



ICRC

Independent Competition and Regulatory Commission

ELECTRICITY FEED-IN CODE

~~Determined October 2010~~

JULY 2012

Note:

Variations to the Code are shown as follows:

~~Text which is struck through and highlighted in grey is deleted.~~

Text which is underlined and highlighted in yellow is new or amended.

Additional explanatory notes are highlighted in blue.

The Commission is specifically seeking comments on what provisions of the current Consumer Protection Code should continue to apply to Electricity Distributors and NERL retailers authorised to sell electricity given the change to consumer protection under the NECF?

Contents

1.	INTRODUCTION	1
1.1	Industry codes	1
1.2	Utility to comply with industry codes	1
1.3	Effect of inconsistency of industry codes	1
1.4	Electricity Feed-in Scheme	1
2.	PURPOSE AND APPLICATION OF THIS CODE	2
2.1	Purpose	2
2.2	Application	2
2.3	Other applicable laws	2
3.	DICTIONARY	2
3.1	Dictionary attached	2
4.	DISTRIBUTOR OBLIGATIONS	2
4.1	Distributor to detail arrangements to supplier	2
4.2	Distributor to alert supplier and occupier of start dates	2
4.3	Dispute resolution—supplier disputes	2
4.4	Dispute resolution—occupier disputes	3
4.5	Reporting to the Commission	4
5.	SUPPLIER OBLIGATIONS	4
5.1	Supplier to detail arrangements to occupiers	4
5.2	Dispute resolution—distributor disputes	5
5.3	Dispute resolution—occupier disputes	6
5.4	Reporting to the Commission	6
6.	OCCUPIER PROTECTIONS AND OBLIGATIONS	6
6.1	Applicability of Consumer Protection Code provisions	6
6.2	Extended definition of ‘utility service’	6
6.3	Electricity supply debts and hardship provisions	6
6.4	Requirement for occupier application	7
7.	REVIEW OF THIS CODE	7
	DICTIONARY	8
	SCHEDULE 1: DISTRIBUTOR AND SUPPLIER OBLIGATIONS TO REPORT TO THE COMMISSION	10
	SCHEDULE 2: APPLICABILITY OF CONSUMER PROTECTION CODE PROVISIONS TO THE FEED-IN SCHEME	2
	SCHEDULE 3: CODE AMENDMENT HISTORY	11

1. INTRODUCTION

1.1 Industry codes

The Electricity Feed-in Code is an industry code under Part 4 of the *Utilities Act 2000* (the **Utilities Act**) that has been determined by the Independent Competition and Regulatory Commission (the **Commission**).

Section 55(1) of the **Utilities Act** provides that 'an industry code may set out practices, standards and other matters about the provision of a utility service'.

Section 56(1) of the **Utilities Act** states that 'for this Act, an industry code applies to a utility if it applies to the provision of utility services of a kind that the utility is licensed to provide.'

The circumstances under which the Commission may determine an industry code and the processes to be followed are detailed in sections 59 and 60 of the **Utilities Act**.

On 1 July 2012 the National Energy Customer Framework (NECF) commenced in the ACT. The **Utilities Act** was amended to insert a new section 56A that allows the **Commission** to determine that an industry code applies to a **NERL retailer** if the **Commission** is satisfied on reasonable grounds that it is appropriate for the code to apply to the retailer.

The **Commission** has determined that the Electricity Feed-in Code applies to **NERL retailers** authorised to supply electricity.

1.2 Utility to comply with industry codes

The **Utilities Act** provides, in section 25(2)(iii) that a utility licence is subject to the condition that the utility comply with each industry code that applies to the utility.

The **Utilities Act** provides, in section 75E(1)(a) that a **NERL retailer** commits an offence if the retailer contravenes an industry code that applies to the retailer.

1.3 Effect of inconsistency of industry codes

Under section 56(3) of the **Utilities Act**, 'an industry code has no effect to the extent of any inconsistency with this Act, a related law or a technical code'.

1.4 Electricity Feed-in Scheme

A scheme (the **Electricity Feed-in Scheme**) for feed-in from renewable energy generators to the electricity network is established under the *Electricity Feed-in (Renewable Energy Premium) Act 2008* (the **Electricity Feed-in Act**).

The **Electricity Feed-in Act** provides in section 6(2) for a range of actions required of electricity distributors, including connecting a renewable generator to the distributor's network (the **distributor actions**) and in section 6(3) for actions required of ~~electricity suppliers~~ a **NERL retailer** (the

supplier actions). Section 7 of the **Electricity Feed-in Act** provides that the **distributor actions** and the **supplier actions** are **is a** utility services.

2. PURPOSE AND APPLICATION OF THIS CODE

2.1 Purpose

The purpose of this Code is to set out practices and standards for the operation of the scheme for feed-in from renewable energy generators to the electricity network established under the **Electricity Feed-in Act**.

2.2 Application

This Code applies to:

- (a) **electricity distributors**
- (b) **electricity suppliers NERL retailers.**

2.3 Other applicable laws

This Code is in addition to, and does not limit, the rights and obligations of **electricity distributors** and **electricity suppliers NERL retailers** under the **Utilities Act**, the **Electricity Feed-in Act** and any other applicable law.

3. DICTIONARY

3.1 Dictionary attached

The Dictionary at the end of the Electricity Feed-in Code is part of this Code.

4. DISTRIBUTOR OBLIGATIONS

4.1 Distributor to detail arrangements to supplier

The **electricity distributor** must,

- (a) upon request, provide to an **electricity supplier a NERL retailer** a statement of the terms on which it will provide the relevant **distributor actions**. The **Network Use of System Agreement** will apply to the **distributor actions** so far as relevant.
- (b) upon application from an **occupier**, which may be received via the occupier's chosen **electricity supplier NERL retailer**, provide the relevant **distributor actions** in accordance with a negotiated contract with the **occupier** either directly or via the **electricity supplier NERL retailer** as agent of the **electricity distributor** for that purpose.

4.2 Distributor to alert **supplier NERL retailer** and occupier of start dates

The **electricity distributor** must, as part of its response to an application for **distributor actions**, inform the **electricity supplier NERL retailer** and the **electricity supplier NERL retailer** must inform the **occupier** of the date from which the 20-year period for the payment of a premium rate as provided for in section 11 of the **Electricity Feed-in Act** commenced.

4.3 Dispute resolution—supplier disputes

Disputes between **electricity distributors** and **electricity supplier NERL retailers** in relation to the **Electricity Feed-in Scheme** will be resolved in accordance with the arrangements set out in the **Network Use of System Agreement** in place between the parties.

If no Network Use of System Agreement exists, the following procedure will apply:

- a) **if the dispute comes within clause 8.2 of the *National Electricity Rules* - the dispute resolution procedure in that code will apply; or**
- b) **if the dispute is over a technical matter or in relation to clause 8.11 - the procedure in Schedule 1 (Expert Resolution) will apply; or**
- c) **otherwise - the procedure in Schedule 2 (Mediation) will apply.**

If there is a dispute over whether a matter is a technical matter or not, then the matter will be referred in accordance with clause 16.1(b) for the relevant independent expert to determine whether the matter should be determined in accordance with Schedule 1 (Independent Expert) or Schedule 2 (Mediation).

No party may have recourse to litigation without first having complied with this section 4.3.

This clause does not prevent a party seeking an urgent interlocutory injunction from a court of competent jurisdiction.

All notices issued under this agreement must be sent to the address of the relevant party notified in writing by the relevant party.

Notices are deemed to be received:

- a) **in the case of delivery by post, 2 business days after the date of posting;**
- b) **in the case of fax, on receipt by the sender of a transmission report from the dispatching machine showing the relevant number of pages and the correct destination fax machine number and indicating that the transmission has been made without error, unless the recipient notifies the sender within 24 hours of the fax being sent that the fax was not received in its entirety in legible form; or**
- c) **in the case of email, when it is delivered to a system from which the addressee can retrieve it.**

If a notice is received on a day which is not a business day or after 5.00 pm on a business day, it is taken to be received on the next business day.

4.4 Dispute resolution—occupier disputes

Disputes between **electricity distributors** and **occupiers** of premises in relation to the **Electricity Feed-in Scheme** will be resolved in accordance with the **Utilities Act** and the ~~Consumer Protection Code~~ **Complaints procedures developed by the electricity distributor.**

An **electricity distributor** must develop, maintain and implement procedures to deal with:

- (1) A **Complaint** of an **occupier**, including:
 - (a) a right to have the **Complaint** considered by a senior employee within the **electricity distributor** if the **occupier** is not satisfied with the manner in which the **electricity distributor** is handling the **Complaint**; and
 - (b) a **Complaint** by an **occupier** against an **Agent** of the **electricity distributor**; and
- (2) the resolution of a dispute between the **electricity distributor** and an **occupier**.

The procedures implemented by an **Electricity distributor** or **NERL retailer** must provide for the handling of a **Complaint** in accordance with the relevant Australian Standard on complaints handling.

An **Electricity distributor** or **NERL retailer** that receives a **Complaint** from an **occupier** must advise the **occupier** of the following matters:

- (3) in its initial response to the **occupier** —the **Electricity distributor** or **NERL retailer's** complaint handling practices and procedures; and
- (4) in a response giving its final decision on a **Complaint** —any right the **occupier** may have to refer their **Complaint** to the ACT Civil and Administrative Tribunal (**ACAT**).

An **Electricity distributor** or **NERL retailer** must keep its records of a **Complaint** made by an **occupier** for not less than 12 months after the **Complaint** is resolved.

4.5 Reporting to the Commission

The **electricity distributor** is to provide reports to the **Commission** to cover the matters and within the timeframes set out in Schedule 13 to this Code.

5. SUPPLIER OBLIGATIONS

5.1 Supplier to detail arrangements to occupiers

The **electricity supplier** **NERL retailer** must, by a separate negotiated contract or through amendment of an existing contract, provide a statement of the terms on which it will provide the **supplier actions** to an **occupier** from whom an application has been received. Items (a) to (c) are the minimum requirements for inclusion:

- (a) the information that will be provided to **occupiers** when a payment for renewable energy is made, including the amount and value of any energy generated from the premises
- (b) the frequency of payments

- (c) the method and circumstances of payment to **occupiers**.

A contract may provide that payments can be by way of an offset against the occupier's electricity account.

5.2 Dispute resolution—distributor disputes

Disputes between **electricity suppliers** **NERL retailers** and **electricity distributors** in relation to the **Electricity Feed-in Scheme** will be resolved in accordance with the arrangements set out in the **Network Use of System Agreement** in place between the parties.

If no **Network Use of System Agreement** exists, the following procedure will apply:

- a) if the dispute comes within clause 8.2 of the *National Electricity Rules* - the dispute resolution procedure in that code will apply; or
- b) if the dispute is over a technical matter or in relation to clause 8.11 - the procedure in Schedule 1 (Expert Resolution) will apply; or
- c) otherwise - the procedure in Schedule 2 (Mediation) will apply.

If there is a dispute over whether a matter is a technical matter or not, then the matter will be referred in accordance with clause 16.1(b) for the relevant independent expert to determine whether the matter should be determined in accordance with Schedule 1 (Independent Expert) or Schedule 2 (Mediation).

No party may have recourse to litigation without first having complied with this section 4.3.

This clause does not prevent a party seeking an urgent interlocutory injunction from a court of competent jurisdiction.

All notices issued under this agreement must be sent to the address of the relevant party notified in writing by the relevant party.

Notices are deemed to be received:

- a) in the case of delivery by post, 2 *business days* after the date of posting;
- b) in the case of fax, on receipt by the sender of a transmission report from the dispatching machine showing the relevant number of pages and the correct destination fax machine number and indicating that the transmission has been made without error, unless the recipient notifies the sender within 24 hours of the fax being sent that the fax was not received in its entirety in legible form; or
- c) in the case of email, when it is delivered to a system from which the addressee can retrieve it.

If a notice is received on a day which is not a *business day* or after 5.00 pm on a *business day*, it is taken to be received on the next *business day*.

5.3 Dispute resolution—occupier disputes

Disputes between **electricity suppliers** **NERL retailers** and **occupiers** of premises in relation to the **Electricity Feed-in Scheme** will be resolved in accordance with the **Utilities Act** and the **Consumer Protection Code Complaints** procedures developed by the **NERL retailer** **NERL retailer**.

An **NERL retailer** must develop, maintain and implement procedures to deal with:

- (1) **A Complaint of an occupier, including:**
 - (a) a right to have the **Complaint** considered by a senior employee within the **NERL retailer** if the **occupier** is not satisfied with the manner in which the **NERL retailer** is handling the **Complaint**; and
 - (b) a **Complaint** by an **occupier** against an **Agent** of the **NERL retailer**; and
- (2) the resolution of a dispute between the **NERL retailer** and an **occupier**.

5.4 Reporting to the Commission

The **Supplier** **NERL retailer** is to provide reports to the **Commission** to cover the matters and within the timeframes set out in Schedule **3** **1** to this Code.

6. OCCUPIER PROTECTIONS AND OBLIGATIONS

6.1 Applicability of Consumer Protection Code provisions

This Code does not affect the application of the **Consumer Protection Code** in relation to matters other than the **Electricity Feed-in Scheme**. The application of the **Consumer Protection Code** to the **Feed-in Scheme** is as set out in Schedule 2 to this Code.

Electricity distributors and **NERL retailers** must comply with the listed provisions of the Consumer Protection Code 2010 (No.2) DI2010-178 which are set out in Schedule 4 to this Code.

~~6.2 Extended definition of 'utility service'~~

For the purpose of this Code, the definition of 'utility service' in the **Consumer Protection Code** is to be read to include the **distributor actions** and/or **supplier actions**.

6.3 Electricity supply debts and hardship provisions

Despite clause 5.1, an **electricity supplier** a **NERL retailer** must not set terms that would require a payment owing to an **occupier** under the **supplier actions** to be used (without the approval of the **occupier**) to recover an **electricity supply** debt:

- (a) which is the subject of a hardship application under Part 12 of the ~~Utilities Act~~ provisions under Part 2, Division 6 of the National Energy Retail Law.
- (b) contrary to a direction of the ACT Civil and Administrative Tribunal under Part 12 of the **Utilities Act**
or
- (c) contrary to an arrangement for the repayment of an electricity supply debt agreed by the **occupier** and ~~electricity supplier~~ **NERL retailer**

6.4 Requirement for occupier application

The **distributor actions** and **supplier actions** cannot be provided in the absence of an application from an **occupier** of premises for such services. A person taking up occupancy of premises with an installed generation capacity is required to apply to the ~~electricity supplier~~ **NERL retailer** to participate in the **Electricity Feed-In Scheme**.

7. REVIEW OF THIS CODE

The **Commission** will review this Code, in the light of experience with the **Electricity Feed-in Scheme**, within two years of the commencement of the **Electricity Feed-in Act**. The review will include

- (a) the desirability, in the light of experience with the operation of the **Electricity Feed-in Scheme**, of determining scheme-specific minimum service standards
- (b) the continuing appropriateness of all provisions relating to reporting to the **Commission**.

DICTIONARY

- (1) **'Commission'** means the Independent Competition and Regulatory Commission.
- (2) **'Consumer Protection Code'** means the **Consumer Protection Code** approved as an industry code under Part 4 of the **Utilities Act**.
- (3) **'Distributor actions'** are the actions required by an electricity distributor under section 6(2) of the **Electricity Feed-in Act**.
- (4) **'Electricity distributor'** means a person who holds a licence to distribute electricity under Part 3 of the **Utilities Act**.
- (5) **'Electricity Feed-in Act'** means the *Electricity Feed-in (Renewable Energy Premium) Act 2008*.
- (6) **'Electricity Feed-in Scheme'** means the scheme for the feed-in from renewable energy generators to the electricity network that is established under the **Electricity Feed-in Act**.
- (7) ~~**'Electricity supplier'** means a person who holds a licence to supply electricity to premises under Part 3 of the **Utilities Act**.~~
- (8) **'Electricity supply'** means the supply of electricity from an electricity network to premises for consumption.
- (9) **'Law'** means:
 - (a) an Act
 - (b) a subordinate law
 - (c) any other statutory instrument of a legislative nature
 - (d) the common law.
- (10) **'NERL retailer'** means a person who holds a retailer authorisation under the **National Energy Retail Law (ACT)**.
- (11) **'Network Use of System Agreement'** is the default or negotiated contract in place between an **Electricity distributor** and **Electricity supplier** in accordance with the Electricity Network Use of System Code.
- (12) **'Occupier'** in relation to premises has the same meaning as in the **Electricity Feed-in Act**—'the retail electricity customer for the premises'. It does not have the meaning of 'occupier' in the **Consumer Protection Code**.
- (13) **'Supplier actions'** are the actions required by ~~an electricity supplier~~ a **NERL retailer** under section 6(3) of the **Electricity Feed-in Act**.
- (14) **'Utilities Act'** means the *Utilities Act 2000 (ACT)*.

Schedule 1: Dispute resolution procedure - expert resolution (non-National Electricity Rules disputes)

A. First stage dispute resolution

A.1 This Schedule applies to a dispute under clause 16.1(b) of this agreement.

A.2 The parties will use their reasonable endeavours to resolve the dispute within a period of 20 *business days* after a notice is given under clause 16.1 of this agreement.

A.3 If the dispute remains unresolved at the end of the period referred to in clause A.2 then either party may require that the dispute be determined under clause B of this schedule.

B. Reference to and appointment of Independent Expert

B.1 Where clause A.3 applies, either party may require that the dispute be determined by an independent expert appointed in accordance with clause B.2 of this schedule ("**Independent Expert**").

B.2 The party wishing to have the dispute determined by an Independent Expert will give written notice to that effect to the other party specifying the nature of the dispute. The parties will meet and use all reasonable endeavours to agree upon the identity of the Independent Expert, but if they are unable to agree within 5 *business days* of the date of receipt of the notice, then either party may refer the matter to the President for the time being of the Law Society of the Australian Capital Territory (or, if that body no longer exists, then to the President for the time being of such successor body or association as is then performing the function formerly carried out by the Law Society of the Australian Capital Territory), to nominate a suitably qualified person to act as the Independent Expert to determine the dispute.

C. Role of Independent Expert

The Independent Expert will:

- a)** act as an expert and not as an arbitrator;
- b)** have no interest or duty which conflicts, or which may conflict, with his or her function as the Independent Expert;
- c)** not be a former or current employee or representative of either party or of a related body corporate of either of them; and
- d)** disclose fully to the parties, before being appointed, any interest or duty which may conflict with his or her position.

D. Representation and evidence

Each party:

- a) may be legally represented at any hearing before the Independent Expert;
- b) will be entitled to produce to the Independent Expert any materials or evidence which that party believes is relevant to the dispute; and
- c) will make available to the Independent Expert all materials requested by him or her and all other materials which are relevant to his or her determination.

E. Rules of evidence

The Independent Expert will not be bound by the rules of evidence.

F. Power of Independent Expert

The Independent Expert will have the power to inform himself or herself independently as to the facts to which the dispute relates and to take such measures as he or she thinks fit to expedite the determination of the dispute.

G. Determination

G.1 The Independent Expert will make a determination on the dispute and:

- a) will determine what, if any, adjustments may be necessary between the parties; or
- b) if relevant, determine the amendments required to the terms of this agreement.

G.2 The determination of the Independent Expert will be, in the absence of bias or manifest error, final and binding upon the parties.

H. Costs

The costs in relation to a determination by the Independent Expert will be dealt with as follows:

- a) the remuneration of the Independent Expert will be agreed by the parties;
- b) unless the parties otherwise agree, the Independent Expert will determine which party will bear the costs of the determination and in what proportion, having regard to the degree to which he or she considers that party was at fault or unreasonable in failing to agree to the matter under reference, and that party will bear those costs accordingly; and
- c) the parties will bear their own costs incurred in the preparation and presentation of any submissions or evidence to the Independent Expert.

Schedule 2: Dispute resolution procedure - mediation (non-National Electricity Rules disputes)

- 1.1 This Schedule applies to a dispute under clause 16.1(c) of this agreement.
- 1.2 If the dispute is not resolved within 10 *business days* after a notice of dispute is given under clause 16.1 ("**Notice Period**"), the dispute is by this clause submitted to mediation. The mediation must be conducted in Canberra. The Institute of Arbitrators Australia Rules for the Mediation of Commercial Disputes (in force as at the date of the notice) apply to the mediation, except to the extent they conflict with this Schedule.
- 1.3 If the parties have not agreed on the mediator and the mediator's remuneration within 7 days after the Notice Period, the mediator will be appointed by the President of the Australian Capital Territory Law Society or the President's nominee, at the request of either party, and that person will also determine the amount or rate of the mediator's remuneration.
- 1.4 The parties must share the costs of the mediator. Each party must pay its own costs of the mediation.

SCHEDULE 3 4: DISTRIBUTOR AND SUPPLIER OBLIGATIONS TO REPORT TO THE COMMISSION

Relevant utility service provider	Obligation	Timeframe for report
Electricity distributor	Number of connection applications received by suburb	Quarterly
	Number of new connections by suburb	Quarterly
	Total connections by suburb	Quarterly
	Total installed capacity by suburb	Quarterly
	Total metered output by suburb	Quarterly
Electricity supplier NERL retailer	Number of customers receiving feed-in tariff	Quarterly
	Total premium tariff paid out	Quarterly

SCHEDULE 2: APPLICABILITY OF CONSUMER PROTECTION CODE PROVISIONS TO THE FEED-IN SCHEME

Part or clause	Provision	Applicability to Feed-in Scheme
4	Obligations under licence	Applicable (reading 'utility service' to include distributor actions and supplier actions)
5	Conduct of utilities	Applicable
6	Complaints	Applicable
7	Provision of information	Applicable
8	Notice	Applicable
9	Summary of Consumer and Utility Rights	Applicable
10	Special needs	Not applicable
11	Obligation to comply with service standards	Only service standard 2 of Schedule 1 of the Consumer Protection Code applies
12	Charges	Applicable
13	Customer accounts	Only applicable to the extent that information relating to the Feed-in Scheme appears on a customer account
14	Interest and other charges	Not applicable
Part 3.1 (Clauses 15-16 and 18-19)	Matters that must be addressed in standard customer contracts	Not applicable
Part 3.1 (Clauses 17 and 20)	Matters that must be addressed in standard customer contracts	Not applicable
Part 3.2 (Clause 21)	Standard customer contracts	Not applicable
22	Negotiated contract provisions	Applicable
23	Disconnection of supply	Not applicable

Part or clause	Provision	Applicability to Feed-in Scheme
24	Cooling-off period	Not applicable
25	Recession under Negotiated Customer Contract	Not applicable
26	Notice where Negotiated Customer Contract ends	Not applicable
27	Security deposit	Not applicable
28	Utility to Make Contract available to customers	Applicable
Part 5 (Clauses 29–30)	Marketing of electricity and gas supply services	Not applicable
31	Contract information	Applicable
32	Informed consent	Not applicable
32A	Transfer of supplier's supply business	Not applicable
33	New occupants	Not applicable

SCHEDULE 4: APPLICABILITY OF CONSUMER PROTECTION CODE 2010 (No.2) DI2010-178 TO THE FEED-IN SCHEME

5 Conduct of ~~utilities~~ electricity distributors and NERL retailers

- (3) ~~A utility~~ An Electricity distributor or NERL retailer must act ethically, fairly and honestly in all its dealings with a ~~Customer or Consumer~~ an occupier.
- (4) ~~A utility~~ An Electricity distributor or NERL retailer must not call or contact a ~~Customer or Consumer~~ an occupier:
- (c) during a public holiday in the **Territory**;
 - (d) on a Saturday or Sunday, between midnight and 9:00am or between 5:00pm and midnight; or
 - (e) on any other day, between midnight and 8:00am or between 8.00pm and midnight,

unless it is during an emergency or the ~~Customer or Consumer~~ occupier has given express approval.

Note: When contact is made by way of a telephone call subject to the requirements of the Telecommunications (Do Not Call Register) (Telemarketing and Research Calls) Industry Standard 2007 (Cth), the permissible times for contact may be different.

- (5) The staff of a ~~utility~~ an Electricity distributor or NERL retailer must attempt to identify themselves to a ~~Customer or Consumer~~ an occupier before entering the **Premises** of the a ~~Customer or Consumer~~ an occupier unless:
- (f) the ~~utility~~ Electricity distributor or NERL retailer staff are entering the **Premises** to read, or check the accuracy, of a meter; or
 - (g) the ~~utility~~ Electricity distributor or NERL retailer staff are responding to an emergency.
- (6) The obligations of a ~~utility~~ an Electricity distributor or NERL retailer under this Code are subject to a **Customer or Consumer** informing the ~~utility~~ electricity distributors and NERL retailer, to the extent that such information is relevant to that obligation, of the following events as soon as possible after each relevant occurrence:
- (h) any change in the **Person** or body responsible for the payment of an **Account**;

- (i) any change to the contact details of a ~~Customer or Consumer~~ **an occupier**;
 - (j) any change or proposed change to the **Premises** or the **Installation** of the ~~Customer or Consumer~~ **occupier** which may affect the quality or safety of the **Utility Service** to the ~~Customer or Consumer~~ **occupier** or another **Person**;
 - (k) the ~~Customer or Consumer~~ **occupier** becoming aware of a problem with a **Utility Service** at the **Premises** of the ~~Customer or Consumer~~ **occupier** (for example, burst or leaking pipes).
- (7) If a utility **an Electricity distributor or NERL retailer** makes an **Appointment** with a ~~Customer or Consumer~~ **an occupier**, the utility **Electricity distributor or NERL retailer** must:
- (l) not be more than 30 minutes late for the agreed **Appointment** unless at least one hour's notice has been given to the ~~Customer or Consumer~~ **occupier** that the utility **Electricity distributor or NERL retailer** will be late; and
 - (m) give 24 hours notice of the cancellation of an **Appointment**.
- (8) A utility **An Electricity distributor or NERL retailer** may, when making an agreed **Appointment** with a ~~Customer or Consumer~~ **an occupier**, negotiate a time frame in which the utility **Electricity distributor or NERL retailer** must keep that **Appointment**.
- Example:* A utility **An Electricity distributor or NERL retailer** may agree to attend the **Premises** of the ~~Customer or Consumer~~ **occupier** between 8:00am and 11:00am.
- (9) For the purposes of clauses 5(1), (2) and (3), a utility **an Electricity distributor or NERL retailer** includes an **Agent** acting on the behalf of the utility **electricity distributor and NERL retailer**.

6 Complaints

6.1 Complaints procedures

A utility **An Electricity distributor or NERL retailer** must develop, maintain and implement procedures to deal with:

- (10) A **Complaint** of a ~~Customer or Consumer~~ **an occupier**, including:
 - (n) a right to have the **Complaint** considered by a senior employee within the utility **Electricity distributor or NERL retailer** if the ~~Customer or Consumer~~ **occupier** is not satisfied with the manner in which the utility **Electricity**

- distributor or NERL retailer** is handling the **Complaint**;
and
- (o) a **Complaint** by a **Customer or Consumer** **an occupier** against an **Agent** of the utility **Electricity distributor or NERL retailer**; and
- (11) the resolution of a dispute between the utility **Electricity distributor or NERL retailer** and a **Customer or Consumer** **an occupier**.

6.2 Practices and procedures to comply with Australian Standards

The procedures implemented by a utility **an Electricity distributor or NERL retailer** under clause 6.1(1) must provide for the handling of a **Complaint** in accordance with the relevant Australian Standard on complaints handling.

6.3 Addressing complaints

A utility **An Electricity distributor or NERL retailer** that receives a **Complaint** from a **Customer or Consumer** **an occupier** must advise the **Customer or Consumer** **occupier** of the following matters:

- (12) in its initial response to the **Customer or Consumer** **occupier** —the utility's **Electricity distributor or NERL retailer's** complaint handling practices and procedures; and
- (13) in a response giving its final decision on a **Complaint** —any right the **Customer or Consumer** **occupier** may have to refer their **Complaint** to the ACT Civil and Administrative Tribunal (**ACAT**).

6.4 Utility to keep records

A utility **An Electricity distributor or NERL retailer** must keep its records of a **Complaint** made by a **Customer or Consumer** **an occupier** for not less than 12 months after the **Complaint** is resolved.

7 Provision of information

7.1 Utility to provide information

- (14) A utility **An Electricity distributor or NERL retailer** must, on request, provide a **Customer or Consumer** **an occupier** with information about the services provided by the utility **Electricity distributor or NERL retailer** to the **Customer or Consumer** **occupier** **Premises**;
- (15) A utility **An Electricity distributor or NERL retailer** must, on request, provide a **Customer** **an occupier** with information about:
- (p) **Load Profiles and Power Factors, if applicable;**

- (q) meter readings for **Utility Services** provided to the **Customer's occupier's Premises** by the utility **Electricity distributor or NERL retailer**;
- (r) the **Account** of a **Customer** **an occupier** with the utility **Electricity distributor or NERL retailer**; and
- (s) efficient energy consumption;

to the extent that the information is reasonably available to the utility **Electricity distributor or NERL retailer**.

7.2 **Utility Electricity distributor or NERL retailer** may recover costs of providing information

- (1) Subject to the prior approval of the **ICRC** either in a particular case or generally for the type of information being requested, a utility **an Electricity distributor or NERL retailer** may charge a **Customer** or **Consumer** **an occupier** for the reasonable costs of supplying information under clause 7.1.
- (2) A Charge approved under clause 7.2(1) should be listed on the website of the utility **Electricity distributor or NERL retailer**.

7.3 **Disclosure of Customer or Consumer occupier** information by a utility **an Electricity distributor or NERL retailer** to a third party

A utility **An Electricity distributor or NERL retailer** must not disclose personal information about a **Customer** or **Consumer** **an occupier** to a third party except in accordance with the *Privacy Act 1988* (Cth) and the *Utilities Act 2000* (ACT). "Personal information" is defined in the *Privacy Act 1988* (Cth), section 6(1).

8 Notice

8.1 **Requirements for effective notice to Customer or Consumer occupier**

- (3) Unless alternative arrangements have been agreed between the utility **Electricity distributor or NERL retailer** and a **Customer** or **Consumer** **an occupier**, where this Code requires that a notice be issued to a **Customer** or **Consumer** **an occupier**, a utility **an Electricity distributor or NERL retailer** must ensure that the notice is in writing and:
 - (t) delivered by hand to the **Premises** of a **Customer** or **Consumer** **an occupier** (unless the **Customer** or **Consumer** **occupier** has specified an alternative address for service); or
 - (u) sent by prepaid mail to the **Premises** of a **Customer** or **Consumer** **an occupier** (unless the **Customer** or **Consumer** **occupier** has specified an alternative address for service); or

- (v) sent by facsimile to the facsimile number of the ~~Customer~~ or ~~Consumer~~ **occupier**; or
- (w) sent to the ~~Customer~~ or ~~Consumer~~ **occupier** by some other electronic means capable of generating a delivery confirmation report

except where this Code specifies another method of notification.

8.2 Deemed delivery

Unless it can be shown that a notice was received at an earlier time, and subject to section 250 of the *Legislation Act 2001* (ACT), if a ~~utility~~ **an Electricity distributor or NERL retailer** has followed the procedures set out in clause 8.1, the ~~Customer~~ or ~~Consumer~~ **occupier** is deemed to have received the notice:

- (4) if delivered by hand, upon leaving it at the relevant address;
- (5) if mailed to an address, when the notice would have been delivered in the ordinary course of post; or
- (6) if sent by facsimile or electronic mail, when it was sent.

Note: Section 250 of the *Legislation 2001 Act* (ACT) describes when service will be taken to be effected, with reference to delivery by particular means.

9 Summary of consumer and utility rights

9.1 ~~A utility~~ **An Electricity distributor or NERL retailer** to prepare summary

- (7) ~~A utility~~ **An Electricity distributor or NERL retailer** must prepare a statement summarising the rights of ~~Customers, Consumers~~ **an occupier** and the ~~utility~~ **Electricity distributor or NERL retailer** under the **Utilities Act**, this Code and the relevant **Customer Contract** with respect to the **Utility Service** provided by the ~~utility~~ **Electricity distributor or NERL retailer** under the **Customer Contract**.
- (8) ~~A utility~~ **An Electricity distributor or NERL retailer** is not required to prepare a statement under clause 9.1(1) for a **Customer** who has agreed with the ~~utility~~ **Electricity distributor or NERL retailer** to alternative arrangements or standards.

9.2 Content and format of summary

- (9) The summary must deal with:

Rights of ~~Customer or Consumer~~ **an occupier**

- (x) the level of service standards ~~Customers and Consumers~~ **an occupier** ~~are~~ **is** entitled to receive;

- (y) ~~Customers' and Consumers'~~ **occupiers'** right to information;
- (z) ~~Customers' and Consumer's~~ right to complain about a ~~utility's~~ **An Electricity distributor or NERL retailer's** conduct and service levels, and who **complaints** can be made to.

~~utility~~ **Electricity distributor or NERL retailer** Rights

- (aa) the right of the ~~utility~~ **Electricity distributor or NERL retailer** to payment for services provided to a **Customer**;
 - (bb) the right of the ~~utility~~ **Electricity distributor or NERL retailer** to disconnect or restrict supply to a **Customer** for non-payment of a **Customer Account**;
 - (cc) any rights of access and asset protection that the ~~utility~~ **Electricity distributor or NERL retailer** has, including the right to enter the **Premises** of ~~a Customer or Consumer~~ **an occupier**.
- (10) The summary must be expressed in simple and straightforward language.
- (11) In addition, the summary must advise ~~Customers or Consumers~~ **occupiers** of the availability of:
- (dd) interpreter services; and
 - (ee) non-English and other versions of the summary.

9.3 Summary to be available in different languages and formats

- (12) ~~A utility~~ **An Electricity distributor or NERL retailer** must ensure that the summary is available in the following versions:
- (ff) English;
 - (gg) large print; and
 - (hh) each of the five most common non-English languages used in the **Territory**.
- (13) ~~A utility~~ **An Electricity distributor or NERL retailer** must take any other reasonable steps to provide a **Consumer** with the summary of the rights of the **Customer** or **Consumer** and of the ~~utility~~ **Electricity distributor or NERL retailer** under the **Utilities Act** and this Code.

9.4 ~~Utility~~ **An Electricity distributor or NERL retailer** to provide copy of summary

- (14) A copy of the summary must be included in ~~a Customer's~~ **an occupier's** initial **Account** unless provided previously. If the summary is changed in any significant respect a copy must be

sent to each ~~Customer~~ **occupier** with the **Account** following the change.

- (15) A ~~utility~~ **An Electricity distributor or NERL retailer** must, on request, provide a ~~Customer or Consumer~~ **an occupier** with a copy of the summary.
- (16) A ~~utility~~ **An Electricity distributor or NERL retailer** must make the most recent version of the summary available on its website.

11 Obligation to comply with service standards

11.1 Compliance by utilities with minimum service standards

A ~~utility~~ **An Electricity distributor or NERL retailer** must comply with Service Standard 2 of the Minimum Service Standards set out in Schedule 1 of the Consumer Protection Code, except to the extent that:

- (17) alternative arrangements or standards have been agreed between the ~~utility~~ **Electricity distributor or NERL retailer** and a ~~Customer~~ **an occupier**; or
- (18) events or conditions outside the control of the ~~utility~~ **Electricity distributor or NERL retailer**, including emergencies declared under the *Emergency Act 2004* (ACT) or any other **Law**, prevent the ~~utility~~ **Electricity distributor or NERL retailer** from complying with the Minimum Service Standards in Schedule 1 of the Consumer Protection Code.

11.2 Obligation to pay rebate for non-compliance

- (19) If:
- a ~~utility~~ **Electricity distributor or NERL retailer** does not comply with its obligations under clause 11.1; and
 - there is a resultant liability to pay a rebate prescribed in Schedule 1 **of the Consumer Protection Code** to an affected ~~Customer or Consumer~~ **occupier**; and
 - the affected ~~Customer or Consumer~~ **occupier** has, within three months of the incident of non-compliance by the ~~utility~~ **Electricity distributor or NERL retailer**, applied to the ~~utility~~ **Electricity distributor or NERL retailer** for the rebate
- the ~~utility~~ **Electricity distributor or NERL retailer** must pay the rebate.
- (20) A ~~utility~~ **an Electricity distributor or NERL retailer** is not required by clause 11.2(1) to pay more than one rebate to each affected **Premises** per event of non-compliance with the performance standards.

Example: A family of 2 adults and 3 children have had gas supply to their home interrupted and have not been given the required notice of

interruption. The family would be eligible for 1 rebate, not 5 rebates.

11.3 Method of payment of rebate

Payment of rebates to Customers

(21) A utility **Electricity distributor or NERL retailer** required under this Code to pay a rebate to a **Customer** **an occupier** may pay the rebate:

- (d) by cash or cheque or as otherwise agreed by the **Customer occupier**; or
- (e) by deducting the amount of the rebate from the amount payable by the **Customer occupier** under the next **Customer Account** which is due after the rebate became payable; or
- (f) if the utility **Electricity distributor or NERL retailer** is an **Electricity Distributor**, the rebate may be paid by the **Utility to Customer's Electricity Supplier**, to be deducted from the amount payable by the **Customer occupier** under the next **Customer Account** which is due after the rebate becomes payable; or
- (g) if the **Customer occupier** has discontinued the **Utility Service**, the rebate may be paid directly to the **Customer occupier** or as otherwise agreed by the **Customer occupier**.

Payment of rebates to Consumers

~~(22) A utility **Electricity distributor or NERL retailer** required under this Code to pay a rebate to a **Consumer** who is not a **Customer** may pay the rebate directly to the **Consumer** or as otherwise agreed by the **Consumer**.~~

11.4 Rebates to be paid in addition to damages

If a utility **Electricity distributor or NERL retailer** becomes liable under this Code to pay a rebate to a **Customer** or **Consumer** **an occupier**, that liability is in addition to, and not in substitution for, any claim for damages that the **Customer occupier** may have against the utility **Electricity distributor or NERL retailer** for breach of the **Customer Contract**, or any right to compensation or damages a **Customer** or **Consumer** **an occupier** may have under **Law**.

11.5 Information to be provided to customers and consumers

(23) A utility **Electricity distributor or NERL retailer** must inform a **Customer** of:

- (h) the Minimum Service Standards in Schedule 1 of the **Consumer Protection Code**; and

- (i) the ~~Customer's~~ **occupier's** entitlement to apply for a rebate if those standards are not met; and
 - (j) the process to be followed by a **Customer** applying for a rebate.
- (24) A utility **an Electricity distributor or NERL retailer** is not required to inform a **Customer** of the matters in clause 11.5(1) if alternative arrangements or standards have been agreed between the utility **Electricity distributor or NERL retailer** and the **Customer occupier**.
- ~~(25) A utility An Electricity distributor or NERL retailer must, on request, provide a Consumer with the information listed in 11.5(1) in relation to the minimum standard for services provided by the utility Electricity distributor or NERL retailer to the Premises occupied by the Consumer.~~

22 Negotiated customer contract provisions

22.1 Obligations under the Utilities Act

Under the **Utilities Act**, a **Utility** that provides a **Utility Service** to a **Non-Franchise Customer** must do so in accordance with a **Negotiated Customer Contract**.

22.2 Provisions to be contained in the negotiated customer contract

A **Negotiated Customer Contract** with a **Small Non-Franchise Customer** must give effect to this Part of the Code.

22.3 Provisions to be regarded as minimums only

Nothing in this Part of the Code is to be taken to prevent a **Utility** including provisions in a **Negotiated Customer Contract** with a **Small Non-Franchise Customer** that are in addition to, and not inconsistent with, matters covered by this Part.

28 Utility to make contract available to customers

- (26) A **Utility** must make a copy of a **Negotiated Customer Contract** available to the **Customer**, free of charge.
- (27) A **Utility** may charge a **Customer** the reasonable cost of providing any additional copies of a **Negotiated Customer Contract**.

31 Contract information

- (1) A **Utility** shall provide the following information, in writing, to a **Customer** within two **Business Days** of entering into a contract with a **Customer**, unless this information has been previously supplied, in writing, to the **Customer**:

- (a) the full terms, conditions and applicable costs of the contract including the period of the contract;
 - (b) advice to the **Customer** that the **Customer** has the right to cancel the contract;
 - (c) a **Utility** contact point which the **Customer** may contact for further information or to cancel the contract;
 - (d) reference to any **Territory** Government sponsored rebates or concessions that the **Utility** provides that the **Customer** may be eligible for; and
 - (e) how to make a **Complaint** against the **Utility**.
- (2) Any information provided to a **Customer** under clause 31(1) must be in simple and straightforward language.

SCHEDULE 5 3: CODE AMENDMENT HISTORY

The Electricity Feed-in Code was first determined on 27 February 2009 under the Utilities (Electricity Feed-in Code) Determination 2009 (DI2009-23).

The Code has been varied or revoked and re-determined by the following instruments. These are available on the ACT Legislation Register (www.legislation.act.gov.au/a/2000-65/default.asp).

Instrument name and number	Date of effect	Comment
Utilities (Electricity Feed-in Code) Determination 2010 (DI 2010- 268)	Effective from October 2010	Revoked the Code determined in 2009 and determined new Code
<u>Utilities (Electricity Feed-in Code) Determination 2012 (DI 2012- TBA)</u>	<u>Effective from July 2012</u>	<u>Revoked the Code determined in 2012 and determined new Code to incorporate the commencement of the NECF in the ACT</u>