Part 7 Life support equipment

123 Application of this Part

This Part applies in relation to a customer who is a party to a contract with a retailer for the sale of energy, and prevails to the extent of any inconsistency with Part 6 except in the case of an emergency warranting de-energisation of the premises of a customer referred to in rule 119.

124 Retailer obligations

(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).

Note:

This subrule is a civil penalty provision for the purposes of *the Law*. (See the National Regulations, clause 6 and Schedule 1.)

(2) Cessation of requirement for life support equipment

Where a customer whose premises have been registered under this rule 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 must inform the distributor as soon as possible of the advice received from the customer.

Note:

This subrule is a civil penalty provision for the purposes of *the Law*. (See the National Regulations, clause 6 and Schedule 1.)

(3) Application of this rule to standard retail contracts

This rule applies in relation to standard retail contracts.

(4) Application of this rule to market retail contracts

This rule applies in relation to market retail contracts.

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*.

Note:

This subrule is a civil penalty provision for the purposes of *the Law*. (See the National Regulations, clause 6 and Schedule 1.)

(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*.

125 Distributor obligations

(1) Application of this rule

This rule applies where:

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

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

(2) Life support equipment

The distributor must:

- (a) register the premises as having life support equipment; and
- (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
- (d) except in the case of an *interruption* under Division 6 of Part 4, not de-energise the premises while the person continues to reside at the premises and requires the use of the *life support equipment*; and
- (e) at the time of registering the premises as having *life support equipment*, give the customer:
 - (i) general advice that there may be a *distributor planned interruption* or *unplanned interruption* to the supply at the address; and
 - (ii) information to assist the customer to prepare a plan of action in case of an *unplanned interruption*; and
 - (iii) an emergency telephone contact number for the distributor (the charge for which is no more than the cost of a local call); and
- (f) in the case of an *interruption* under Division 6 of Part 4, give the customer at least 4 business days written notice of any *distributor planned interruptions* to supply at the premises (the 4 business days to be counted from, but not including, the date of receipt of the notice).

Note:

This subrule is a civil penalty provision for the purposes of *the Law*. (See the National Regulations, clause 6 and Schedule 1.)

126 Registration details kept by distributor

(1) A distributor must ensure that registration details under rule 125 are kept up to date, including relevant details of any advice or information received from a retailer or customer that the person for whom the *life support equipment* is required has vacated the premises or no longer requires the *life support equipment*.

Note:

This subrule is a civil penalty provision for the purposes of the Law.

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