

2 June 2025

Lyndon Rowe  
Utilities Commissioner  
Utilities Commission of the Northern Territory  
Level 3, NT House  
22 Mitchell Street, Darwin NT 0800

By email: [utilities.commission@nt.gov.au](mailto:utilities.commission@nt.gov.au)

Dear Commissioner,

**Subject: Feedback Regarding the Amended Electricity Industry Performance Code and Draft Decision**

Rimfire Energy (“Rimfire”) welcomes the opportunity to provide its comments to the Utilities Commission (“Commission”) regarding the *Amended Electricity Industry Performance Code and Draft Decision*.

After consideration of the Draft Decision, Rimfire makes the following comments.

**Chapter 2**

In our initial response on 24 October 2024, Rimfire indicated that we considered the existing exemption clause suitable. That aside, Rimfire accepts as fair and reasonable that the exemption clause will be amended to introduce a broader exemption consistent with the ERS Code.

**Chapter 3**

As per our response in October, Rimfire does not have a firm view and accept the proposed change noting that it will have a small impact on historical reporting for us.

**Chapter 4**

This is not applicable to Rimfire.

**Chapter 5**

This is not applicable to Rimfire.

**Chapter 6**

This is not applicable to Rimfire.

**Chapter 7**

Given Rimfire’s response to the additional information sought in January 2025 as part of this review, Rimfire are appreciative that the Retail Services Performance Indicators within the amended Code will remain linked to Version 3 of the AER Guidelines and that no additional reporting indicators are to be included. This is also the Rimfire response for the Customer Service and Complaints, Energy Bill Definition and Pre-payment meter, hardship program, life support customer and customers affected by family violence performance indicators.

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**Rimfire Energy Pty Ltd**

ABN 81 160 378 941

[enquiries@rimfireenergy.com.au](mailto:enquiries@rimfireenergy.com.au) [www.rimfireenergy.com.au](http://www.rimfireenergy.com.au)

Darwin

60 McMinn Street, Darwin NT 0800  
GPO Box 2316 Darwin NT 0801  
1800 746 347

Alice Springs

5/36 Todd Mall, Alice Springs NT 0870  
GPO Box 2136 Darwin NT 0801  
1800 746 347

**Chapter 8**

Rimfire notes the other matters identified through the consultation and accepts the Commission's determination of all these matters.

**Chapter 9**

Similarly, Rimfire notes the Commission's decision regarding the administrative and other matters set out in the draft decision and is accepting of them.

Kind regards,



Dale Chesson  
Compliance & Safety Manager  
Rimfire Energy Pty Ltd

