



National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 No. 1

under the National Energy Retail Law as 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;
- (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

National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 No. 1

1 Title of Rule

This Rule is the *National Energy Retail Amendment (Expanding competition in metering and related services) Rule 2015 No. 1*.

2 Commencement

Schedules 1 and 2 of this Rule commence operation on 1 December 2017.

Schedule 3 of this Rule commences operation on 26 November 2015.

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.

5 Savings and Transitional Amendments to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 3.

Schedule 1 Amendments of the National Energy Retail Rules

(Clause 3)

[1] Rule 3 New Definitions

In rule 3, insert the following new definitions in alphabetical order:

distributor planned interruption—see rule 88;

good electricity industry practice has the same meaning as in the NER;

maintenance replacement means the replacement of a small customer's existing electricity *meter* arranged by a retailer that is based on the results of sample testing of a *meter* population carried out in accordance with Chapter 7 of the NER:

- (a) which indicates that it is necessary or appropriate, in accordance with *good electricity industry practice*, for the *meter* to be replaced to ensure compliance with the *metering rules*; and
- (b) details of which have been provided to the retailer under Chapter 7 of the NER, together with the results of the sample testing that support the need for the replacement;

metering coordinator, in the case of electricity—has the same meaning as "*Metering Coordinator*" in the NER;

metering installation malfunction has the same meaning as in the NER;

new meter deployment means the replacement of the existing electricity *meter* of one or more small customers which is arranged by a retailer other than where the replacement is:

- (a) at the request of the relevant small customer or to enable the provision of a product or service the customer has agreed to acquire from the retailer or any other person;
- (b) a *maintenance replacement*;
- (c) as a result of a *metering installation malfunction*; or
- (d) required under section 59(2) of *the Law*;

retailer planned interruption—see rule 59B;

[2] Rule 3 Definitions

In rule 3, substitute the following definitions:

interruption:

- (a) in the case of Division 9A of Part 2, means a temporary unavailability or temporary curtailment of the supply of electricity to a customer's premises; and
- (b) in all other cases, means a temporary unavailability or temporary curtailment of the supply of energy 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;

Note:

Rule 107(4) provides that Part 6 (relating to de-energisation or disconnection of premises) does not apply to *interruptions* under Division 6 of Part 4 or under Division 9A of Part 2.

responsible person, in the case of gas - means the person who, under the applicable Retail Market Procedures, is responsible for *meter* reading;

[3] Rule 3 Definitions

In rule 3, omit the definition of *planned interruption*.

[4] Rule 19 Responsibilities of designated retailer in response to request for sale of energy (SRC)

Omit rule 19(2), excluding the note, and substitute:

- (2) The retailer must, as soon as practicable (but not later than the end of the next business day) after the request for the sale of energy is properly made (as referred to in subrule (3)):
 - (a) if the premises are energised, forward relevant details of the customer to the distributor for the premises concerned, for the purpose of updating the distributor's records; or
 - (b) if the premises are not energised, arrange for the energisation of the premises by the distributor or the *metering coordinator* (if permitted in accordance with energy laws).

[5] Rule 20 Basis for bills (SRC and MRC)

In rule 20(1)(a)(i), omit "*responsible person*" and substitute "*metering coordinator*".

[6] Rule 21 Estimation as basis for bills (SRC and MRC)

In rule 21(1)(c), omit "*responsible person*" and substitute "*responsible person or metering coordinator* (as applicable)".

[7] Rule 29 Billing disputes (SRC and MRC)

In rule 29(5)(a)(ii), omit "*responsible person*" and substitute "*responsible person or metering coordinator* (as applicable)".

[8] Rule 29 Billing disputes (SRC and MRC)

Omit rule 29(5)(d), and substitute:

- (d) if a retailer is required to reimburse an amount paid in advance for a *meter* check under paragraph (c) and that amount has been paid by the retailer to the *responsible person* or *metering coordinator* (as applicable) to undertake the test, the *responsible person* or *metering coordinator* (as applicable) must reimburse the retailer for that amount.

[9] Rule 56 Provision of information to customers

Omit rule 56(1), and substitute:

- (1) A retailer must publish on its website a summary of the rights, entitlements and obligations of small customers, including:
 - (a) the retailer's standard complaints and dispute resolution procedure;
 - (b) the contact details for the relevant energy ombudsman; and
 - (c) in the case of electricity, details of applicable energisation and re-energisation timeframes.

[10] New Rule 59A Notice to small customers on deployment of new electricity meters (SRC and MRC)

After rule 59, insert:

59A Notice to small customers on deployment of new electricity meters (SRC and MRC)

- (1) If a retailer proposes to undertake a *new meter deployment* the retailer must, subject to subrule (8), permit a small customer of the retailer to elect not to have its *meter* replaced as part of the proposed *new meter deployment* in accordance with this rule (referred to in this rule as the customer's right to **opt out**).
- (2) If a retailer proposes to undertake a *new meter deployment*, the retailer must give to the small customer:
 - (a) a notice in writing no earlier than 60 business days and no later than 25 business days before the retailer proposes to replace the small customer's *meter*; and

- (b) a second notice in writing no earlier than 10 business days after the notice under subrule (2)(a) was given to the customer and no later than 15 business days before the retailer proposes to replace the small customer's *meter*.
- (3) A notice under subrule (2)(a) and (b) must state:
 - (a) that the small customer may opt out of having their *meter* replaced by informing the retailer:
 - (i) in writing, electronically or by telephone; or
 - (ii) by any other method made available by the retailer in addition to the methods specified in subrule (3)(a)(i),

at any time up to the date specified in the notice as being the last day on which the customer may notify the retailer of its decision to opt out (referred to in this rule as the **last opt-out date**);
 - (b) the expected date and time on which the retailer proposes to replace the customer's *meter*;
 - (c) the last opt-out date, which must be no earlier than 7 business days before the expected date on which the retailer proposes to replace the customer's *meter* (as specified in accordance with subrule (3)(b));
 - (d) any upfront charges the customer will incur under its retail contract as a result of the *new meter deployment*;
 - (e) the retailer's contact details; and
 - (f) contact details of interpreter services in community languages.
- (4) The small customer may opt out of the proposed *new meter deployment* by informing the retailer:
 - (a) in writing, electronically or by telephone; or
 - (b) by any other method the retailer specifies in a notice under subrule (2)(a) or (b),

to the address or other contact details specified in the notice at any time after receiving the first notice up until the last opt-out date.
- (5) Subject to subrule (7), if a small customer does not properly exercise its right to opt out of the *new meter deployment* by the last opt-out date, the retailer may proceed with the replacement of the customer's *meter* as notified to the customer under this rule 59A.

- (6) A small customer's right to opt out of the *new meter deployment* is properly exercised when:
- (a) the request to opt out has been received by the retailer by the last opt-out date; and
 - (b) the small customer has complied with the requirements under subrule (4).
- (7) A retailer must not proceed with the replacement of the *meter* at the premises under the proposed *new meter deployment* if:
- (a) before the date of the *new meter deployment*, the provision of customer retail services to the premises commences under a customer retail contract with a different small customer; and
 - (b) that customer has not been given a right to opt out in accordance with this rule.
- (8) The retailer is not required to comply with this rule if, under the terms of the small customer's market retail contract, the retailer is authorised to undertake the *new meter deployment*.
- (9) In subrule (8):
- authorised** means that under the terms and conditions of the small customer's market retail contract the customer has expressly:
- (a) consented to its *meter* being replaced as part of the *new meter deployment*; or
 - (b) waived its rights under this rule to opt out of having their *meter* replaced.

(10) **Application of this rule to standard retail contracts**

This rule applies in relation to standard retail contracts.

(11) **Application of this rule to market retail contracts**

This rule applies in relation to market retail contracts, but only to the extent subrule (8) does not apply.

[11] New Division 9A Retailer interruption to supply - electricity

After Division 9 of Part 2, insert:

Division 9A Retailer interruption to supply - electricity

59B Definitions

In this Division:

retailer planned interruption means an *interruption* of the supply of electricity to a customer that:

- (a) is for the purposes of installing, maintaining, repairing or replacing an electricity *meter*; and
- (b) does not involve either:
 - (i) the distributor effecting the *interruption* under rule 89; or
 - (ii) *interrupting* the supply of electricity to a customer who is not the customer of the retailer arranging the *interruption*; and
- (c) is not a *distributor planned interruption*.

59C Retailer interruption to supply – electricity (SRC and MRC)

- (1) A retailer may, subject to and in accordance with any requirements of the energy laws, arrange a *retailer planned interruption*.
- (2) The retailer must notify each affected customer by any appropriate means of the *retailer planned interruption* at least 4 business days before the date of the *interruption*.
- (3) The notice given by a retailer under subrule (2) may be given in the same notice required to be given under rule 59A(2)(b).
- (4) The notification must:
 - (a) specify the expected date, time and duration of the *retailer planned interruption*; and
 - (b) include a 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call); and
 - (c) include a statement that any enquiries regarding the *retailer planned interruption* are to be directed to the retailer.
- (5) In the case of a *retailer planned interruption*, the retailer must use its best endeavours to arrange to restore the customer's supply as soon as possible.

Note

Rule 107(4) provides that Part 6 (relating to de-energisation or disconnection of premises) does not apply to *interruptions* under this rule.

(6) Application of this rule to standard retail contracts

This rule applies in relation to standard retail contracts.

(7) Application of this rule to market retail contracts

This rule applies in relation to market retail contracts.

(8) Despite references to standard retail contracts and market retail contracts in this rule, this rule applies to all customers (including large customers).

[12] Rule 88 Definitions

In rule 88, omit the definitions of **interruption** (including the note) and **planned interruption**.

[13] Rule 88 New Definitions

In rule 88, insert the following new definition in alphabetical order:

distributor planned interruption means an *interruption* of the supply of energy for:

- (a) the planned maintenance, repair or augmentation of the transmission system; or
- (b) the planned maintenance, repair or augmentation of the distribution system, including planned or routine maintenance of *metering* equipment (excluding a *retailer planned interruption*); or
- (c) the installation of a new connection or a connection alteration;

[14] Rule 89 Distributor's right to interrupt supply

In rule 89, omit "*planned interruption*" and substitute "*distributor planned interruption*".

[15] Rule 90 Planned interruptions

In the heading of rule 90, omit "Planned interruptions" and substitute "Distributor planned interruptions".

[16] Rule 90 Planned interruptions

Omit rule 90(1), and substitute:

(1) **Notice to be given**

In the case of a *distributor planned interruption*, the distributor must notify each affected customer by any appropriate means of the *interruption* at least 4 business days before the date of the *interruption*.

[17] Rule 90 Planned interruptions

In rule 90(2)(c), omit "*planned interruptions*" and substitute "*distributor planned interruptions*".

[18] Rule 90 Planned interruptions

Omit rule 90(3), excluding the note, and substitute:

(3) **Restoration of supply**

In the case of a *distributor planned interruption*, the distributor must use its best endeavours to restore the customer's supply as soon as possible.

[19] New Rule 91A Metering coordinator and distributor to assist and cooperate

After rule 91, insert:

91A Metering coordinator and distributor to assist and cooperate - electricity

Where:

- (a) the installation, maintenance, repair or replacement of *metering equipment* is to be undertaken by the *metering coordinator*; and
- (b) such installation, maintenance, repair or replacement requires an *interruption* of supply to the customer's premises; and
- (c) a *retailer planned interruption* cannot be undertaken in order to effect the *interruption*,

then:

- (d) the distributor must effect the *interruption* and provide such assistance as the *metering coordinator* may reasonably require to enable the *metering coordinator* to carry out the installation, maintenance, repair or replacement of *metering equipment*; and
- (e) the *metering coordinator* must provide such information and assistance as the distributor may reasonably require to enable the distributor to carry out its obligations under rules 90 and 91; and

- (f) the distributor and the *metering coordinator* must give all other reasonable assistance to each other, and cooperate with each other, in relation to the *interruption* and their respective obligations under these Rules.

[20] Rule 97 Distributor and retailer contact details

In rule 97(2)(b), omit "." and substitute "; and".

[21] Rule 97 Distributor and retailer contact details

After rule 97(2)(b), insert:

- (c) the name and contact details of the *metering coordinator* appointed by the retailer or the large customer in respect of each shared customer (if applicable).

[22] Rule 99 Information on planned interruptions

In the heading of rule 99, omit "planned interruptions" and substitute "distributor planned interruptions".

[23] Rule 99 Information on planned interruptions

In rule 99(1)(a), omit "*planned interruptions*" and substitute "*distributor planned interruptions*".

[24] Rule 99 Information on planned interruptions

In rules 99(2) and 99(4), omit "*planned interruption*" whenever occurring and substitute "*distributor planned interruption*".

[25] New Rule 99A Information on retailer planned interruptions – electricity

After rule 99, insert:

99A Information on retailer planned interruptions – electricity

- (1) The retailer:
 - (a) must notify the distributor of *retailer planned interruptions* and give the distributor all information that the retailer is required to give to a customer under rule 59C(4); and
 - (b) must do so within the same time period as the retailer is required to notify the customer.

- (2) The information to be given by the retailer to the distributor under subrule (1) must also include the NMI and the address of the specific premises affected by the *retailer planned interruption*.
- (3) If a customer contacts the distributor about a *retailer planned interruption* requested or proposed by the retailer, the distributor must:
 - (a) refer the customer to the retailer; or
 - (b) if the customer does not wish to contact the retailer, give the customer the information provided by the retailer under this rule.

[26] Rule 101 Enquiries or complaints relating to the retailer

In rule 101(1), after "sale of energy," insert "including an enquiry or complaint about the customer's electricity *meter* which relates to any of the matters for which *metering coordinators* are responsible under Chapter 7 of the NER,".

[27] Rule 102 Enquiries or complaints relating to the distributor

In rule 102(1), omit "*planned interruption*" and substitute "*distributor planned interruption*".

[28] Rule 104 Notification of de-energisation

Omit rule 104, and substitute:

- (1) If the distributor de-energises a customer's premises in accordance with the energy laws, the distributor must as soon as practicable after the de-energisation notify the retailer of the de-energisation (including whether the premises were de-energised manually or remotely) and the reason for the de-energisation, except where the de-energisation is as a result of the retailer's request.
- (2) If the retailer has arranged to de-energise a customer's premises remotely in accordance with the energy laws, the retailer must as soon as practicable after the de-energisation notify the distributor of the remote de-energisation and the reason for the de-energisation, except where the de-energisation is as a result of the distributor's request.

[29] Rule 106 Re-energisation - gas

Omit rule 106, including the heading and excluding the note, and substitute:

106 Re-energisation - gas

If, in accordance with the energy laws, the retailer is required to arrange for the re-energisation of a customer's gas supply, the retailer and the distributor must deal with the requirement in accordance with those energy laws.

[30] New Rule 106A Re-energisation - electricity

After rule 106, insert:

106A Re-energisation - electricity

- (1) If, in accordance with the energy laws, the retailer is required to arrange for the re-energisation of a customer's electricity supply, the retailer must deal with the requirement in accordance with those energy laws.
- (2) If the retailer arranges for a person other than the distributor to re-energise a customer's electricity supply, the retailer must as soon as practicable after the re-energisation notify the distributor that the premises have been re-energised.
- (3) A retailer must not arrange re-energisation of a customer's electricity supply by a person other than the distributor if the premises were de-energised by the distributor.
- (4) If, in accordance with energy laws, the distributor is required to re-energise a customer's electricity supply, the distributor must deal with the requirement in accordance with those energy laws.
- (5) If the distributor has re-energised a customer's electricity supply, the distributor must notify the retailer that the premises have been re-energised as soon as practicable after the re-energisation.
- (6) A distributor must not re-energise a customer's electricity supply if a de-energisation of the premises was arranged by a retailer, unless a retailer requests the distributor to re-energise the premises.

[31] Rule 107 Application of this Part

In rule 107(4), insert "or under Division 9A of Part 2" after "Division 6 of Part 4".

[32] Rule 107 Application of this Part

After rule 107(4), insert:

- (5) A reference in this Part to the de-energisation or re-energisation of a customer's premises includes arranging for the premises to be de-energised or re-energised remotely.

[33] Rule 113 De-energisation for denying access to meter

In rule 113(1)(a), omit "*responsible person*" and substitute "*responsible person or metering coordinator* (as applicable)".

[34] Rule 113 De-energisation for denying access to meter

In rule 113, renumber subrules (2) and (3) as (3) and (4) respectively.

[35] Rule 113 De-energisation for denying access to meter

After rule 113(1), insert:

- (2) A retailer may arrange for de-energisation of a customer's premises if the customer does not provide the retailer or its representatives safe access to the customer's premises in accordance with any requirement under the energy laws or otherwise for the purposes of:
 - (a) testing, maintaining, inspecting or altering any *metering* installation at the premises;
 - (b) checking the accuracy of *metered* consumption at the premises; or
 - (c) replacing *meters*,and if:
 - (d) the retailer has given the customer a *disconnection warning notice*; and
 - (e) the customer has not rectified the matter that gave rise to the right to arrange for de-energisation of the premises.

[36] Rule 121 Obligation on retailer to arrange re-energisation of premises

In rule 121(1), insert "or arrange to re-energise the customer's premises remotely if permitted under energy laws" after "re-energisation of the premises".

[37] Rule 124 Retailer obligations

Omit rule 124(1), excluding the note, and substitute:

(1A) Application of this rule

This rule applies where:

- (a) a distributor advises a retailer; or
- (b) a customer provides a retailer with confirmation from a registered medical practitioner,

that a person residing at the customer's premises requires *life support equipment*.

(1) **Life support equipment**

The retailer must:

- (a) register the premises as having *life support equipment*; and
- (b) where this rule applies as a result of rule 124(1A)(b), advise the distributor that a person residing at the premises requires *life support equipment*; and
- (c) give the distributor relevant information about the premises for the purposes of updating the distributor's distribution records and registers; and
- (d) except in the case of a *retailer planned interruption* under rule 59C, not arrange for the de-energisation of the premises while the person continues to reside at the premises and requires *life support equipment*; and
- (e) at the time of registering the premises as having *life support equipment*, give the customer:
 - (i) an emergency telephone contact number for the distributor (the charge for which is no more than the cost of a local call); and
 - (ii) general advice that there may be a *retailer planned interruption* to the supply at the address; and
- (f) in the case of a *retailer planned interruption*, give the customer at least 4 business days written notice of the *retailer planned interruption* to supply at the premises (the 4 business days to be counted from, but not including, the date of receipt of the notice).

[38] New Rule 124A Registration details kept by retailer

After rule 124, insert:

124A Registration details kept by retailer

- (1) A retailer must ensure that registration details under rule 124 are kept up to date, including relevant details of any advice or information received from a customer that the person for whom the *life support equipment* is

required has vacated the premises or no longer requires the *life support equipment*.

- (2) A retailer may request a customer whose premises have been registered under rule 124 or 125 to inform the retailer if the person for whom the *life support equipment* is required has vacated the premises or no longer requires the *life support equipment*.

[39] Rule 125 Distributor obligations

In rule 125(2)(c), omit "*life support*" and substitute "*life support equipment*".

[40] Rule 125 Distributor obligations

In rule 125(2)(c)(i), omit "*planned or unplanned interruption*" and substitute "*distributor planned interruption or unplanned interruption*".

[41] Rule 125 Distributor obligations

In rule 125(2)(d), omit "*planned interruptions*" and substitute "*distributor planned interruptions*".

[42] Rule 125 Distributor obligations

In rule 125(2), renumber subrules (b), (c) and (d) as (d), (e) and (f) respectively.

[43] Rule 125 Distributor obligations

After rule 125(2)(a), insert:

- (b) where this rule applies as a result of rule 125(1)(b), advise the retailer that a person residing at the premises requires *life support equipment*; and
- (c) give the retailer relevant information about the premises for the purposes of updating the retailer's records and registers; and

[44] Rule 135 System testing

In rule 135(1)(c), omit "*responsible person*" and substitute "*responsible person or metering coordinator* (as applicable)".

[45] Rule 135 System testing

In rule 135(2), omit "*responsible person's*" and substitute "*responsible person's or metering coordinator's* (as applicable)".

Schedule 2 Amendments of the National Energy Retail Rules

(Clause 4)

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

In clause 5.1(a), after "energy laws" insert ", including, where we sell you electricity, the provision, installation and maintenance of your *meter*".

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

Omit clause 5.2, and substitute:

This contract does not cover the physical connection of your premises to the distribution system, including the maintenance of that connection and the supply of energy to your premises and, where we sell you gas, provision of metering equipment. This is the role of your distributor under a separate contract called a customer connection contract.

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

Omit clause 6.2 and substitute:

You must tell us promptly if:

- (a) information you have provided to us changes, including if your billing address changes or if your use of energy changes (for example, if you start running a business at the premises); or
- (b) you are aware of any change that materially affects access to your *meter* or to other equipment involved in providing *metering* services at the premises.

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

After clause 6.3(b), insert:

- (c) If the premises are registered as having *life support equipment*, we must give you:
 - (i) general advice relating to the *retailer planned interruption* to the supply of electricity to the premises;

- (ii) at least 4 business days notice in writing of any *retailer planned interruption* to the supply of electricity to the premises; and
- (iii) an emergency telephone contact number.

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

Omit clause 11(a), and substitute:

- (a) You must allow us and our authorised representatives safe and unhindered access to your premises for the purposes of (where relevant):
 - (i) reading, testing, maintaining, inspecting or altering any *metering* installation at the premises; and
 - (ii) calculating or measuring energy supplied or taken at the premises; and
 - (iii) checking the accuracy of *metered* consumption at the premises; and
 - (iv) replacing *meters*.

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

After clause 11(b), insert:

- (c) If we or our representatives seek access to the premises under paragraph (a), we will:
 - (i) comply with all relevant requirements under the energy laws; and
 - (ii) carry or wear official identification; and
 - (iii) show the identification if requested.
- (d) If we propose to replace your electricity *meter* we must give you a notice with the right to elect not to have your *meter* replaced unless:
 - (i) your *meter* is faulty or sample testing indicates it may become faulty; or
 - (ii) you have requested or agreed to the replacement of your *meter*.

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

After clause 11, insert:

11A INTERRUPTION TO ELECTRICITY SUPPLY

11A.1 Retailer may arrange retailer planned interruptions (maintenance repair etc)

- (a) We may arrange *retailer planned interruptions* to the supply of electricity to your premises where permitted under the energy laws for the purpose of the installation, maintenance, repair or replacement of your electricity *meter*;
- (b) If your electricity supply will be affected by a *retailer planned interruption* arranged by us, we will give you at least 4 business days notice by mail, letterbox drop, press advertisement or other appropriate means.

11A.2 Your right to information about planned interruptions

- (a) If you request us to do so, we will use our best endeavours to explain a *retailer planned interruption* to the supply of electricity to the premises which was arranged by us.
- (b) If you request an explanation be in writing we must, within 10 business days of receiving the request, give you either:
 - (i) the written explanation; or
 - (ii) an estimate of the time it will take to provide a more detailed explanation if a longer period is reasonably needed.
- (c) For *interruptions* made by your distributor, we may refer you to your distributor to provide information.

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

In clause 14.1, renumber subrules (d) and (e) as (e) and (f) respectively.

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

After clause 14.1(c), insert:

- (d) you fail to give us safe and unhindered access to the premises as required by clause 11 or any requirements under the energy laws; or

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

Omit clause 14.2, and substitute:

14.2 Notice and warning of disconnection

Before disconnecting your premises, we must comply with relevant warning notice requirements and other provisions in the Rules, and in relation to safe and unhindered access only, we must use our best endeavours to contact you to arrange an appointment with you for access to your premises in addition to any warning notice. However, we are not required to provide a warning notice prior to disconnection in certain circumstances (for example, where there has been illegal or fraudulent use of energy at your premises or where there is an emergency or health and safety issue).

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

In clause 15(a), omit "request your distributor to reconnect" and substitute "arrange for the reconnection of".

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

After clause 23, insert the following new definitions in alphabetical order:

interruption means a temporary unavailability or temporary curtailment of the supply of electricity from a distribution system to a customer, but does not include disconnection;

retailer planned interruption means an *interruption* that:

- (a) is for the purposes of the installation, maintenance, repair or replacement of your electricity *meter*; and
- (b) does not involve the distributor effecting the *interruption*; and
- (c) is not an *interruption* which has been planned by your distributor.

[13] Schedule 2 Model terms and conditions for deemed standard connection contracts

In clause 6.4(c)(i), omit "planned or *unplanned interruption*" and substitute "*distributor planned interruption* or *unplanned interruption*".

[14] Schedule 2 Model terms and conditions for deemed standard connection contracts

In clause 6.4(c)(ii), omit "*planned interruptions*" and substitute "*distributor planned interruptions*".

[15] Schedule 2 Model terms and conditions for deemed standard connection contracts

In clause 10, wherever occurring omit "*planned interruption*" and substitute "*distributor planned interruption*".

[16] Schedule 2 Model terms and conditions for deemed standard connection contracts

In clause 10, wherever occurring omit "*planned interruptions*" and substitute "*distributor planned interruptions*".

[17] Schedule 2 Model terms and conditions for deemed standard connection contracts

In the heading of clause 10.2, omit "Planned interruptions" and substitute "Distributor planned interruptions".

[18] Schedule 2 Model terms and conditions for deemed standard connection contracts

After clause 10.4(b), insert:

- (c) For any *retailer planned interruption* arranged by your retailer, we may refer you to your retailer to provide information.

[19] Schedule 2 Model terms and conditions for deemed standard connection contracts

After clause 19, insert the following new definitions in alphabetical order:

distributor planned interruption means an *interruption* of the supply of energy for:

- (a) the planned maintenance, repair or augmentation of the transmission system; or
- (b) the planned maintenance, repair or augmentation of the distribution system, including planned or routine maintenance of a *meter* (excluding a *retailer planned interruption*); or
- (c) the installation of a new connection or a connection alteration;

retailer planned interruption means an *interruption* that:

- (a) is for the purposes of the installation, maintenance, repair or replacement of your electricity *meter*; and
- (b) does not involve the distributor effecting the *interruption*; and
- (c) is not a *distributor planned interruption*.

**Schedule 3 Savings and Transitional Amendments to the
National Energy Retail Rules**

(Clause 5)

[1] Schedule 3 Savings and Transitional Rules

After Part 5, insert:

**Part 6 Rules consequential on the making of the
National Energy Retail Amendment
(Expanding competition in metering and
related services) Rule 2015**

1 Definitions

In this Part:

Amending Rule means the National Energy Retail Amendment
(Expanding competition in metering and related services) Rule 2015.

effective date means 1 December 2017.

required alterations means the amendments set out in Schedule 2 of the
Amending Rule.

2 Variation date

- (1) Retailers and distributors must make the required alterations to their
standard retail contracts and standard connection contracts by the effective
date.
- (2) Alterations made under subrule (1) must take effect on and from the
effective date.

[END OF RULE AS MADE]
