayment meter** contracts or on cards used with card operated meters will be refunded; and
- (vi) the implications for uncompleted service orders; and

(e) include such other information as may be specified by the **Commission**.

9.8.4 The communication under clause 9.8.3 may be provided as an insert to the **customer's** final bill.

9.8.5 If required by the **Commission**, a **failed retailer** must provide written assurance to the **Commission** that the **failed retailer** has complied with its obligations under regulation 18 of the **Electricity Reform Regulations** in relation to its former **customers**.

9.8.6 If required by the **Commission**, a **failed retailer** must maintain communication channels for former **customers** of the **failed retailer** to raise and resolve complaints or disputes arising on, before or after the **Retailer of Last Resort Event** and must continue to comply with the **standard complaints and dispute resolution procedures** of the **failed retailer**.

9.8.7 A **failed retailer** must maintain all arrangements in place with relevant external entities for resolving **customer** complaints or disputes arising on, before or after the **Retailer of Last Resort Event**.

9.9 RoLR cost recovery scheme

9.9.1 The **retailer of last resort** must apply to the **Commission** within 6 **months** of the occurrence of a **Retailer of Last Resort Event** if it considers the **Commission** should make a **RoLR cost recovery scheme** for costs arising from that event.

9.9.2 The **retailer of last resort** must include with its application any claim from an **insolvency official** of a **failed retailer** for payment of an amount provided for in section 44G of the **ERA** and regulation 21 of the **Electricity Reform Regulations**.

9.9.3 An application to the **Commission** under this clause 9.9 must contain the following information:

- (a) the quantum of costs that the **retailer of last resort** or **insolvency official** is seeking to recover;

- (b) evidence that the costs have been incurred, or if not already incurred, how the costs have been identified and quantified;
- (c) a breakdown of the quantum of costs by type;
- (d) for each cost type, supporting documentation which verifies the incurred cost;
- (e) for each cost type, reasons or supporting documentation as to why the costs incurred can be considered reasonable;
- (f) information about any offsetting benefits arising from the transfer of the **customers** to the **retailer of last resort**, and
- (g) any other information which the **retailer of last resort** or **insolvency official** considers may assist the **Commission** in considering the application.

9.9.4 The **retailer of last resort** must also specify its proposed cost recovery mechanism, or proposed combination of cost recovery mechanisms and how much would be recovered under each and must include, in the case of:

- (a) a proposal for reimbursement by the **network provider** in accordance with section 44G(2) of the **ERA**, information about the proposed quantum and timing of the payment; and
- (b) any other cost recovery mechanism, the details of the cost recovery mechanism, including the classes of **customers** affected by the cost recovery mechanism and the timing of recovery under the mechanism.

9.9.5 The **Commission** may require supporting information in connection with an application for a **RoLR cost recovery scheme**, including supporting documents relating to decision-making processes, to enable the **Commission** to assess whether the costs claimed are reasonable and whether the actions of the person claiming costs, in performing its obligations with respect to the **Retailer of Last Resort Event**, have been prudent and did not exacerbate the costs incurred in the circumstances.

9.9.6 The **Commission** may consult as it considers appropriate with the **network provider**, the **retailer of last resort** and where applicable the **insolvency official** of the **failed retailer** before determining a **RoLR cost recovery scheme**.

9.10 Reporting on Retailer of Last Resort Events

9.1-19.10.1 **Electricity entities** must, if requested by the **Commission**, provide relevant information to enable the **Commission** to assess and, if the **Commission** considers appropriate, report on, the operation of the arrangements in this **Code** and other instruments with respect to a **Retailer of Last Resort Event**.

9.1 — Retailer of Last Resort Event

A Retailer of Last Resort Event occurs when:

- ~~(a) — a **retailer's retail licence** has been suspended or cancelled; or~~
- ~~(b) — a **retailer** has not met its **credit support** requirements as specified under clause 3; or~~
- ~~(c) — a **retailer** ceases to be a registered or licensed participant in relation to the sale of electricity to **customers**; or~~
- ~~(d) — an insolvency official is appointed in respect of the **retailer** or any property of the **retailer**; or~~
- ~~(e) — an application is made to or an order is made by a **court of competent jurisdiction** for the winding up or dissolution or a resolution is passed or any steps are taken to pass a resolution for the winding up or dissolution of the **retailer** in accordance with relevant legislation including the *Bankruptcy Act 1996* (Cth) or *Corporations Act 2001*; or~~
- ~~(f) — anything occurs that has a substantially similar effect to any of the events set out in clauses 9.1 (a) — (e).~~

~~9.2 — Jacana Energy to be the Retailer of Last Resort~~

~~**Jacana Energy** is the Retailer of Last Resort for the purposes of this clause 9.~~

~~9.3 — The Commission may give notice of expected Retailer of Last Resort Event~~

~~If the **Commission** becomes aware of any acts, omissions or circumstances that in the **Commission's** opinion may lead to a Retailer of Last Resort Event, the **Commission** may notify **Jacana Energy**, the **network provider**, the **system controller** and any other relevant person in **writing**.~~

~~9.4 — The Commission may request information~~

~~If the **Commission** becomes aware of any acts, omissions or circumstances that in the **Commission's** opinion may lead to a Retailer of Last Resort Event, or if the **Commission** believes on reasonable grounds that a Retailer of Last Resort Event has occurred, the **Commission** may by notice to the relevant **retailer** require the **retailer** to provide the **Commission** with specified information and documents, including details of that **retailer's customers** and copies of customer contracts. The **retailer** must comply with any such request by the date specified by the **Commission**.~~

~~9.5 — Declaration of Retailer of Last Resort Event~~

~~When the **Commission** believes on reasonable grounds that a Retailer of Last Resort Event has occurred in relation to a **retailer** (the '**failed retailer**'), the **Commission** may issue a notice declaring that a Retailer of Last Resort Event has occurred and provide that notice to **Jacana Energy**, the **network provider**, the **system controller** and any other relevant person (a '**ROLR Notice**').~~

For the avoidance of doubt, the **Commission** is not required to issue a **ROLR Notice** following the occurrence of a Retailer of Last Resort Event if it does not wish clause 9.6 to apply.

Retailer of Last Resort arrangements

~~9.5.1 This clause 9.6 applies only if the **Commission** has issued a **ROLR Notice**.~~

~~9.5.2 The **Commission** may by notice in **writing** require the **failed retailer** and **Jacana Energy** to work together in good faith, and to take all steps reasonably required by the **Commission**, to seek to transfer **customers** of the **failed retailer** to **Jacana Energy** as soon as reasonably practicable.~~

~~9.5.3 Without limiting clause 9.6.2, the **Commission** may require the **failed retailer**:~~

- ~~(a) to write to **customers** informing them of the Retailer of Last Resort Event and providing such other information as specified by the **Commission**; and~~
- ~~(b) to the extent legally permissible, to terminate any supply contract with a **customer** or, if the contract has already terminated, to advise the **customer** of that fact.~~

~~9.5.4 Without limiting clause 9.6.2, the **Commission** may require **Jacana Energy** to write to **customers** of the **failed retailer**:~~

- ~~(a) making them an offer to **supply** electricity, which offer may be conditional on termination of the **failed retailer's** supply contracts with the **customers** concerned; and~~
- ~~(b) providing such other information as specified by the **Commission**.~~

~~9.5.5 The **Commission** may by notice in **writing** require the **network operator** to transfer existing **customers** of the **failed retailer** to **Jacana Energy** upon a date or upon the occurrence of events specified by the **Commission**.~~

~~*[Note the Commission's intention is that if Jacana Energy sells electricity to the failed retailer's customers:*~~

- ~~*(a) under a written agreement, the sale would be on the terms specified by that written agreement; or*~~
- ~~*(b) without a written agreement, the sale would be on standard terms and conditions governing the sale of electricity by Jacana Energy fixed under section 91 of the ERA.]*~~

~~9.5.6 Upon notice in **writing** from the **Commission** to the **failed retailer**, **Jacana Energy** and the **network operator**, the requirements of clause 8.2 will not apply to a transfer of a **customer** from the **failed retailer** to **Jacana Energy**.~~

10 Life Support Equipment

10.1 Application of this clause

10.1.1 This clause 10 applies in relation to a **customer** who is a party to an electricity supply contract with a **retailer**, and prevails to the extent of any inconsistency with any other de-energisation or disconnection rights or obligations except in the case of an emergency warranting de-energisation of the premises of a **customercustomer**.

10.1.2 Clauses 10.3, 10.4, 10.5 and 10.6 only apply in relation to an **electricity network** where **Network Access Legislation** applies.

10.2 Definitions

10.2.1 In this clause 10:

~~“confirmation reminder notice”~~ ~~confirmation reminder notice”~~ has the meaning given in clause 10.3F.1(b).

“deregistration or deregister” means the updating of a **retailer’s** or **network provider’s** registration of a **customer’s** premises under clauses 10.3A.1(a), 10.3B, 10.3C.1(a) or 10.3D to remove, for that particular premises, the requirement for **life support equipment**.

“deregistration notice” means a written notice issued by a **retailer** or **network provider** to inform a **customer** that their premises will cease to be registered as requiring **life support equipment** if the **customer** does not provide **medical confirmation** by the date specified in that **deregistration notice**.

“life support equipment” means any of the following:

- (a) an oxygen concentrator;
- (b) an intermittent peritoneal dialysis machine;
- (c) a kidney dialysis machine;
- (d) a chronic positive airways pressure respirator;
- (e) crigler najjar syndrome phototherapy equipment;
- (f) a ventilator for life support; and
- (g) in relation to a particular **customer**—any other equipment that a registered medical practitioner certifies is required for a person residing at the **customer’s** premises for life support.

~~“medical confirmation”~~ ~~medical confirmation”~~ means certification from a registered medical practitioner that a person residing or intending to reside at a **customer’s** premises requires **life support equipment**.

“medical confirmation form” means a written form issued by a **retailer** or **network provider**.

- (a) when the **retailer** or **network provider** receives advice from a **customer** that a person residing or intending to reside at the **customer’s** premises requires **life support equipment**; and
- (b) to facilitate the provision of **medical confirmation** by the **customer** to the **retailer** or **network provider**.

“metering coordinator” means the definition provided for “metering coordinator” in the **National Electricity (NT) Rules**.

“planned interruption” means an **interruption** of the **supply** of electricity for:

- (a) the planned maintenance, repair or augmentation of the **electricity network**, including planned or routine maintenance of metering equipment; or
- (b) the installation of a new connection or a connection alteration.

“prepayment meter” means a **meter** that requires a prepayment for the **supply** of electricity prior to consumption

“relevant authority” means:

- (a) **system controller**; or
- (b) Territory, State or Federal police; or
- (c) a person or body who has the power under law to direct a **network provider** to de-energise premises.

“unplanned interruption” means an **interruption** of the **supply** of electricity to carry out unanticipated or unplanned maintenance or repairs in any case where there is an actual or apprehended threat to the safety, reliability or security of the **supply** of electricity, and includes:

- (a) an **interruption** in circumstances where, in the opinion of the **network provider**, a **customer’s** installation or the **electricity network** poses an immediate threat of injury or material damage to any person, any property or the **electricity network**;
- (b) an **interruption** in circumstances where:
 - (i) there are health or safety reasons warranting an **interruption**; or
 - (ii) there is an emergency warranting an **interruption**; or
 - (iii) the **network provider** is required to **interrupt** the **supply** at the direction of a **relevant authority**;
- (c) an **interruption** to shed demand for electricity because the total demand for electricity at the relevant time exceeds the total **supply** available; or

- (d) an **interruption** to restore **supply** to a **customer**.

10.3 Registration of life support equipment

10.3A Retailer obligations when advised by customer

10.3A.1 When advised by a **customer** that a person residing or intending to reside at the **customer's** premises requires **life support equipment**, a **retailer** must:

- (a) register, within 1 **business day** of receiving the advice, 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;
- (b) subject to clause 10.3A.2, no later than 5 **business days** after receipt of advice from the **customer**, provide in **writing** to the **customer**:
 - (i) a **medical confirmation form**;
 - (ii) information explaining that, if the **customer** fails to provide **medical confirmation**, the **customer's** premises may be **deregistered** and, if so, the **customer** will cease to receive the protections under this clause 10;
 - (iii) advice that there may be **planned interruptions** or **unplanned interruptions** to the **supply** at the address and that the **network provider** is required to notify them of **planned interruptions** in accordance with clause 10.4B;
 - (iv) information to assist the **customer** to prepare a plan of action in the case of an **unplanned interruption**;
 - (v) an emergency telephone contact number for the **network provider** (the charge for which is no more than the cost of a local call); and
 - (vi) advice that if the **customer** decides to change **retailer** at the premises and a person residing at the **customer's** premises continues to require **life support equipment**, the **customer** should advise their new **retailer** of the requirement for **life support equipment**; and
- (c) subject to clause 10.3A.2, notify the **network provider**, within 1 **business day** of receiving the advice, 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.

10.3A.2 Clauses 10.3A.1(b) (other than clauses 10.3A.1(b)(iii) and 10.3A.1(b)(vi)) and 10.3A.1(c) do not apply to a **retailer** if:

- (a) a **customer** of that **retailer** has previously advised the **network provider** for the premises that a person residing or intending to reside at the **customer's** premises requires **life support equipment**;
- (b) the **customer** advises the **retailer** that they have already provided **medical confirmation** to the **network provider** for the premises; and
- (c) the **retailer** confirms with the **network provider** for the premises that the **customer** has already provided **medical confirmation** to the **network provider**.

10.3B Retailer obligations when advised by network provider

10.3B.1 When notified by a **network provider**:

- (a) under clause 10.3C.1(c), a **retailer** must register, within 1 **business day** of receiving the advice, 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; and
- (b) under clause 10.4B.2, a **retailer** must:
 - (i) register, within 1 **business day** of receiving the advice, 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; and
 - (ii) no later than 5 **business days** after receipt of advice from the **network provider**, provide the **customer** with the information required by clauses 10.3A.1(b)(iii) and 10.3A.1(b)(vi), if not already provided by the **retailer** to the **customer** in respect of the **customer's** premises.

10.3C Network Provider obligations when advised by customer

10.3C.1 When advised by a **customer** that a person residing or intending to reside at the **customer's** premises requires **life support equipment**, a **network provider** must:

- (a) register, within 1 **business day** of receiving the advice, 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;
- (b) no later than 5 **business days** after receipt of advice from the **customer**, provide in **writing** to the **customer**:
 - (i) a **medical confirmation form**;

- (ii) information explaining that, if the **customer** fails to provide **medical confirmation**, the **customer's** premises may be **deregistered** and, if so, the **customer** will cease to receive the protections under this clause 10;
 - (iii) advice that there may be **planned interruptions** or **unplanned interruptions** to the **supply** at the address and that the **network provider** is required to notify them of a **planned interruption** in accordance with clause 10.4B;
 - (iv) information to assist the **customer** to prepare a plan of action in the case of an **unplanned interruption**;
 - (v) an emergency telephone contact number for the **network provider** (the charge for which is no more than the cost of a local call); and
 - (vi) advice that if the **customer** decides to change **retailer** at the premises and a person residing at the **customer's** premises continues to require **life support equipment**, the **customer** should advise their new **retailer** of the requirement for **life support equipment**; and
- (c) notify the **retailer**, within 1 **business day** of receiving the advice, 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.

10.3D Network provider obligations when advised by retailer

10.3D.1 When notified by a **retailer** under clause 10.3A.1(c), a **network provider** must register, within 24 hours of receiving the advice, 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.

10.3E Content of medical confirmation form

10.3E.1 A **medical confirmation form** must:

- (a) be dated;
- (b) state that completion and return of the form to the **retailer** or **network provider** (as the case may be) will satisfy the requirement to provide **medical confirmation** under the **Code**;
- (c) request the following information from the **customer**:
 - (i) property address;

- (ii) the date from which the **customer** requires **supply** of electricity at the premises for the purposes of the **life support equipment**; and
- (iii) **medical confirmation**;
- (d) specify the types of equipment that fall within the definition of **life support equipment**;
- (e) advise the date by which the **customer** must return the **medical confirmation form** to the **retailer** or **network provider** (as the case may be); and
- (f) advise the **customer** they can request an extension of time to complete and return the **medical confirmation form**.

10.3F Confirmation of premises as requiring life support equipment

10.3F.1 Where a **medical confirmation form** is provided under clause 10.3A.1 or 10.3C.1, the **retailer** or **network provider** (as the case may be) must:

- (a) from the date of the **medical confirmation form**, give the **customer** a minimum of 50 **business days** to provide **medical confirmation**;
- (b) provide the **customer** at least two written notices to remind the **customer** that the **customer** must provide **medical confirmation** (each a **confirmation reminder notice**);
- (c) ensure the first **confirmation reminder notice** is provided no less than 15 **business days** from the date of issue of the **medical confirmation form**;
- (d) ensure the second **confirmation reminder notice** is provided no less than 15 **business days** from the date of issue of the first **confirmation reminder notice**; and
- (e) on request from a **customer**, give the **customer** at least one extension of time to provide **medical confirmation**. The extension must be a minimum of 25 **business days**.

10.3F.2 A **confirmation reminder notice** must:

- (a) be dated;
- (b) state the date by which the **medical confirmation** is required;
- (c) specify the types of equipment that fall within the definition of **life support equipment**; and
- (d) advise the **customer** that:
 - (i) the **customer** must provide **medical confirmation**;

- (ii) the premises is temporarily registered as requiring **life support equipment** until the **medical confirmation** is received;
- (iii) failure to provide **medical confirmation** may result in the premises being deregistered; and
- (iv) the **customer** can request an extension of time to provide **medical confirmation**.

10.4 Ongoing retailer and network provider obligations

10.4A Retailer obligations

- 10.4A.1 Where a **retailer** is required to register a **customer's** premises under clause 10.3A.1(a) or 10.3B, the **retailer** has the following ongoing obligations:
- (a) give the **network provider** relevant information about the **life support equipment** requirements for the **customer's** premises and any relevant contact details for the purposes of updating the **network provider's** registration under clause 10.3C.1(a) or 10.3D, unless the relevant information was provided to the **retailer** by the **network provider**;
 - (b) when advised by a **customer** or **network provider** of any updates to the **life support equipment** requirements for the **customer's** premises or any relevant contact details, update the **retailer's** registration; and
 - (c) not arrange for the de-energisation of the premises from the date the **life support equipment** will be required at the premises.
- 10.4A.2 A **retailer** must publish on its website within 3 **months** of commencement of this clause 10.4A.2, information:
- (a) explaining that **life support equipment customer** protections are available to eligible **customers**;
 - (b) describing how the **customer** should advise the **retailer** that a person residing or intending to reside at the **customer's** premises requires **life support equipment**;
 - (c) providing an emergency telephone contact number for the **network provider** (the charge for which is no more than the cost of a local call).

10.4B Network Provider obligations

- 10.4B.1 Where a **network provider** is required to register a **customer's** premises under clause 10.3C.1(a) or 10.3D, the **network provider** has the following ongoing obligations:

- (a) give the **retailer** relevant information about the **life support equipment** requirements for the **customer's** premises and any relevant contact details for the purposes of updating the **retailer's** registration under clause 10.3A.1(a) or 10.3B.1, unless the relevant information was provided to the **network provider** by the **retailer**;
- (b) when advised by a **customer** or **retailer** of any updates to the **life support equipment** requirements for the **customer's** premises or any relevant contact details, update the **network provider's** registration;
- (c) except in the case of an **interruption**, not arrange for the de-energisation of the premises from the date the **life support equipment** will be required at the premises;
- (d) in the case of an **interruption** that is a **planned interruption**, from the date the **life support equipment** will be required at the premises:
 - (i) give the **customer** at least 4 **business days** written notice, by any appropriate means, of the **interruption to supply** at the premises (the 4 **business days** to be counted from, but not including the date of receipt of the notice); or
 - (ii) obtain the **customer's verifiable consent** to the **interruption** occurring on a specified date;
- (e) where the **network provider** provides written notice pursuant to clause 10.4B.1(d)(i), the notification must:
 - (i) specify the expected date, time and duration of the **interruption**; and
 - (ii) include a 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call); and
 - (iii) include a statement that any enquiries regarding **planned interruptions** are to be directed to the **network provider**.
- (f) where the **network provider** obtains the consent of the **customer** pursuant to clause 10.4B.1(d)(ii), the **network provider** must:
 - (i) give written notice to the **customer** of the expected time and duration of the **planned interruption**, and specify a 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call); and
 - (ii) retain the record of consent for a period of at least 2 years in a format and including such information to enable the **network provider** to answer enquiries from the **customer** relating to the consent.

- 10.4B.2 In addition to the obligations specified in clause 10.4B.1(a), where a **network provider** is required to register a **customer's** premises under clause 10.3C.1(a), if the **network provider** becomes aware that the **customer** has subsequently transferred to another **retailer** (a new **retailer**) at that premises, the **network provider** must notify the new **retailer** that a person residing at the **customer's** premises requires **life support equipment**.
- 10.4B.3 A **network provider** must publish on its website within 3 **months** of commencement of this clause 10.4B.3 information:
- (a) explaining that **life support equipment customer** protections are available to eligible customers;
 - (b) describing how the **customer** should advise the **network provider** that a person residing or intending to reside at the **customer's** premises requires **life support equipment**;
 - (c) providing an emergency telephone contact number for the **network provider** (the charge for which is no more than the cost of a local call).

10.5 Deregistration of premises

10.5.1 A **retailer** or **network provider** may only **deregister** a **customer's** premises in the circumstances permitted under this clause 10.5.

10.5.2 If a **customer's** premises is **deregistered**:

- (a) by a **retailer**, the **retailer** must, within 5 **business days** of the date of **deregistration**, notify the **network provider** of the date of **deregistration** and reason for **deregistration**;
- (b) by a **network provider**, the **network provider** must, within 5 **business days** of the date of **deregistration**, notify the **retailer** of the date of **deregistration** and reason for **deregistration**; and
- (c) the **retailer** and the **network provider** must update their registrations under clauses 10.3A.1(a), 10.3B, 10.3C.1(a) and 10.3D as required by clause 10.5E.

10.5A Cessation of retailer and network provider obligations after deregistration

10.5A.1 The **retailer** and **network provider** obligations under clause 10.4 cease to apply in respect of a **customer's** premises once that **customer's** premises is validly **deregistered**.

10.5B Deregistration where medical confirmation not provided

10.5B.1 Where a **customer**, whose premises have been registered by a **retailer** under clause 10.3A.1(a) (and clause 10.3A.2 does not apply), fails to provide **medical confirmation**, the **retailer** may **deregister** the **customer's** premises only when:

- (a) the **retailer** has complied with the requirements under clause 10.3F;
- (b) the **retailer** has taken reasonable steps to contact the **customer** in connection with the **customer's** failure to provide **medical confirmation** in one of the following ways:
 - (i) in person;
 - (ii) by telephone; or
 - (iii) by electronic means;
- (c) the **retailer** has provided the **customer** with a **deregistration notice** no less than 15 **business days** from the date of issue of the second **confirmation reminder notice** issued under clause 10.3F.1(d); and
- (d) the **customer** has not provided **medical confirmation** before the date for deregistration specified in the **deregistration notice**.

10.5B.2 Where a **customer**, whose premises have been registered by a **network provider** under clause 10.3C.1(a), fails to provide **medical confirmation**, the **network provider** may deregister the **customer's** premises only when:

- (a) the **network provider** has complied with the requirements under clause 10.3F;
- (b) the **network provider** has taken reasonable steps to contact the **customer** in connection with the **customer's** failure to provide **medical confirmation** in one of the following ways:
 - (i) in person;
 - (ii) by telephone; or
 - (iii) by electronic means;
- (c) the **network provider** has provided the **customer** with a **deregistration notice** no less than 15 **business days** from the date of issue of the second **confirmation reminder notice** issued under clause 10.3F.1(d); and
- (d) the **customer** has not provided **medical confirmation** before the date for **deregistration** specified in the **deregistration notice**.

10.5B.3 A **deregistration notice** must:

- (a) be dated;
- (b) specify the date on which the **customer's** premises will be **deregistered**, which must be at least 15 **business days** from the date of the **deregistration notice**;

- (c) advise the **customer** the premises will cease to be registered as requiring **life support equipment** unless **medical confirmation** is provided before the date for **deregistration**; and
- (d) advise the **customer** that the **customer** will no longer receive the protections under this clause 10 when the premises is **deregistered**.

10.5B.4 A **network provider** may **deregister** a **customer's** premises registered under clause 10.3D after being notified by the **retailer** that the **retailer** has **deregistered** the **customer's** premises pursuant to clause 10.5B.1.

10.5B.5 A **retailer** may **deregister** a **customer's** premises registered under clause 10.3B after being notified by the **network provider** that the **network provider** has **deregistered** the **customer's** premises pursuant to clause 10.5B.2.

10.5C Deregistration where there is a change in the customer's circumstances

10.5C.1 Where a **customer** whose premises have been registered by a **retailer** under clause 10.3A.1 or 10.3B advises the **retailer** that the person for whom the **life support equipment** is required has vacated the premises or no longer requires the **life support equipment**, the **retailer** may **deregister** the **customer's** premises on the date specified in accordance with clause 10.5C.1(a)(ii) if:

- (a) the **retailer** has provided written notification to the **customer** advising:
 - (i) that the **customer's** premises will be **deregistered** on the basis that the **customer** has advised the **retailer** that the person for whom the **life support equipment** is required has vacated the premises or no longer requires the **life support equipment**;
 - (ii) the date on which the **customer's** premises will be **deregistered**, which must be at least 15 **business days** from the date of that written notification;
 - (iii) that the **customer** will no longer receive the protections under this clause 10 when the premises is **deregistered**; and
 - (iv) that the **customer** must contact the **retailer** prior to the date specified in accordance with clause 10.5C.1(a)(ii) if the person for whom the **life support equipment** is required has not vacated the premises or requires the **life support equipment**; and
- (b) the **customer** has not contacted the **retailer** prior to the date specified in accordance with clause 10.5C.1(a)(ii) to advise that the person for whom the **life support equipment** is required has not vacated the premises or requires the **life support equipment**.

10.5C.2 Where a **customer** whose premises have been registered by a **network provider** under clause 10.3C or 10.3D advises the **network provider** that the person for

whom the **life support equipment** is required has vacated the premises or no longer requires the **life support equipment**, the **network provider** may **deregister** the **customer's** premises on the date specified in accordance with clause 10.5C.2(a)(ii) if:

- (a) the **network provider** has provided written notification to the **customer** advising:
 - (i) that the **customer's** premises will be **deregistered** on the basis that the **customer** has advised the **network provider** that the person for whom the **life support equipment** is required has vacated the premises or no longer requires the **life support equipment**;
 - (ii) the date on which the **customer's** premises will be **deregistered**, which must be at least 15 **business days** from the date of that written notification;
 - (iii) that the **customer** will no longer receive the protections under this clause 10 when the premises is **deregistered**; and
 - (iv) that the **customer** must contact the **network provider** prior to the date specified in accordance with clause 10.5C.2(a)(ii) if the person for whom the **life support equipment** is required has not vacated the premises or requires the **life support equipment**; and
- (b) the **customer** has not contacted the **network provider** prior to the date specified in accordance with clause 10.5C.2(a)(ii) to advise that the person for whom the **life support equipment** is required has not vacated the premises or requires the **life support equipment**.

10.5C.3 A **retailer** may **deregister** a **customer's** premises after being notified by the **network provider** that the **network provider** has **deregistered** the **customer's** premises pursuant to clause 10.5C.2.

10.5C.4 A **network provider** may **deregister** a **customer's** premises after being notified by the **retailer** that the **retailer** has **deregistered** the **customer's** premises pursuant to clause 10.5C.1.

10.5C.5 A **retailer** or **network provider** may, at any time, request a **customer** whose premises have been registered under clause 10.3 to confirm whether the person for whom **life support equipment** is required still resides at the premises or still requires **life support equipment**.

10.5D Deregistration where there is a change in the customer's retailer

10.5D.1 Where a **network provider** has registered a **customer's** premises pursuant to clause 10.3D and the **network provider** becomes aware that the **customer** has subsequently transferred to another **retailer** at that premises, the **network provider**

may **deregister** the **customer's** premises on the date specified in accordance with clause 10.5D.1(a)(ii) if:

- (a) the **network provider** has provided written notification to the **customer** advising:
 - (i) that the **customer's** premises will be **deregistered**;
 - (ii) the date on which the **customer's** premises will be **deregistered**, which must be at least 15 **business days** from the date of that written notification;
 - (iii) that the **customer** will no longer receive the protections under this clause 10 when the premises is **deregistered**; and
 - (iv) that the **customer** must contact the **network provider** prior to the date specified in accordance with clause 10.5D.1(a)(ii) if a person residing at the **customer's** premises requires **life support equipment**; and
- (b) the **customer** has not contacted the **network provider** prior to the date specified in accordance with clause 10.5D.1(a)(ii) to advise that a person residing at the **customer's** premises requires **life support equipment**.

10.5D.2 Nothing in clause 10.5D affects the operation of clauses 10.3C.1(a) and 10.3D following a **customer's transfer** to the other **retailer**.

10.5E Registration and deregistration details must be kept by retailers and network providers

10.5E.1 **Retailers** and **network providers** must:

- (a) Establish policies, systems and procedures for registering and **deregistering** a premises as requiring **life support equipment** to facilitate compliance with the requirements in this clause 10.
- (b) Ensure that **life support equipment** registration and **deregistration** details maintained in accordance with clauses 10.3, 10.4 and 10.5 are kept up to date, including:
 - (i) the date when the **customer** requires **supply** of electricity at the premises for the purposes of the **life support equipment**;
 - (ii) when **medical confirmation** was received from the **customer** in respect of the premises;
 - (iii) the date when the premises is **deregistered** and the reason for **deregistration**; and

- (iv) a record of communications with the **customer** required by clauses 10.3F and 10.5.

10.6 Prepayment meters

10.6.1 A **retailer** must not enter into an electricity **supply** contract, other than a **deemed supply contract** or a deemed RoLR contract, with a **customer** in relation to premises where:

- (a) one or more persons require **life support equipment**, and
- (b) a **prepayment meter** is installed.

10.6.2 If a **customer** with a **prepayment meter** notifies the **retailer** or **network provider** that one or more persons at the premises require **life support equipment**, the **retailer** and **network provider** must cooperate to make immediate arrangements for:

- (a) the removal of the **prepayment meter** at no cost to the **customer**,
- (b) the installation of a **meter**, not being a **prepayment meter**, of the type that would ordinarily be installed at the premises of the **customer** at no cost to the **customer**, and
- (c) the provision of information to the **customer** about, and a general description of, the **customer** electricity **supply** contracts available to the **customer**.

10.6.3 The costs associated with complying with clause 10.6.2 must be borne by the **metering coordinator** or, if a **metering coordinator** does not need to be appointed at a particular **exit point**, the **network provider**.

10.7 Protections for life support equipment customers outside major centres

10.7.1 This clause 10.7 only applies in relation to an **electricity network** where **Network Access Legislation** does not apply.

10.7.2 A **retailer** and **network provider** must develop and submit to the **Commission** for approval within 3 **months** of the commencement of version 3 of this **Code**, **life support equipment** procedures for each geographical area in which it sells electricity to **customers** customers for domestic use or owns or operates an **electricity network** that provides **connection services** to **customers** for domestic use, that seek to achieve similar outcomes to clauses 10.3, 10.4, 10.5 and 10.6 in totality.

10.7.3 Where the **network provider** and **retailer** are the same legal entity or where the **network provider** and **retailer** develop **life support equipment** procedures together, the procedures may be submitted to the **Commission** jointly.

10.7.4 The **Commission** will approve the **life support equipment** procedures submitted under clause 10.7.2 or 10.7.3 as soon as practicable.

- 10.7.5 A **network provider** or a **retailer** may submit a request to the **Commission** to consider amendments it has proposed to the **life support equipment** procedures.
- 10.7.6 The **Commission** may approve the amendments proposed by the **network provider** or **retailer** under clause 10.7.5.
- 10.7.7 If requested to do so by the **Commission** a **network provider** or **retailer** must:
- (a) consider whether amendments to the **life support equipment** procedures should be made;
 - (b) consult with relevant stakeholders to seek their views on whether any amendments to the **life support equipment** procedures should be made; and
 - (c) having considered the views of relevant stakeholders, submit an amended version of the **life support equipment** procedures to the **Commission** for approval. The amended version of the **life support equipment** procedures will take effect upon approval by the **Commission**.
- 10.7.8 The **Commission** may require a **network provider** or **retailer** to make specific changes to the **life support equipment** procedures as the **Commission** deems necessary.
- 10.7.9 The **Commission** may approve the **life support equipment** procedures for a fixed term, upon expiry of which, a **network provider** or **retailer** will be required to submit revised or updated **life support equipment** procedures to the **Commission** for approval.
- 10.7.10 A **retailer** and **network provider** must comply with its approved **life support equipment** procedures.
- 10.7.11 A **retailer** and **network provider** must review its **life support equipment** procedures at least once every three years and following a breach of approved **life support equipment** procedures.
- 10.7.12 A **retailer** or **network provider** must publish on its website within 3 **months** of commencement of this clause 10.7.12 information:
- (a) explaining that **life support equipment** customer protections are available to eligible customers;
 - (b) describing how the **customer** should advise their **retailer** or **network provider** that a person residing or intending to reside at the **customer's** premises requires **life support equipment**;
 - (c) providing an emergency telephone contact number for the **network provider** (the charge for which is no more than the cost of a local call).

11 Dispute Procedures

11.1 Dispute resolution process

11.1.1 If a dispute arises in respect of any matter under or in connection with this **Code** between:

- (a) a **network provider** and a **retailer**;
- (b) **retailers**;
- (c) a **network provider** and the **system controller**;
- (d) a **retailer** and the **system controller**, or
- (e) a **retailer** and a **generator**,

then subject to clause 11.1.5, representatives of the **disputing parties** must meet within 5 **business days** after a request by any of ~~the~~ **disputing parties** and attempt to resolve the dispute by negotiations in good faith.

11.1.2 If the dispute is not resolved within 10 **business days** after the meeting stipulated in clause 11.1.1, the dispute must be referred to the senior executive officer of each **disputing party** who must attempt to resolve the dispute by negotiations in good faith.

11.1.3 If the dispute is resolved under clause 11.1.1 or clause 11.1.2, the **disputing parties** must:

- (a) prepare a written record of the resolution and sign the record; and
- (b) adhere to the resolution.

11.1.4 If a dispute is not resolved within 20 **business days** after the dispute is referred to the senior executive officers of the **disputing parties** under clause 11.1.2, any **disputing party** may by notice to each other refer the dispute to the **Commission** for dispute resolution.

11.1.5 If a **disputing party** considers that the dispute is of an urgent nature, it may request the **Commission** to conduct a dispute resolution process before negotiations are conducted by either representatives or the senior executive officers of the **disputing parties** under 11.1.1 or clause 11.1.2.

11.1.6 Subject to the rules of natural justice, the **Commission** will within a reasonable timeframe determine whether to conduct a dispute resolution process in response to any request under clause 11.1.4 or clause 11.1.5 in its absolute discretion.

11.1.7 The **disputing party** referring the dispute to the **Commission** under clause 11.1.4 or clause 11.1.5 must give notice to the **Commission** of the nature of the dispute, including:

- (a) the alleged breach, act, omission or other circumstance forming the basis for the dispute; and
- (b) the relevant provision within this **Code** or other basis for the dispute.

11.1.8 Subject to the rules of natural justice, the **Commission** must conduct a dispute resolution process with as little formality and technicality, and with as much expedition, as the requirements of this clause 11, and a proper hearing and determination of the dispute, permit.

11.1.9 The **disputing parties** must at all times conduct themselves in a manner which is directed towards achieving the objective in clause 11.1.8.

11.1.10 Subject to the rules of natural justice, the **Commission** may from time to time specify procedures (either of general application or in respect of all or some part of a particular dispute) for dispute resolution including:

- (a) the manner of any submissions by the **disputing parties**;
- (b) whether, and if so the extent to which, legal representation is permitted; and
- (c) regulating the conduct of the **disputing parties**.

11.1.11 Subject to the rules of natural justice, the **Commission** may:

- (a) inform itself independently as to facts and if necessary technical matters to which the dispute relates;
- (b) receive written submissions and sworn and unsworn written statements;
- (c) consult with such other persons as the **Commission** thinks fit; and
- (d) take such measures as the **Commission** thinks fit to expedite the completion of the dispute resolution process.

11.2 Determination to be made by the Commission

11.2.1 Subject to the **Act** and this **Code**, in determining a dispute the **Commission** may make any order which it considers expedient to resolve the dispute.

11.2.2 The **Commission** will use its **best endeavours** to make a determination of the dispute within 20 **business days** after its appointment under clause 11.1 or such further period as considered appropriate by the **Commission**. If any of the disputing parties consider that the dispute is of an urgent nature and needs to be resolved within a shorter period, then that **disputing party** may apply to the **Commission**, and the **Commission** may reduce the period of 20 **business days** to such lesser period as the **Commission** considers appropriate having regard to the interests of all **disputing parties** and the objectives of this **Code**.

11.2.3 The **Commission** must deliver a written determination which sets out the reasons for the determination and the findings of fact on which the determination is based.

11.2.4 Unless the **disputing parties** agree otherwise, any hearing or meeting relating to the dispute resolution must be held in Darwin.

11.2.5 The **Commission's** written determination under this clause 11.2 is final and binding on the **disputing parties**.

11.2.6 The referral of any matter to the **Commission** under this clause 11 does not relieve any party to which this **Code** applies from performing its obligations under this **Code**.

11.3 Costs of the Commission

11.3.1 The reasonable costs incurred by the **Commission** in connection with the performance of the **Commission's** functions under this clause 11 are to be determined at the discretion of the **Commission** which may direct by whom and in what manner the whole or any part of the costs are to be paid.

11.4 Standard complaints and dispute resolution procedures

11.4.1 Within 3 **months** of commencement of clause 11.4, every **retailer** and every **network provider** must develop, make and publish on its website a set of procedures detailing the **retailer's** or **network provider's** procedures for handling **customer** complaints and disputes, to be known as its **standard complaints and dispute resolution procedures**.

11.4.2 The procedures must be regularly reviewed and kept up to date.

11.4.3 The procedures must be substantially consistent with the Australian Standard AS ISO 10002 2022 (*Customer satisfaction – Guidelines for complaints handling in organisations*) as amended and updated from time to time.

11.5 Complaints made to retailer or network provider for internal resolution

11.5.1 A **customer** may make a complaint to a **retailer** or **network provider** about a relevant matter, or any aspect of a relevant matter, concerning the **customer** and the **retailer** or the **network provider**.

11.5.2 The **retailer** or **network provider** must deal with the complaint if it is made in accordance with the **retailer's** or **network provider's standard complaints and dispute resolution procedures**, including any time limits applicable under those procedures for making a complaint.

11.5.3 The complaint must be handled in accordance with the **retailer's** or **network provider's standard complaints and dispute resolution procedures**, including any time limits applicable under those procedures for handling a complaint.

11.5.4 The **retailer** or **network provider** must inform the **customer** of the outcome of the complaint process, and of the **retailer's** or **network provider's** reasons for the decision regarding the outcome, as soon as reasonably possible but, in any event, within any time limits applicable under the **retailer's** or **network provider's standard complaints and dispute resolution procedures**.

11.5.5 A **retailer** or **network provider** that is a **government owned corporation** must inform a **customer**:

- (a) that, if the **customer** is not satisfied with the outcome, the **customer** may make a complaint or take a dispute to the **NT Ombudsman**; and
- (b) of the telephone number and other contact details of the **NT Ombudsman**.

11.5.6 A **retailer** or **network provider** that is not a **government owned corporation** must inform a **customer**:

- (a) that, if the **customer** is not satisfied with the outcome, the **customer** may make a complaint or take a dispute to **NT Consumer Affairs**; and
- (b) of the telephone number and other contact details of the **NT Consumer Affairs**.

12 Hardship policy – standard meter customers

12.1.1 Clause 12 applies in relation to a **retailer** and its **residential customers** with a **standard meter** only.

12.1.2 The purpose of a **retailer's** hardship policy is to identify **residential customers** experiencing payment difficulties due to hardship (also referred to as hardship **residential customers**) and assist those **residential customers** to better manage their electricity bills on an ongoing basis.

12.1.3 A **retailer** must within 6 **months** of commencement of clause 12 or 3 **months** of being granted a **retail licence** by the **Commission** under Part 4 of the **ERA** if the **retailer** did not hold a **retail licence** on commencement of clause 12:

- (a) develop a hardship policy in respect of **residential customers** of the **retailer**;
- (b) submit the hardship policy to the **Commission** for approval;
- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

12.1.4 The **Commission** may direct the **retailer** to review the policy and make variations in accordance with any requirements set out by the **Commission** and the **retailer** must:

- (a) vary the policy in accordance with the **Commission's** requirements;
- (b) submit the varied policy to the **Commission** for approval;
- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

12.1.5 A **retailer** may vary its hardship policy independently of a direction referred to in clause 12.1.4, but only if the variation has been approved by the **Commission** and the varied

policy is published on the **retailer's** website after the **Commission** has approved the variation.

12.1.6 The minimum requirements for a **retailer's** hardship policy are that it must contain:

- (a) processes to identify **residential customers** experiencing payment difficulties due to hardship, including identification by the **retailer** and self-identification by a **residential customer**; and
- (b) processes for the early response by the **retailer** in the case of **residential customers** identified as experiencing payment difficulties due to hardship; and
- (c) flexible payment options for the payment of electricity bills by hardship **residential customers**; and
- (d) processes to identify appropriate government concession programs and appropriate financial counselling services and to notify hardship **residential customers** of those programs and services; and
- (e) an outline of a range of programs that the **retailer** may use to assist hardship **residential customers**; and
- (f) general information to **residential customers** on how they may be able to improve their electricity efficiency.

12.1.7 The **Commission** must, in considering whether to approve a hardship policy under clause 12.1.7, have regard to the following principles:

- (a) that the **supply** of electricity is an essential service for **residential customers**;
- (b) that **retailers** should assist hardship **residential customers** by means of programs and strategies to avoid disconnection solely due to an inability to pay electricity bills;
- (c) that disconnection of premises of a hardship **residential customer** due to inability to pay electricity bills should be a last resort option;
- (d) that **residential customers** should have equitable access to hardship policies and that those policies should be transparent and applied consistently.

12.1.8 A **retailer** must:

- (a) inform a **residential customer** of the existence of the **retailer's** hardship policy as soon as practicable where it appears to the **retailer** that non-payment for an electricity bill debt is due to the **customer** experiencing payment difficulties due to hardship; and
- (b) provide a **residential customer** with a copy of the hardship policy on request and at no expense.

12.1.9 A **retailer** must give effect to the general principle that de-energisation (or disconnection) of premises of a hardship **residential customer** due to inability to pay electricity bills should be a last resort option.

13 Hardship policy – prepayment meter customers

13.1.1 Clause 13 applies in relation to a **retailer** and its **prepayment meter customers**.

13.1.2 The purpose of a **retailer's** hardship policy for **prepayment meter customers** is to identify **prepayment meter customers** experiencing payment difficulties due to hardship and assist those **prepayment meter customers** to better manage their electricity costs and level of **prepayment meter** credit on an ongoing basis.

13.1.3 A **retailer** with one or more **prepayment meter customers** must within 6 **months** of commencement of clause 13 or 3 **months** of first supplying a **prepayment meter customer** if the **retailer** did not **supply** any **prepayment meter customers** on commencement of clause 13:

- (a) develop a hardship policy in respect of **prepayment meter customers** of the **retailer**;
- (b) submit the policy to the **Commission** for approval;
- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

13.1.4 For the avoidance of doubt, a **retailer's** hardship policy for its **prepayment meter customers** may be situated within the **retailer's** broader customer hardship policy.

13.1.5 The **Commission** may direct the **retailer** to review its hardship policy for **prepayment meter customers** and make variations in accordance with any requirements set out by the **Commission** and the **retailer** must:

- (a) vary the policy in accordance with the **Commission's** requirements;
- (b) submit the varied policy to the **Commission** for approval;
- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

13.1.6 A **retailer** may vary its hardship policy for **prepayment meter customers** independently of a direction referred to in clause 13.1.5, but only if the variation has been approved by the **Commission** and the varied policy is published on the **retailer's** website after the **Commission** has approved the variation.

13.1.7 The minimum requirements for a **retailer's** hardship policy in relation to its **prepayment meter customers** are that it must contain:

- (a) processes to identify **prepayment meter customers** experiencing payment difficulties due to hardship, including identification by the **retailer** and self-identification by a **prepayment meter customer**; and
- (b) processes to contact **prepayment meter customers** identified as experiencing payment difficulties due to hardship to discuss options to address their difficulties in maintaining an adequate amount of credit on their **prepayment meter**; and
- (c) processes to notify **prepayment meter customers** experiencing hardship of appropriate government concession programs and appropriate financial counselling services; and
- (d) general information to **prepayment meter customers** on how they may be able to improve their electricity efficiency.

13.1.8 Where a **retailer** believes it cannot comply with some or all of the minimum requirements set out in clause 13.1.7 in relation to certain **prepayment meter customers**, the **retailer** may seek an exemption from the **Commission** from some or all of the requirements of clause 13.1.7 in relation to those **prepayment meter customers**. The exemption request must specify:

- (a) which **prepayment meter customers** the exemption request relates to;
- (b) which of the minimum requirements set out in clause 13.1.7 the exemption request relates to;
- (c) any alternative arrangements the **retailer** proposes to adopt to protect **prepayment meter customers** experiencing payment difficulties due to hardship; and
- (d) the **retailer's** associated reasoning.

14 Family violence policy

14.1.1 Clause 14 applies in relation to a **retailer** and its **residential customers**.

14.1.2 The purpose of a **retailer's family violence** policy is to identify, engage with and assist **residential customers** affected by **family violence**.

14.1.3 A **retailer** must within 6 **months** of commencement of clause 14 or 3 **months** of being granted a **retail licence** by the **Commission** under Part 4 of the **ERA** if the **retailer** did not hold a **retail licence** on commencement of clause 14:

- (a) develop a **family violence** policy in respect of **residential customers** of the **retailer**;
- (b) submit the **family violence** policy to the **Commission** for approval;

- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

14.1.4 The **Commission** may direct the **retailer** to review the policy and make variations in accordance with any requirements set out by the **Commission** and the **retailer** must:

- (a) vary the policy in accordance with the **Commission's** requirements;
- (b) submit the varied policy to the **Commission** for approval;
- (c) publish the policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved; and
- (d) maintain, implement and comply with the policy.

14.1.5 A **retailer** may vary its **family violence** policy independently of a direction referred to in clause 14.1.4, but only if the variation has been approved by the **Commission** and the varied policy is published on the **retailer's** website after the **Commission** has approved the variation.

14.1.6 The minimum requirements for a **family violence** policy of a **retailer** are that it must contain:

- (a) processes to ensure the **retailer's** staff are able to:
 - (i) understand the nature and consequences of **family violence**;
 - (ii) identify and engage appropriately with **residential customers** who may be affected by **family violence**; and
 - (iii) assist **residential customers** who may be affected by **family violence** in accordance with this clause 14 and the **retailer's family violence** policy;
- (b) for the purposes of subclause (a), staff includes the **retailer's** employees, contractors and agents who:
 - (i) may engage with **residential customers** by any means of communication;
 - (ii) manages staff identified in subclause (b)(i); or
 - (iii) are responsible for systems and processes that guide interactions with **residential customers**;
- (c) processes to readily identify **residential customers** that may be affected by **family violence**;
- (d) processes on how the **retailer** will engage with and assist **residential customers** that may be affected by **family violence**, including:

- (i) avoiding the need for the **residential customer** to repeatedly disclose or refer to their experience of **family violence**;
 - (ii) having regard firstly to the safety of the **residential customer**, as far as the **customer's** safety is impacted by them being affected by **family violence**;
 - (iii) taking into account the particular circumstances of the **residential customer**, including before taking action to recover arrears from the **residential customer**, before transferring the **residential customer's** debt to a third party debt collector or before disconnecting the **residential customer's** supply address for failure to pay a bill;
 - (iv) considering the provision of financial assistance to a **prepayment meter customer** that may be affected by **family violence**;
 - (v) identifying and using the **residential customer's** preferred method of communication to the extent practicable; and
 - (vi) taking reasonable steps to protect the **residential customer's** information, including information about their whereabouts, contact details, or financial or personal circumstances; and
- (e) a list of one or more external **family violence** support services.

14.1.7 A **retailer** must not require a **residential customer** or a third party acting on behalf of a **residential customer** to provide any documentary evidence of **family violence** as a precondition to applying this clause 14 or the **retailer's family violence** policy.

SCHEDULE 1: DEFINITIONS AND INTERPRETATIONS

Term	Definition
<i>acceptable credit rating</i>	means a credit rating of BBB+ (or its equivalent) or higher from Standard and Poors, Fitch Ratings or Moody's Investor Services, a Dun & Bradstreet Dynamic Risk Score of Low or better, or a credit rating as otherwise specified in <i>guidelines</i> .
<i>accumulation meter</i>	means a <i>meter</i> where the <i>data</i> recorded in the <i>meter</i> and/or <i>data</i> logger represents a period in excess of a 30 minute period ending on the hour (CST) or on the half hour and, where identified by a time, means the 30 minute period ending at that time.
<i>Act</i>	means the <i>Utilities Commission Act 2000</i> (NT).
<i>applicable regulatory instruments</i>	means the <i>Act</i> , the <i>ERA</i> , the <i>National Electricity (Northern Territory) (National Legislation) Act 2015</i> and supporting regulations and rules, any regulation made under those Acts, any condition of a licence issued to an <i>electricity entity</i> or any other code, rule, determination or relevant statutory instrument made by the <i>Commission</i> under the <i>Act</i> .
<i>Australian Prudential Regulation Authority</i>	is the 'Australian Prudential Regulation Authority' established in accordance with the <i>Australian Prudential Regulation Authority Act 1998</i> (Cth).
<i>bank bill rate</i>	means: <ul style="list-style-type: none"> <li data-bbox="628 1608 1423 2058">(a) on any day, the average bid rate (expressed as a percentage yield to maturity per annum rounded upwards, if necessary, to the nearest 0.01%) displayed on the page of the Reuters Monitor System, designated 'BBSY' at or about 10.30am on that day (or if that day is not a <i>business day</i> on the <i>business day</i> immediately preceding that day) for the purchase of bills of exchange (as defined in the <i>Bills of Exchange Act 1909</i> (Cth)) bearing the acceptance of a bank licensed under sections 8 or 9 of the <i>Banking Act 1959</i> (Cth) and for a term to maturity of 90 days; or

Term	Definition
	(b) if there is manifest error in the calculation of that average rate, or that average rate is not displayed at or about 10.30am on that day, or if that average rate becomes clearly inappropriate, unfair or incapable of application, the ' bank bill rate ' for that day is as fixed by the Commission to be representative of the rate at which such bills are being purchased by such banks at or about 10.30am on that day.
best endeavours	means to act in good faith and use all reasonable efforts, skills and resources.
billing period	means the number of days covered in a generation services bill issued by the generator to a retailer .
business day	means any day that is not a Saturday, a Sunday or a public holiday in the Northern Territory of Australia as declared under the <i>Public Holidays Act 1981</i> (NT).
Code	means this 'Electricity Retail Supply Code'.
Commencement Date	means the date on which this Code takes effect in accordance with section 24(8) of the Act .
Commission	means the 'Utilities Commission of the Northern Territory' established under the Act .
connection services	has the meaning given to that term in the Network Access Legislation .
cooling off period	in relation to a customer , means the 10 business day period following the date on which the customer enters into an electricity supply contract with a retailer for the supply to that customer at an exit point .

Term	Definition
Coordination Agreement	means an agreement entered into between a retailer and network provider in accordance with clause 4.1.1.
Corporations Act 2001	has the meaning given to that term in the Interpretation Act .
credit allowance	has the meaning given in clause A5.4 of Annexure 5.
credit allowance percentage	has the meaning given to that term in clause A5.4 of Annexure 5.
credit support	<p>means a security supporting the obligations of a retailer to a generator or a network provider (whichever is applicable) to pay:</p> <ul style="list-style-type: none"> <li data-bbox="628 1039 1394 1111">(a) the generator for generation services provided to the retailer; or <li data-bbox="628 1144 1426 1216">(b) the network provider for network services provided to the retailer, <p>and having the characteristics required by clause 3.4.</p>
credit support duration	is the monetary amount calculated in accordance with clause 3.2.2 (ba) which represents the potential payments outstanding from a failed retailer to a generator in relation to a <u>Retailer of Last Resort Event</u> Retailer of Last Resort Event .
current retailer	means the retailer currently supplying electricity to the relevant customer .
customer	has the meaning given to that term in the ERA .
customer data	means a customer's name and address.

Term	Definition
customer transfer request form	<p>means:</p> <ul style="list-style-type: none"> (a) until the date of commencement of the NTESMO Communications Guideline, the form which is published by a network provider under clause 8.2.2 in accordance with Annexure 3; (b) from the date of commencement of the NTESMO Communications Guideline, a change request as required by the NTESMO Communications Guideline to action a customer transfer.
data	means historical consumption data or standing data , as applicable.
data request	means a request for historical consumption data or a request for standing data , as applicable.
data request form	means a standing data request form or a historical consumption data request form , as applicable, published by the network provider under clause 6.2.
deemed supply contract	means an agreement for the supply of electricity between a customer and a retailer which commences as a result of the customer consuming electricity at its premises and without the customer otherwise requesting the retailer to supply electricity.
<u>deemed RoLR contract</u>	<u>means a contract for the sale of electricity that, under section 44F(a) of the ERA, is taken to be in place between the retailer of last resort and a customer.</u>
default rate	means, at any time, the bank bill rate plus two percentage points per annum.
disputing party	means an electricity entity involved in a dispute under clause 11.1.

Term	Definition
<i>electricity entity</i>	has the meaning given to that term in the <i>ERA</i> .
<i>electricity network</i>	has the meaning given to that term in the <i>ERA</i> .
<u><i>electricity pricing order</i></u>	<u>has the meaning given to that term in the <i>ERA</i>.</u>
<i>embedded network</i>	means an <i>electricity network</i> not owned or operated by a <i>network provider</i> .
<i>ERA</i>	means the <i>Electricity Reform Act 2000</i> (NT).
<u><i>Electricity Reform Regulations</i></u>	<u>means the <i>Electricity Reform (Administration) Regulations 2000</i> (NT).</u>
<i>erroneous transfer</i>	<u>means a <i>transfer</i> that was made without the <i>verifiable consent</i> of the <i>customer</i> that was transferred, <u>but not including a <i>transfer</i> required under clause 9.6 due the occurrence of a <i>Retailer of Last Resort Event</i>.</u></u>
<i>exit point</i>	means a point at which electricity is transferred to or from an <i>electricity network</i> to a <i>customer</i> .
<u><i>failed retailer</i></u>	<u>has the meaning given in the <i>ERA</i>.</u>
<i>family violence</i>	means ‘domestic violence’ as defined in the <i>Domestic and Family Violence Act 2007</i> .
<i>final customer consumption period</i>	has the meaning given in clause A5.3 of Annexure 5.
<i>Gazette notice</i>	has the meaning given to that term in the <i>Interpretation Act</i> .

Term	Definition
<i>generation services</i>	means all services provided by a <i>generator</i> to a <i>retailer</i> in relation to the <i>supply</i> of the <i>retailer's customers</i> .
<i>generator</i>	means an <i>electricity entity</i> that is licensed to generate electricity in the <i>electricity supply industry</i> in accordance with the <i>ERA</i> .
<i>good electricity industry practice</i>	the exercise of that degree of skill, diligence, prudence and foresight that reasonably would be expected from a significant proportion of operators of facilities forming part of a power system for the generation, transmission, distribution and <i>supply</i> of electricity comparable to those applicable to the relevant facility consistent with applicable laws, including the <i>applicable regulatory instruments</i> , licences, industry codes, reliability, safety and environmental protection.
<i>government owned corporation</i>	means a statutory corporation that is declared to be a government owned corporation by its constituting Act.
<i>greenfield exit point</i>	means an <i>exit point</i> at which no <i>retailer</i> has assumed the rights and obligations to <i>supply</i> .
<i>guidelines</i>	means a 'guideline' made by the <i>Commission</i> in accordance with clause 1.5.
<i>historical consumption data</i>	in relation to a <i>customer</i> , means the metering <i>data</i> of the type set out in clause A4.2 of Annexure 4 for the <i>customer</i> .
<i>historical consumption data request form</i>	means the form published by a <i>network provider</i> under clause 6.2, in accordance with Annexure 2.
<i>incoming retailer</i>	in relation to a <i>transfer</i> of a <i>customer</i> , means the <i>retailer</i> that will <i>supply</i> to the <i>customer</i> after the <i>transfer date</i> .

Term	Definition
<u>insolvency official</u>	<u>means, in relation to a failed retailer, the insolvency official (as defined in the ERA) appointed to that failed retailer.</u>
Interpretation Act	means the <i>Interpretation Act 1978</i> (NT).
interruption	means a temporary unavailability or temporary curtailment of the supply of electricity to a customer's premises, but does not include unavailability or curtailment in accordance with the terms and conditions of a customer retail contract or customer connection contract, and any applicable tariff, agreed with the customer .
interval meter	means a meter that records data electricity consumption at regular time intervals of no more than half an hour.
invoice preparation and payment lag	has the meaning given in clause A5.3 of Annexure 5.
Jacana Energy	means <u>the RetailCorp as defined in section 3 of the <i>Power Retail Corporation Act 2014 (NT)</i> Power Retail Corporation, a government owned corporation established in accordance with the <i>Government Owned Corporations Act 2001 (NT)</i> and trading as Jacana Energy.</u>
marketing	includes advertising, sales, promotions, market research, public relations, discussions or negotiations by any means in the nature of a personal contact with a customer whether solicited or unsolicited for the purposes of entering into an electricity supply contract.
market operator	a function of the <u>system controller</u> Power System Controller <u>within</u> respect to the operation and administration of a wholesale market in the Darwin-Katherine power system.
maximum credit allowance	has the meaning given in clause A5.5 of Annexure 5.

Term	Definition
<i>maximum days outstanding</i>	has the meaning given in clause A5.17 of Annexure 5.
<i>meter</i>	in relation to a <i>customer</i> at an <i>exit point</i> , means the <i>meter</i> and appropriate infrastructure at or about the <i>exit point</i> used to measure the <i>supply</i> to the <i>customer</i> .
<i>month</i>	has the meaning given to that term in the <i>Interpretation Act</i> .
<i>National Electricity (NT) Rules</i>	See section 3(1) of the <i>National Electricity (Northern Territory) (National Uniform Legislation) Act 2015</i> .
<i>negotiation framework</i>	means the ‘negotiation framework’ submitted by the <i>generator</i> to the <i>Commission</i> as varied from time to time in accordance with clause 3.5.
<i>Network Access Legislation</i>	means the legislation regulating connection to and use of <i>electricity networks</i> as in force in the Northern Territory from time to time, being the <i>National Electricity (NT) Rules</i> .
<i>network access services</i>	means services provided to network users by a <i>network provider</i> whether in the form of <i>connection services</i> or use of system services or both.
<i>network charges</i>	means all charges which are payable by a <i>retailer</i> to a <i>network provider</i> or, if applicable, the <i>system controller</i> in connection with the <i>transfer</i> of electricity at an <i>exit point</i> and the provision of <i>network access services</i> .
<i>network charges liability</i>	has the meaning given in clause A5.3 of Annexure 5.
<i>network provider</i>	has the meaning given to that term in the <i>ERA</i> .

Term	Definition
<i>NMI</i>	has the meaning given to that term in the <i>National Electricity (NT) Rules</i> .
<i>nominated transfer date</i>	has the meaning given in clause 8.2.9 or 8.2.11 as relevant.
<i>NT Consumer Affairs</i>	means the person appointed Commissioner of Consumer Affairs under section 6 of the <i>Consumer Affairs and Fair Trading Act 1990</i> .
<i>NTESMO</i>	has the meaning given in the <i>National Electricity (NT) Rules</i> .
<i>NTESMO Communications Guideline</i>	means the communications guideline developed and maintained by <i>NTESMO</i> as required by clause S7A.1.3 of the <i>National Electricity (NT) Rules</i> .
<i>NT Ombudsman</i>	means the person holding or occupying the Office of Ombudsman for the Northern Territory established under section 9 of the <i>Ombudsman Act 2009</i> .
<i>payment period</i>	means the due date for payment in relation to a <i>generation services</i> bill issued by the <i>generator</i> to a <i>retailer</i> .
<i>Power and Water Corporation</i>	a government owned corporation established in accordance with the <i>Government Owned Corporations Act 2001</i> (NT).
<i>prepayment meter</i>	means a <i>meter</i> that requires a <i>residential customer</i> to pay for the <i>supply</i> of electricity prior to consumption.
<i>previous retailer</i>	in relation to a <i>transfer</i> , means the <i>retailer</i> that supplied the <i>customer</i> before the <i>transfer <u>datetime</u></i> .

Term	Definition
<i>proposed transfer date</i>	means the date the <i>network provider</i> proposes to effect the <i>transfer</i> of a <i>customer</i> in accordance with clause 8.2.12.
<i>reactive period</i>	is an allowance which represents the predicted number of days for the activation, implementation and enforcement of Retailer of Last Resort procedures <u>for the appointment of a <i>retailer of last resort</i>.</u>
<i>rejection</i>	means a <i>network provider's rejection</i> of a <i>customer transfer request form</i> under clause 8.2.6.
<i>Required Generation Credit Support Amount</i>	means the monetary amount calculated in accordance with clause 3.2.
<i>Required Network Credit Support Amount</i>	means the monetary amount calculated in accordance with clause 3.1.
<i>residential customer</i>	<u>has the meaning given in the <i>ERA</i></u> means a customer who purchases electricity for domestic purposes on residential premises.
<i>responsible retailer</i>	has the meaning given to that term in clause 8.3.1.
<i>retail area</i>	means the geographical area or areas specified in schedule 2 of a <i>retailer's retail licence</i> .
<i>retail billing period</i>	means a <i>month</i> or any other period that is agreed between a <i>network provider</i> and a <i>retailer</i> as the retail billing period.
<i>retailer</i>	<u>means an 'electricity retailer' as defined in the <i>ERA</i> and, in this <i>Code</i>, includes a person whose licence under the <i>ERA</i> to sell electricity has been suspended or cancelled or has expired and a <i>failed retailer</i>.</u> means an electricity entity that

Term

Definition

~~is licensed to sell electricity in the **electricity supply industry** in accordance with the **ERA**.~~

For the purposes of clause A5.7 of Annexure 5, a **retailer** means a person who holds a license authorising that person to sell electricity in any of the Australian state or territory jurisdictions.

Retail licence

~~m~~Means a licence to sell electricity granted under Part 3 of the **ERA**.

retailer of last resort

~~has the meaning in the **ERA**.~~

~~Note: Under the **ERA**, **Jacana Energy** is the **retailer of last resort**.~~

Retailer of Last Resort Event

~~has the meaning in clause 9.5.1.~~

Ring-fencing Code

means the Northern Territory ~~Electricity~~**Electricity** Ring-fencing Code made by the **Commission** in accordance with the **Act**.

RoLR cost recovery scheme

~~means a scheme made by the **Commission** under section 44G of the **ERA** for the recovery of costs incurred by the **retailer of last resort** arising from its appointment under section 44D of the **ERA** to sell electricity to **customers** of a **failed retailer**.~~

RoLR plan

~~a plan made by an **electricity entity** to document roles, responsibilities and actions within its organisation when a **Retailer of Last Resort Event** occurs.~~

RoLR transfer date

~~means, in relation to a **Retailer of Last Resort Event**, the date determined by the **Commission** under section 44D(2) of the **ERA**.~~

Term	Definition
<i>Service Order Procedures</i>	means procedures of that name prepared by a <i>network provider</i> and approved by the <i>Commission</i> in accordance with clause 7.2 until the date of commencement of the <i>NTESMO Communications Guideline</i> at which time the definition changes to the <i>NTESMO Communications Guideline</i> .
<i>Service Order Request</i>	means a request by a <i>retailer</i> for a <i>network provider</i> to perform a service in accordance with the <i>Service Order Procedures</i> .
<i>standard complaints and dispute resolution procedures</i>	means the procedures developed, made and published by the <i>retailer</i> or <i>network provider</i> under clause 11.4.1.
<i>standard meter</i>	means a <i>meter</i> that is not a <i>prepayment meter</i> .
<i>standing data</i>	in relation to a <i>customer</i> , means <i>data</i> of the type set out in clause A4.1 of Annexure 4 for the <i>customer</i> .
<i>standing data request form</i>	means the form published by a <i>network provider</i> under clause 6.1, in accordance with Annexure 1.
<i>statement of charges</i>	means the statement of <i>network charges</i> provided by a <i>network provider</i> to a <i>retailer</i> , or the <i>statement of charges</i> for <i>generation services</i> provided by a <i>generator</i> to a <i>retailer</i> .
<i>substantive provisions</i>	means the provisions of this <i>Code</i> that are not included in the Schedules or Annexures.
<i>supply</i>	has the meaning given to that term in the <i>ERA</i> .

Term	Definition
<i>System Control Technical Code</i>	means the code of that name approved by the <i>Commission</i> in accordance with the <i>ERA</i> and published by <i>Power and Water Corporation</i> .
<i>system controller</i>	has the meaning given to that term in the <i>ERA</i> .
<i>Total Annual Retailer Charges</i>	has the meaning given in clause A5.5 Of Annexure 5.
<i>transfer</i>	means transfer from one <i>retailer</i> to another <i>retailer</i> under this <i>Code</i> of rights and obligations at an <i>exit point</i> in connection with the <i>supply</i> to a <i>customer</i> .
<i>transfer date</i>	means the date on which a <i>transfer</i> occurs.
<i>UMI</i>	means the unique identifier assigned to an <i>exit point</i> by a <i>network provider</i> .
<i>unauthorised amount</i>	has the meaning given in clause A5.16 of Annexure 5.
<i>urban area</i>	means the city and suburbs of Darwin and Alice Springs.
<i>valid</i>	means: <ul style="list-style-type: none"> <li data-bbox="628 1619 1366 1688">(a) in relation to a <i>data request</i>, the <i>data request</i> is complete and contains correct information; <li data-bbox="628 1722 1426 1830">(b) in relation to a <i>customer transfer request form</i>, that the <i>customer transfer request form</i> has not been subject to a <i>rejection</i> by the <i>network provider</i>; and <li data-bbox="628 1852 1358 1917">(c) in relation to a <i>transfer</i>, a <i>transfer</i> that is not an <i>erroneous transfer</i>.
<i>verifiable consent</i>	means consent to a transaction that is given by a <i>customer</i> :

Term	Definition
	<ul style="list-style-type: none"> (a) expressly; (b) either; <ul style="list-style-type: none"> (i) in writing signed by the customer; (ii) verbally, so long as the verbal consent is evidenced in such a way that it can be verified, such as a recorded call; (iii) by electronic communication generated by a customer; (c) after the retailer or network provider obtaining the consent has in plain language appropriate to the customer disclosed all matters materially relevant to the giving of the consent, including each specific purpose for which the consent will be used; (d) by a person whom a retailer or network provider (acting reasonably) would consider competent to give consent on the customer's behalf; and (e) expires on the earlier of: <ul style="list-style-type: none"> (i) where the consent relates to a specific transaction, the time that the transaction occurs; or otherwise (ii) the time specified in or ascertainable from the verifiable consent as the time of expiry of the verifiable consent; or (iii) the first anniversary of the date the verifiable consent was first given.

writing

includes any electronic form capable of being reduced to paper form by being printed.

ANNEXURE 1 - REQUEST FOR STANDING DATA FORM

A **standing data request form** published by a **network provider** must require a **retailer** to provide the following information:

- (a) the name and, if applicable, identification number or code of the **retailer** submitting the **request for standing data**; and
- (b) either:
 - (i) if the **network provider** has allocated a **UMI** or **NMI** for the **exit point**, the **customer's UMI or NMI**;
 - (ii) if the **network provider** has not allocated a **UMI** or **NMI** for the **exit point** the **customer's**:
 - A. lot number and, if applicable, unit number;
 - B. street number;
 - C. street;
 - D. suburb; and
 - E. post code; or
 - (iii) the **customer's meter** serial number.

ANNEXURE 2 - REQUEST FOR HISTORICAL CONSUMPTION DATA FORM

A **historical consumption data request form** published by a **network provider** must require a **retailer** or **customer** to provide the following information:

- (a) the name and, if applicable, identification number or code of the **retailer** submitting the request for **historical consumption data**;
- (b) either:
 - (i) if the **network provider** has allocated a **UMI** or **NMI** for the **exit point**, the **customer's UMI** or **NMI**; or
 - (ii) if the **network provider** has not allocated a **UMI** or **NMI** for the **exit point** the **customer's**:
 - A. name;
 - B. lot number and, if applicable, unit number;
 - C. street number;
 - D. street;
 - E. suburb; and
 - F. post code; or
 - (iii) the **customer's meter** (s) serial number (s); and
- (c) If the **retailer** is requesting **historical consumption data**, confirmation that the **retailer** has obtained **verifiable consent** from the **customer** to obtain the **historical consumption data** (except where the **retailer** is the **responsible retailer** for a **greenfield exit point**);
- (d) The start and end dates of the requested **historical consumption data**;
- (e) The frequency of the **historical consumption data** (15 minute data, 30 minute data, hourly data, daily data, weekly data, monthly data, or yearly data);
- (f) If the **historical consumption data request form** relates to more than 1 **customer meter** at an address, whether the **historical consumption data** is to be reported for each individual **meter** or in a totalised format; and
- (g) If the **historical consumption data** is to be summarised on a monthly or yearly basis under clause (e) above, whether the **historical consumption data** is to be provided in a format that defines the off-peak period as all days of the week from 6pm to 6am or in a format that defines the off-peak period as weekdays from 6pm to 6am and all hours of the weekend.

ANNEXURE 3 - CUSTOMER TRANSFER REQUEST FORM

A **customer transfer request form** published by a **network provider** must require a **retailer** to provide the following information:

- (a) the name and, if applicable, identification number or code of the **retailer** submitting the **customer transfer request form**;
- (b) either:
 - (i) if the **network provider** has allocated a **UMI** or **NMI** for the **exit point**, the **customer's UMI or NMI**;
 - (ii) if the **network provider** has not allocated a **UMI** or **NMI** for the **exit point**, the **customer's**:
 - A. name;
 - B. lot number and, if applicable, unit number;
 - C. street number;
 - D. street;
 - E. suburb; and
 - F. post code; or
 - (iii) the **customer's meter** (s) serial number (s);
- (c) the reason for the **transfer**, (either a standard **transfer** or ~~the~~ reversal of an **erroneous transfer** or ~~transfer as a result of a Retailer of Last Resort Event~~);
- (d) the name and, if applicable, identification number or code of the **retailer** to whom the **customer** is to be transferred;
- (e) the **nominated transfer date**;
- (f) if a new **meter** is required to enable **transfer**, or for any other reason, the **Service Order Request** number relating to the request for a new **meter** submitted by the **retailer** to whom the **customer** is to be transferred;
- (g) the estimated annual electricity consumption **data** of the **customer**;
- (h) if applicable, the proposed network access pricing structure or arrangement to be agreed between the **network provider** and the **retailer** to whom the **customer** is to be transferred to apply for the **customer** to be transferred; and
- (i) that the **retailer** to whom the **customer** is to be transferred has obtained **verifiable consent** from the **customer** in relation to the **transfer**.

ANNEXURE 4 - STANDING DATA AND HISTORICAL CONSUMPTION DATA

A4.1 **Standing data** includes, if available, the following information:

- (a) **UMI or NMI** and its status (connected or disconnected);
- (b) full details of the address;
- (c) voltage;
- (d) network tariff description;
- (e) **meter** type;
- (f) **meter** number(s);
- (g) last and next scheduled **meter** read date or day number; and
- (h) whether a new **meter** (or communications) is required under the **National Electricity (NT) Rules** before the **customer** may **transfer**.

A4.2 **Historical consumption data**, if available, is:

- (a) metering **data** for the **customer** for at least the previous 12 **months** (or longer if agreed by the **network provider** and **retailer**);
- (b) provided as interval **data** or in a summarised form; and
- (c) dependent on the capabilities of the **meter** at the **exit point** (for example, Peak/Off peak kWh, Peak/Off peak kW, All time kWh, kVAh).

ANNEXURE 5 – CREDIT SUPPORT GUIDELINES AND METHODOLOGY

REQUIREMENTS FOR CREDIT SUPPORT

A5.1 *Network Provider may require credit support*

- (a) A **network provider** may require a **retailer** to provide **credit support**, but only in accordance with this **Code** and these ‘Credit Support Guidelines and Methodology’.
- (b) A **network provider** may only require a **retailer** to provide **credit support** up to the **Required Network Credit Support Amount**.

*Note: the circumstances in which a **network provider** may require a **retailer** to provide **credit support** are:*

- (i) *If a **retailer’s network charges liability** to the **network provider** exceeds the **retailer’s credit allowance** – see clause A5.2 to A5.7; or*
- (ii) *When no **credit allowance** is extended due to the circumstances set out in clause A5.8.*

A5.2 *Determining the Required Network Credit Support Amount*

- (a) A **network provider** must calculate the amount by which the **network charges liability** of a **retailer** exceeds the **credit allowance** of that **retailer**, to determine the **Required Network Credit Support Amount**, in accordance with these ‘Credit Support Guidelines and Methodology’.
- (b) A **network provider** must include in a request to a **retailer** for **credit support** a statement setting out the basis upon which the **network provider** has determined the **Required Network Credit Support Amount**.

A5.3 *Determining a Retailer’s network charges liability*

- (a) A **network provider** must estimate an amount which is equal to a **retailer’s** average billed and unbilled **network charges liability** in accordance with the following formula:

$$NCL = \sum NCLc$$

where,

NCLc means the forecast daily **network charges** relating to those **customers** of the **retailer** for which the **maximum days outstanding** (MDO) is the same, multiplied by that MDO, where MDO for each **customer** is calculated as:

$$MDO = FCCP/2 + RBP/2 + IPPL$$

where,

FCCP (**final customer consumption period**) is the number of days in the average period of consumption covered in a **statement of charges** issued by the **network provider** to the **retailer** in respect of that **customer’s** consumption of electricity;

RBP (**retail billing period**) is the number of days in the **retail billing period** applicable to the **retailer**, and

IPPL (*invoice preparation and payment lag*) is 28 days.

Note: 28 days represents approximately 10 business days after the end of the retail billing period to issue the invoice and a further 10 business days for payment.

- (b) A **network provider** must estimate the amount of **network charges liability** of a **retailer**.
 - (i) as at the date the **network provider** requests **credit support** from the **retailer**, or
 - (ii) on the date on which the **network provider** recalculates the **Required Network Credit Support Amount** under these 'Credit Support Guidelines and Methodology'.

DETERMINING CREDIT ALLOWANCE FOR A RETAILER

A5.4 Calculating *Retailer Credit Allowance*

- (a) A **network provider** must determine a **credit allowance** for a **retailer** as set out in this 'Credit Support Guidelines and Methodology'.
- (b) A **credit allowance** for a **retailer** is calculated as follows:

$$CA = MCA \times CA\%$$

where,

CA means the **credit allowance** for a **retailer**,

MCA means **maximum credit allowance** for that **network provider** as calculated in clause A5.5; and

CA% (or **credit allowance percentage** for a **retailer**) is the figure expressed as the applicable percentage as specified in **guidelines** (which corresponds to the credit rating applicable to the **retailer**) or, where either clause A5.6 or clause A5.8 applies, is zero.

A5.5 *Network Provider's Maximum Credit Allowance*

For the purpose of determining a **credit allowance** for a **retailer**, a **network provider** must calculate its **maximum credit allowance** as follows:

$$MCA = TARC \times 25\%$$

where,

MCA means **maximum credit allowance** for that **network provider**, and

TARC (or **Total Annual Retailer Charges**) means the total annual amount of **network charges** billed by the **network provider** to all **retailers**.

A5.6 Credit Rating for Retailer

- (a) In determining a **credit allowance** for a **retailer**, a **network provider** may use a credit rating advised by the **retailer**.
- (b) Unless the **retailer** is providing its guarantor's credit rating under clause A5.7, a **retailer** must advise a **network provider** of its credit rating which may be:
 - (i) a Standard & Poor's, Fitch or Moody's credit rating; or
 - (ii) where a **retailer** does not have such a rating, a Dun & Bradstreet Dynamic Risk Score.
- (c) If a **retailer** does not have a credit rating of the type described in clause A5.6(b) then its **credit allowance percentage** is zero.

A5.7 Calculating Credit Allowance where Guarantor

- (a) This clause applies where a person (a 'guarantor') provides an unconditional guarantee in favour of the **network provider** of the financial obligations which the **retailer** has to the **network provider**.
- (b) In determining a **retailer's credit allowance**, a **network provider** may use a credit rating of a guarantor advised by the **retailer**.
- (c) The **retailer** may advise the **network provider** of its guarantor's credit rating, which may be:
 - (i) a Standard & Poor's, Fitch or Moody's credit rating; or
 - (ii) where a guarantor does not have such a rating, a Dun & Bradstreet Dynamic Risk Score.
- (d) If a **retailer** advises a **network provider** of its guarantor's credit rating under paragraph (c), it must also advise the **network provider** that the credit rating is the rating of its guarantor and, if its guarantor provides a guarantee to more than one **retailer**, the amount of the guarantor's **credit allowance** which has been allocated to the **retailer** under paragraph (e) below.
- (e) Where a guarantor provides a guarantee to more than one **retailer**, the guarantor's **credit allowance** must be calculated in accordance with clause A5.4 as though the guarantor were a **retailer** and the **credit allowance** of the guarantor must be divided by the guarantor amongst each of the **retailers** on behalf of which the guarantor provides a guarantee.

A5.8 When no credit allowance will be extended to a retailer

- (a) No **credit allowance** will be granted to a **retailer** if, at the time of the **network provider's** request, any of the following apply:
 - (i) within the previous 12 **months**, the **retailer** has failed to pay in full:
 - A. 3 statements of **network charges** by the due date;
 - B. 2 consecutive statements of **network charges** by the due date; or
 - C. 1 statement of **network charges** within 25 **business days** of the due date; or
 - (ii) the **network provider** calls upon any **credit support** provided by the **retailer** or its guarantor to the **network provider** under these 'Credit Support Guidelines and Methodology'.
- (b) Paragraph (a)(i) does not apply where the **retailer** has failed to pay the statement of **network charges** due to a dispute.
- (c) A **retailer** must notify the **network provider** within 1 **business day** if it is not to be granted any **credit allowance** because of the operation of paragraph (a)(ii).

PROVISION OF CREDIT SUPPORT BY RETAILERS

A5.9 Retailer to provide *credit support*

- (a) A **retailer** must, on request by a **network provider**, provide **credit support** to a **network provider** in accordance with these 'Credit Support Guidelines and Methodology'.
- (b) A request for **credit support** by a **network provider** to a **retailer** must be for an acceptable form of **credit support**.
- (c) The **credit support** provided by a **retailer** must be:
 - (i) for an amount requested by the **network provider**, not exceeding the **Required Network Credit Support Amount** calculated in accordance with these 'Credit Support Guidelines and Methodology';
 - (ii) provided within 20 **business days** of the **network provider's** request;
 - (iii) in an acceptable form which is detailed in clause 3.4 of this **Code**; and
 - (iv) in favour of the **network provider** - see clause A5.1.

A5.10 Provision of *credit support* when a dispute arises

- (a) This clause applies where a **retailer** decides to lodge an access dispute under the **Network Access Legislation** in relation to a **network provider's** request for **credit support**, and that dispute is not resolved by the due date for payment of the **credit support**.
- (b) The **retailer** must provide the **credit support** requested by the **network provider** by the due date.
- (c) Where, as a result of a dispute determination, a **network provider** was not entitled to the **credit support** provided by the **retailer** in whole or in part, the **network provider** must:
 - (i) reimburse the **retailer** for any costs incurred to procure the **credit support** (including the costs of funding any cash collateral provided to the issuer of the **credit support**), in excess of the costs that the **retailer** would have incurred if the correct amount had been requested; and
 - (ii) pay the **retailer** interest at the **default rate** on the amount of those excess costs.

OTHER MATTERS RELATING TO CREDIT SUPPORT

A5.11 Top up of *credit support*

- (a) A **retailer** must ensure that at all times the aggregate undrawn or unclaimed amount of the **credit support** is not less than the amount requested by a **network provider** in accordance with clause A5.1, adjusted as required in accordance with a request under paragraph (b) below.
- (b) If at any time the aggregate amount of uncalled **credit support** held by a **network provider** is less than 90% of the **Required Network Credit Support**

Amount, the **network provider** may require a **retailer** to increase the amount of the **credit support** to an amount not exceeding the **Required Network Credit Support Amount**, and the **retailer** must comply with that requirement within 20 **business days**.

A5.12 Reduction of credit support

If the aggregate amount of uncalled **credit support** held by a **network provider** is more than 110% of the **Required Network Credit Support Amount**, the **network provider** must on request by a **retailer** and in conjunction with the **retailer**, do all things necessary to reduce the aggregate amount of uncalled **credit support** held by the **network provider** to the **Required Network Credit Support Amount**.

A5.13 Application of credit support

A **network provider** may only set off from, apply or draw on the **credit support** (as the case may be) if:

- (a) the **network provider** has given not less than 3 **business days'** notice to a **retailer** that it intends to set off, apply or draw on the **credit support** in respect of an amount due and payable by the **retailer** to the **network provider**, and that amount remains outstanding; and
- (b) there is no dispute outstanding in relation to the **retailer's** liability to pay that amount.

A5.14 Return of credit support

- (a) This clause applies where a **network provider** and a **retailer**.
 - (i) no longer have any 'shared' **customers** (i.e. none of the **retailer's customers** have **exit points** with the **network provider's electricity network**); or
 - (ii) if the **Required Network Credit Support Amount** of a **retailer** is zero.
- (b) A **network provider** must pay, cancel or return to a **retailer** as appropriate, any balance of **credit support** outstanding after payment of all amounts owing by the **retailer** to the **network provider**.

A5.15 Other retailer obligations

- (a) Where a **network provider** has acted in accordance with the 'Credit Support Guidelines and Methodology', a **retailer** must not take any steps to seek an injunction or otherwise restrain:
 - (i) any issuer of **credit support** from paying the **network provider** pursuant to that **credit support**;
 - (ii) the **network provider** from taking any steps for the purpose of making a demand against the **credit support**; or
 - (iii) the **network provider** using the money obtained in the calling of the **credit support**.

- (b) A **network provider** may disclose to its financiers and the **Commission** that it has required or called on **credit support** provided by the **retailer** under the 'Credit Support Guidelines and Methodology'.

A5.16 Authorised payments

- (a) This clause applies if the issuer of **credit support** pays an amount to a **network provider** that was not called in accordance with the 'Credit Support Guidelines and Methodology' (an "**unauthorised amount**").
 - (b) A **network provider** must:
 - (i) hold any **unauthorised amount** on trust for the relevant **retailer**, and
 - (ii) promptly pay to the **retailer** the following amounts:
 - A. the **unauthorised amount** paid to the **network provider** and held on trust; and
 - B. interest on the **unauthorised amount** at the **default rate** from the date on which that amount was called to the date on which that amount is paid to the **retailer**,
- when:
- C. the **retailer** provides replacement **credit support** to the **network provider**, or
 - D. it is determined that the **retailer** is not required to provide replacement **credit support** to the **network provider**.

A5.17: CREDIT SUPPORT ARRANGEMENTS WORKED EXAMPLES

The worked examples below are intended to illustrate how the following items would be calculated:

- (a) **network charges liability**;
- (b) **credit allowance** for a **retailer**, and
- (c) **maximum credit allowance**.

Example 1 – Network charges liability

The **network charges liability** is based on:

- (a) the forecast daily **network charges** of **customers**; and
- (b) the maximum days a **network charge** will be outstanding (**maximum days outstanding**).

The **network provider** will determine the daily **network charges** of its **customers**. For the purposes of this example, it is assumed that the forecast daily **network charges** of two groups of **customers** are as follows: Group A **customers** (\$5 per day) and Group B **customers** (\$12 per day).

The formula for calculating the **maximum days outstanding** (or MDO) for each **customer** is:

$MDO = \text{final customer consumption period}/2 + \text{retail billing period}/2 + \text{invoice preparation and payment lag}.$

It is based on:

- (a) the **final customer consumption period**:
 - (i) this is the number of days in the average period of consumption covered in a **statement of charges** issued by the **network provider** to the **retailer** in respect of a **customer's** consumption of electricity; and
 - (ii) in this case, it is assumed that **meter** readings are undertaken for Group A each month (30 days), and Group B every three months (90 days).
- (b) the **retail billing period**:
 - (i) this is defined in the 'Credit Support Guidelines and Methodology' as a **month** or another **retail billing period** agreed between the **retailer** and **customer**; and
 - (ii) in this case, it is assumed that a 30 day **retail billing period** has been agreed.
- (c) the **invoice preparation and payment lag** – this is the number of days between the end of a **retail billing period** and:
 - (i) the date of issue of a **statement of charges** – under the 'Credit Support Guidelines and Methodology', this can be no more than 10 **business days** after the end of the **retail billing period**. Assuming the maximum 10 **business days** are taken, this would equate to 14 days; and
 - (ii) the number of days allowed by payment of the **network charges** – under the 'Credit Support Guidelines and Methodology', this must be 10 **business days** from the date of issue of the **statement of charges**. In this case, it is assumed that 10 **business days** equates to 14 days.
- (d) The **invoice preparation and payment lag** will therefore be 28 days (14 days plus 14 days).

Based on these assumptions, the **maximum days outstanding** for Group A **customers** can be calculated as follows:

$\text{Maximum days outstanding} = \text{final customer consumption period}/2 + \text{retail billing period}/2 + \text{invoice preparation and payment lag}.$

$$\begin{aligned}
 &= 30/2 + 30/2 + 28 \\
 &= 15 + 15 + 28 \\
 &= 58
 \end{aligned}$$

The **maximum days outstanding** for Group B **customers** is calculated as follows:

$\text{Maximum days outstanding} = \text{final customer consumption period}/2 + \text{retail billing period}/2 + \text{invoice preparation and payment lag}.$

$$\begin{aligned}
 &= 90/2 + 30/2 + 28 \\
 &= 45 + 15 + 28 \\
 &= 88
 \end{aligned}$$

To determine the **network charges liability** component for each group of **customer**, the forecast daily **network charges** for each **customer** is multiplied by the **maximum days outstanding** for the **customer**.

For each Group A **customer**, this would be determined as follows:

$$\begin{aligned} \text{Network charges liability} &= \text{daily network charges} \times \text{maximum days outstanding} \\ &= \$5.00 \times 58 \\ &= \$290 \end{aligned}$$

For each Group B **customer**, this would be determined as follows:

$$\begin{aligned} \text{Network charges liability} &= \text{daily network charges} \times \text{maximum days outstanding} \\ &= \$12.00 \times 88 \\ &= \$1,056 \end{aligned}$$

Assuming the **retailer** has 20,000 Group A **customers**, the **network charges liability** component for that group will be \$5,800,000 (\$290 x 20,000).

Assuming the **retailer** has 5,000 Group B **customers**, the **network charges liability** component for that group will be \$5,280,000 (\$1,056 x 5,000).

The **network charges liability** component for Group A and Group B **customers** will be \$11,080,000 (\$5,800,000 + \$5,280,000).

Example 2 – Credit Allowance for a Retailer

A **Credit Allowance** for a **retailer** is calculated by multiplying the **network provider's Maximum Credit Allowance** by a **Credit Allowance Percentage** for a **retailer**.

Table 1.1 is used to calculate the **Credit Allowance** for a **retailer** in this example:

Table 1.1 – Calculating <i>credit allowance percentage</i>				
Standard & Poor's or Fitch credit rating	Moody's credit rating	Credit allowance percentage (per cent)	Dun & Bradstreet Dynamic Risk Score	Credit allowance percentage
AAA	Aaa	100.0	N/A	N/A
AA+, AA, AA-	Aa1, Aa2, Aa3	100.0	N/A	N/A
A+, A, A-	A1, A2, A3	100.0	N/A	N/A
BBB+	Baa1	90.0	N/A	N/A
BBB	Baa2	72.00	Minimal	72.0
BBB-	Baa3	48.0	N/A	N/A
BB+	Ba1	13	Very Low	13.0
BB	Ba2	7.0	Low	7.0
BB-	Ba3	4.0	Below average/ average	4.0
B+	B1	2.0	Moderate	2.0
B	B2	1.1	High	1.1
B-	B3	0.4	Very High	0.4
CCC, CC, C	Caa, Ca, C	0.1	Severe	0.1
SD, D	LD, D	0.0	N/A	N/A

An example of how to calculate a **network provider's Maximum Credit Allowance** is provided in Example 3 below. For the purposes of this example, the **Maximum Credit Allowance** is assumed to be \$100 million (or 25% of **Total Annual Retailer Charges** of \$400 million).

In this example, it is assumed the **retailer** has a Standard and Poor's credit rating of AAA. In accordance with Table 1.1, the **Credit Allowance Percentage** will be 100%. The **Credit Allowance** for the **Retailer** is calculated as follows:

Credit Allowance = Maximum Credit Allowance x Credit Allowance Percentage

$$= \$100,000,000 \times 100\%$$

$$= \$100,000,000$$

In this example, it is assumed the **retailer** has a Moody's credit rating of Ba2. In accordance with Table 1.1, the **Credit Allowance Percentage** will be 11%. The **retailer's Credit Allowance** is calculated as follows:

Credit Allowance = Maximum Credit Allowance x Credit Allowance Percentage

$$= \$100,000,000 \times 7\%$$

$$= \$7,000,000$$

In this example, the **retailer** has failed to pay two consecutive **statements of charges** by the due date. In this case no **Credit Allowance** will be granted, regardless of the value of the **retailer's** credit rating.

$$\text{Credit Allowance} = \text{Maximum Credit Allowance} \times \text{Credit Allowance Percentage}$$

$$\begin{aligned} &= \$100,000,000 \times 0 \\ &= \$0 \end{aligned}$$

Example 3 – Maximum Credit Allowance

The **Maximum Credit Allowance** is calculated by multiplying a **network provider's Total Annual Retailer Charges** by 25%.

For example, if the **Total Annual Retailer Charges** of a **network provider** was \$1,300 million, its **Maximum Credit Allowance** would be \$325 million.

$$\text{Maximum Credit Allowance} = \text{Total Annual Retailer Charges} \times 25 \%$$

$$\begin{aligned} &= \$1,300,000,000 \times 25\% \\ &= \$325,000,000 \end{aligned}$$