



Draft National Energy Retail Amendment (Metering installation timeframes) Rule 2018 No. [###]

under the National Energy Retail Law to the extent applied by:

- (a) the National Energy Retail Law (South Australia) Act 2011 of South Australia;
- (b) the National Energy Retail Law (ACT) Act 2012 of the Australian Capital Territory;
- (c) the National Energy Retail Law (Adoption) Act 2012 of New South Wales;
- (d) the National Energy Retail Law (Queensland) Act 2014 of Queensland;
- (e) the National Energy Retail Law (Tasmania) Act 2012 of Tasmania; and
- (f) the Australian Energy Market Act 2004 of the Commonwealth.

The Australian Energy Market Commission makes the following Rule under the National Energy Retail Law.

John Pierce
Chairman
Australian Energy Market Commission

Draft National Energy Retail Amendment (Metering installation timeframes) Rule 2018 No. [###]

1 Title of Rule

This Rule is the Draft National Energy Retail Amendment (Metering installation timeframes) Rule 2018 No. [###].

2 Commencement

Schedule 1 commences operation on 6 December 2018.

Schedule 2 commences operation on 1 January 2019.

3 Amendment of the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

4 Amendment of the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 2.

Schedule 1 Amendments of the National Energy Retail Rules

(Clause 3)

[1] Rule 59C Retailer interruption to supply – electricity (SRC and MRC)

In subrule 59C(1), omit "." and substitute "by obtaining the affected customer's consent to the interruption occurring on a specified date in accordance with subrule (1A). If the retailer obtains such consent the subrules (2), (3) and (4) regarding planned interruption notices will not apply."

[2] Rule 59C Retailer interruption to supply – electricity (SRC and MRC)

After subrule 59C(1), insert:

- (1A) If the retailer and the affected customer reach an agreement pursuant to subrule (1) the record must be retained by the retailer for a period of at least 7 years in a format and including such information to enable the retailer to answer enquiries from the customer relating to the agreement.

[3] Rule 59C Retailer interruption to supply – electricity (SRC and MRC)

Omit subrule 59C(2) above the note and substitute:

- (2) If the retailer has not obtained an affected customer's consent to the *retailer planned interruption* occurring on a specified date in accordance with subrule (1), the retailer must notify the affected customer of the *retailer planned interruption* by any appropriate means at least 4 business days before the date of the interruption.

[4] Rule 59C Retailer interruption to supply – electricity (SRC and MRC)

In subrule 59C(5), insert ":" after the first occasion of "Note".

[5] Rule 99A Information on retailer planned interruptions - electricity

Omit subrule 99A(1) and substitute:

- (1) The retailer:
- (a) must notify the distributor of *retailer planned interruptions* and specify:

- (i) the expected date, time and duration of the *retailer planned interruption*; and
 - (ii) the retailer's 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call) in relation to the *retailer planned interruption*; and
- (b) must provide the notification under paragraph (a) (as applicable):
- (i) on the same day the customer provides consent to the retailer under subrule 59C(1); or
 - (ii) within the same time period as the retailer is required to notify the customer under subrule 59C(2).

[6] Rule 124 Retailer obligations

After paragraph (e) of subrule 124(1), insert:

- (e1) in the case of a *retailer planned interruption* where the customer has provided consent to the retailer under subrule 59C(1), give written notice to the customer of the expected time and duration of the *retailer 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

[7] Rule 124 Retailer obligations

In paragraph (f) of subrule 124(1), after "*retailer planned interruption*," insert "other than in the circumstances described in paragraph (e1),"

[8] Schedule 1 Model terms and conditions for standard retail contracts

In clause 11A.1(a) of Schedule 1 omit ";" and substitute ".".

[9] Schedule 1 Model terms and conditions for standard retail contracts

In clause 11A.1(b) of Schedule 1 after the first "," insert "we may seek your consent to the *interruption* occurring on a specified date, and otherwise".

Schedule 2 Amendments of the National Energy Retail Rules

(Clause 4)

[1] New Rule 56C Information on timeframes for installing electricity meters (SRC and MRC)

After rule 56B, insert:

56C Information on timeframes for installing electricity meters (SRC and MRC)

- (1) A retailer selling electricity to small customers must provide those small customers, by publishing on its website, the following information in relation to the timeframes for installing electricity *meters*:
 - (a) where a *meter* is installed for a new connection – the obligations on retailers under clause 7.8.10A of the NER;
 - (b) where the customer requests a *meter* to be installed and there is no new connection or connection alteration required – the obligations on retailers under clause 7.8.10B of the NER; and
 - (c) where the customer requests a *meter* to be installed and a connection alteration is required – the obligations on retailers and distributors under clause 7.8.10C of the NER.
 - (2) This rule applies in relation to standard retail contracts and market retail contracts.
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