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25 October 2018

AGL Energy (AGL) welcomes the opportunity to respond to the Australian Energy Market Commission's (AEMC's) Draft Rule Determination on *Metering Installation Timeframes* (ERC0236).

AGL supports the general thrust of the Draft Determination that sets a nationally consistent safety net timeframe for the installation of meters for a new connection within 6 business days and 15 business days for a meter exchange if a retailer and a customer cannot agree on an appointment.

It is AGL's view that the best customer experience is for retailers to work with their customers to set appointments time that meet the expectations of customers.

AGL's response to the Draft Determination is to build on the proposed recommendations to improve customer choice in setting appointments and to also allow retailers and metering co-ordinators to obtain scale. It is AGL's strong belief that greater flexibility in appointment setting and scale are the two crucial aspects that will allow industry to maximise the benefits of digital meters through an efficient and effective rollout program.

Should you have any questions in relation to this submission, please contact Con Hristodoulidis, Senior Manager Regulatory Strategy, on 03 8633 6646 [or christodoulidis@agl.com.au](mailto:christodoulidis@agl.com.au).

Yours sincerely

*(signed for email transmission)*

Elizabeth Molyneux  
**General Manager Energy Market Regulation**



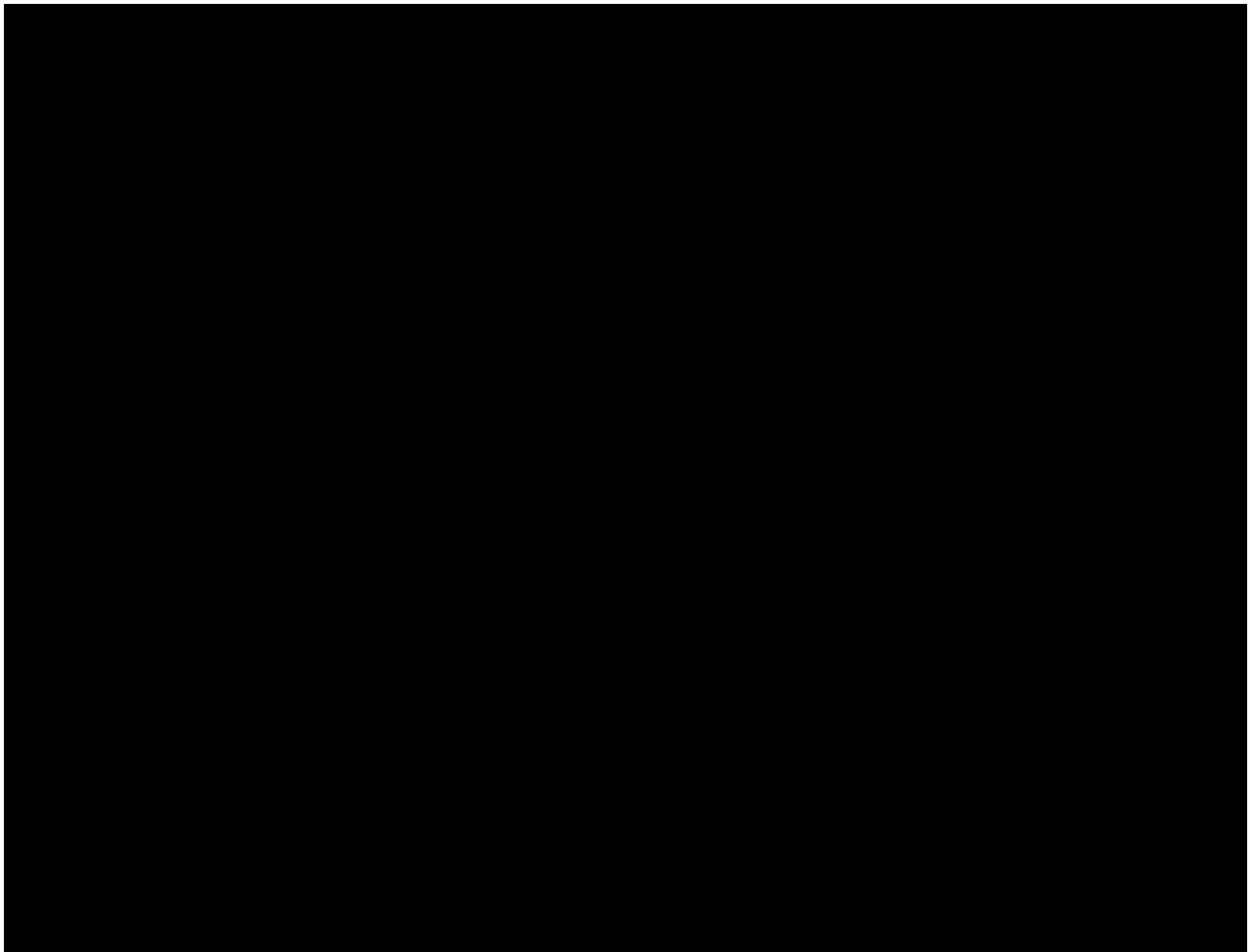
### ***Timeframes for Customer-Initiated Meter Installations***

AGL supports the Draft Rule that requires retailers to provide a meter installation for a new connection or a simple meter exchange on a date agreed with the customer. If no date can be agreed, AGL supports the safety net that retailers will be subject to a maximum timeframe of 6 business days for a new connection or 15 business days for a simple meter exchange. AGL also supports the proposed Rule that networks will be required to work with retailers to meet the 15 business days for meter exchanges where the meter exchange also requires a connection alteration.

### ***Planned Interruption Notices and Agreed Date***

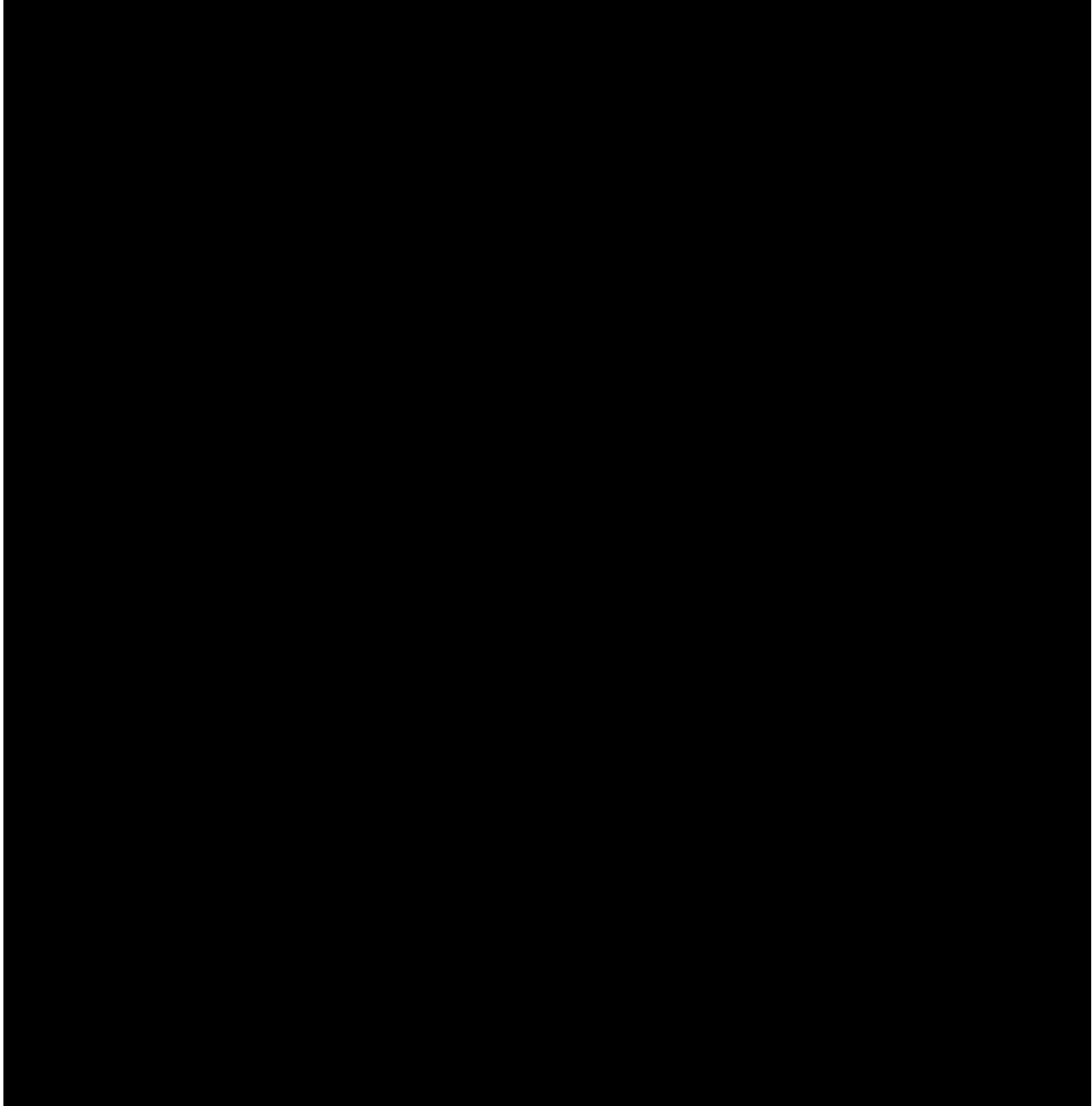
AGL believes the Draft Rule should be expanded to give customers greater choice in agreeing to an appointment time. As the Draft Rule is currently drafted customers and retailers can install or exchange a meter on an 'agreed date'.

In AGL's submission to the Proposed Rule change we stated that "the most significant operational impact to has been the requirement for a planned interruption communication (PIC) to be provided to the customer with at least 4 business days' notice, advising them of a single day their meter exchange will occur"<sup>1</sup>.



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<sup>1</sup> Page 8, AGL submission, [https://www.aemc.gov.au/sites/default/files/2018-09/AGL\\_1.pdf](https://www.aemc.gov.au/sites/default/files/2018-09/AGL_1.pdf)



AGL recommends the AEMC consider providing customers with greater scope for agreeing on an appointment with a retailer. Customers should have the flexibility to agree on a set date or a period of time.

These changes can be given effect to in the NER and NERR relatively simply by including the words 'or within a range of dates' (or similar words to that effect) after the word 'date' in the relevant sections. To indicate where we consider these changes should be made in order to give effect to AGL's recommendation, we have included the relevant sections of the Draft Rule Change, NER and the NERR in Attachment A and shown new drafting in red text.

AGL proposed amendments to the NERR also clarify that retailers of customers with life support equipment must arrange interruptions on specific dates agreed with or notified to the customer, and not on ranges of dates.



To ensure that meters are installed in a timely manner and that consumers receive a positive experience, we have proposed new clauses for the NER and NERR which restrict the duration of the range of dates which may be agreed or notified for interruptions as well as the length of time between reaching agreement and the installation of a meter. Specifically, we recommend:

- The range of days cannot be longer than 10 business days;
- The retailer notifies the customer of a planned interruption to occur within the range of days be no later than 5 business days; and
- The retailer should not set the commencement of the period of appointment that is longer than one month after the customer and retailer reach an agreement.

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

The AEMC proposes that if the retailer and the affected customer reach an agreement to shorten the 4 business days planned interruption notice retailers must retain a record of the agreement for a period of at least 7 years.

AGL recommend that the record keeping be reduced from seven to two years to align the record keeping obligation with existing Explicit Informed Consent for entering into a customer contract obligation. The alignment will ensure that implementation costs for retailers are kept to a minimum and consumers receive the same level of protection as entering into a contract.

*Rule 99A Information on retailer planned interruptions – electricity*

The AEMC proposes that a retailer must notify the Distribution Network Service Provider (DNSP) of retailer planned interruptions and specify amongst other things, 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.

AGL believes that if consent has already been obtained from the customer for an appointment (generally applies to customer-initiated jobs), there should be no requirement for a retailer to send a planned interruption notification transaction (one-way notification B2B) to the DNSP as the customer is already aware that there is a metering work (outage) to occur on site. For life support customers or if the customer has not consented with the agreed appointment, then a retailer should send a planned interruption notification to the DNSP.

While AGL supports the provision of the 24-hour telephone line service, AGL recommends that the obligation to provide the retailer's 24-hour number should be removed from the planned interruption notice to DNSP. The retailer 24-hour telephone number does not change and repeatedly advising the DNSP of the number is of no benefit.

Further, the current B2B schema does not have a specific field to store this information and AGL does not recommend using the 'free text' field for this purpose. Implementing this change requires system enhancement and cost, which can be avoided by requiring the telephone number to be made available on a retailer's website.

*New connections*

Subject to our comments regarding appointment period, AGL supports Draft Rule 7.8.10A that requires a retailer to agree to an appointment to install a meter and if no date can be agreed a new meter must be installed within 6 business days of the DNSP informing the retailer that the connection service has been completed.



AGL recommends that 7.8.10A(b), which outlines the pre-conditions for the 6 business days to come into effect, should also include:

- that there is required supply available at the customers' boundary
- that no network augmentations are required
- the customer has entered into an electricity supply contract with the retailer that will organise the meter installation

#### *Timeframes for a meter exchange without connection services*

Subject to our recommendation on planned interruption notice and agreed date, AGL supports Draft Rule 7.8.10B that requires a retailer to agree an appointment for a meter exchange and if no appointment can be agreed, a simple meter exchange must be undertaken within 15 business days after the retailer has received the request from the customer for the meter exchange.

AGL also supports the AEMC recommendation that the Australian Energy Market Operator (AEMO) streamline the appointment process in the Market Settlement and Transfer Solutions (MSATS) system for metering parties by setting the objection period for Type 5 and 6 metering role nominations to zero days.

#### *Timeframes for a meter exchange with connection services*

Subject to our recommendation on planned interruption notice and agreed date, AGL supports the intent of Draft Rule 7.8.10C which requires the retailer to agree to an appointment with the customer and the DNSP for a meter exchange that requires connection alteration services. This assumes that supply is available at the property boundary and no network augmentation is required to provide the customer's requested supply.

Further, AGL supports 7.8.10C (a) (2) where a DNSP must co-ordinate the connection alteration with the retailer and other relevant parties to allow the retailer to meet the 15 business days installation if the customer and retailer are unable to agree on an appointment.

To provide greater clarity, AGL suggests the Draft Rule should be strengthened to make it clear:

1. If the retailer and the customer agree on an appointment time, the DNSP must schedule the connection work services to allow for the meter installation to occur on the appointment time agreed
2. If no appointment time agreement is reached, the Draft Rule should be strengthened to make it clear the DNSP must provide simultaneous and at least 24 hours notification to retailers and other relevant parties for any appointment made to carry out connection work to allow the retailer and metering co-ordinator to carry out necessary meter replacement work at the same time.

AGL also supports the AEMC's recommendation for a national consistent approach, based on the AEMO B2B e-hub, for DNSPs to communicate with retailers on the co-ordination. However, AGL understands the need for an alternative process as B2B may not always be practicable in some jurisdictions like NSW (ASP scheme scenario). Having said this, the method should be bilaterally/ mutually agreed between or among parties. AGL believes allowing bilateral agreement is important as this provides participants the flexibility and opportunity to negotiate a favourable customer solution.

Finally, AGL proposes that Draft Rule 7.8.10C be expanded to cover all work that requires DNSP co-ordination to facilitate the meter exchange. Specifically, AGL believes this clause could be expanded to capture multi-occupancy scenarios where a retailer and their metering co-ordinator need to communicate with all occupants at a multi-site regardless of whether they are their customers about a planned interruption for a meter exchange at the site. Further, using the B2B e-hub system, DNSPs can co-ordinate with all relevant retailers at a multi-site about an impending outage for connection and/or metering work. This would then allow other retailers to schedule any metering work they may need at the multi-site.



### *Clauses 7.8.10B and 7.8.10C Timeframes for meters to be installed for small customers*

In situations where consent is not obtained from the customer or no appointment has been arranged, retailers will be required to provide the planned interruption communication. Depending on the customer's preferred method of communication the 15 business days may not be achievable. For example, in the scenario a retailer needs to send postal planned interruption notice letter because the customer has not provided an e-mail address or mobile number or not elected digital communication, the earliest meter installation date is likely to be on day 14 from the time the retailer receives and process the meter exchange request. The following outlines the process and timeframe required to initiate a meter exchange with a postal letter:

- Day 1- Retailer receives request, raise CR6300 and meter exchange service order
- Day 2- MC receives service order, plan and send MXN B2B transaction containing the scheduled date (one day planning may also be challenging for our MCs)
- Day 3- Retailer receives MXN and waits for batch program
- Day 4- Retailer sends letter to the customer
- Days 5-9 – maximum delivery time (Australia post)- this could extend up to 6 days.
- Day 10-13 - outage notice period (4 business days)
- Day 14- earliest install date

Given the above timeline, it may not be possible for a retailer to meet the 15-business day obligation. AGL recommends that the pre-conditions required to organise the meter exchange should be captured as pre-conditions for *Clauses 7.8.10B and 7.8.10C*, i.e. the 15-business day obligation does not commence until the customer received the Planned Interruption Notice. Alternatively, the AEMC can extend the minimum timeframe to 20 business days.

### **Exceptions**

AGL supports the Draft Rule exceptions to the meter installation timeframes. In establishing the exceptions, AGL supports the AEMC to set out principles that an exception may occur. This avoids the situation of developing a shopping list of exceptions within the Rules and avoids the situation where a unique scenario that the industry cannot foresee arises and may be relevant for an exception to apply. Principle based exceptions provide a more robust and enduring regulatory framework.

Specifically, AGL supports the principles outline in the Draft Rule and include:

- The customer has not entered into an agreement with the retailer for the meter to be installed.  
AGL suggests this principle be expanded to include the principle that a customer has entered into an agreement for a meter to be installed but has not fulfilled their obligation under the agreement.  
AGL also suggests this principle require the customer to enter into both a meter and **supply** agreement with the retailer.
- Premise is not accessible, safe or ready for the meter to be installed.
- Meter installation requires interrupting supply to another retail customer. Note AGL's comments in the timeframes for a meter exchange with connection services.
- The customer has not met the conditions that it is required under the connection contract.  
This would include situations where the customer has sought consultation but not responded to communication attempts.
- The customer's requested supply is available at the property boundary and no network augmentation is required or, in the case of other installations, the network has approved the connection for that service (e.g. Solar Panels).



### ***Timeframes for rectifying a malfunctioning meter***

The process for rectifying malfunctioning meters is generally based on DNSPs informing retailers of a mass (family) failure of a specific Type 5 or 6 meter. In most cases, while these meters may be deemed malfunctioning they continue to read consumption and allow the industry to undertake billing and settlement activity based on the reads received. For example, a DNSP through its testing program may identify a specific type of meter that no longer meets the Australian Standards and therefore the 'family' needs replacing, but often the specific meter type is still fit for purpose in terms of recording energy consumption.

In these situations, DNSPs provide retailers with lists that could contain up to 20,000 meters within the 'family'. Based on the defect identified by the DNSPs, retailers are incentivised to replace these meters to ensure on-going accuracy of billing and market settlement purposes. Based on the defect type and impact on the meters ability to function appropriately the retailer will work with metering co-ordinators to a schedule of work to replace the meters from those that have the most significant impact on billing and settlement through to the least impact or no impact.

The important point is that in most cases consumers are not impacted as their meter will continue to read energy and the consumers will continue to receive associated services, including billing. Consumers will only realise their meter requires replacement when the retailer contacts the customer about the need to replace the meter due to the technical defect identified by the DNSP's testing. This process is no different to the process DNSPs followed for malfunctioning meter replacements prior to the commencement of Power of Choice.

Hence, AGL believes the Draft Rule that requires meter co-ordinators to replace or repair a small customer's malfunctioning meter as soon as practicable is an appropriate regulatory obligation. The extension of this Draft Rule to require 'but no later than 15 business days after they have been notified of the meter malfunction' is not necessary.

By removing the 15 business days requirement, the Final Rule can require the metering co-ordinator to provide AEMO with a rectification plan that includes the timeframe for replacing these meters based on the type of defect. This will provide AEMO the required visibility and to work with the metering co-ordinator to ensure the defect rectification plan prioritises the work in terms of impact of the meter defect with billing and settlements impact.

Works of this nature, where there is minimal customer impact, are efficiently carried out with scheduling windows, rather than specific appointments. As discussed previously, the use of a scheduling window has provided an efficient mechanism to undertake meter works.

To ensure the Rules align, AGL also suggests that removal of the 15 business days obligations for rectifying malfunctioning meters would require a complementary change to NER clause 11.86.7 (d)(4) and (d)(5) obligates the LNSP to **promptly** notify the FRMP when malfunction is identified and for the FRMP to **promptly** appoint an MC as a result. AGL suggests this Rule be amended to reflect the FRMP needs to appoint an MC prior to commencing the meter replacement work.

### ***Implementation***

The AEMC proposes two implementation periods being 1 January 2019 for changes related to metering installation timeframes and 6 December 2018 for changes related to retailer planned interruption notifications.

The AEMC state the 1 January 2019 start date attempts to balance the needs for industry to make necessary system, process and contractual relationship changes to meet the new safety timeframe obligations against the costs of delaying implementation, including substantial benefits to consumers that may arise from the Draft Rule.



Importantly, the Draft Rule contains a suite of changes, including minimum timeframes for installation and planned interruption of notice notification. AGL has reviewed the Draft Rule and in preparation has developed a significant set of business requirements to be fully compliant with the current drafting. We would need to also consider how the Final Rule may affect these requirements before we can commence the necessary system and process changes.

AGL suggests the timeframes are very short and the AEMC should focus on avoiding a similar outcome to the negative media and consumer criticism to the commencement of competitive metering arrangements, which led to the current Rule change proposal. Delaying the implementation for an additional two months, to commence March 2019, will provide industry more time to make changes and test the system and process changes and minimise the risk of failure of the new requirements. Ultimately this is in the long-term interest of consumers as they can re-build trust and therefore more confidently engage in the energy sector by participating in behind the meter solutions that digital meters enable and also drive down their energy costs.

Further, the Draft Rule's proposed changes to clause 124 of the NERR (in relation to life support customers) relate to the current version of the NERR. The draft Rule, if made, is planned to take effect from 6 December 2018. However, the NERR will be amended from 1 February 2019 to incorporate the 'Strengthening protections for customers requiring life support equipment' Rule Change and clause 124 will be replaced. Hence, delaying implementation until 1 March 2019 will also allow retailers to make the necessary changes to meet life support obligations for both this Rule and the Life Support Rule changes.





**Attachment A:**

**Changes to draft NER Rule Change (Metering installation timeframes)**

**[8] New clause 7.8.10A Timeframes for meters to be installed – new connection**

After clause 7.8.10, insert:

**7.8.10A Timeframes for meters to be installed – new connection**

- (a) Subject to paragraph (b), where a *new connection* is requested at a *small customer's* premises, the *small customer's retailer* must arrange a *meter* to be installed:
  - (1) on a date **or within a range of dates** agreed with the *small customer*, or
  - (2) failing agreement with the *small customer*, no later than 6 *business days* of the *Distribution Network Service Provider* (or, as applicable, the person acting as an agent of the *small customer* in accordance with the *energy laws*) informing the *retailer* that the *connection service* (as defined in clause 5A.A.1) is complete.
- (b) The date **or range of dates** agreed under subparagraph (a)(1) or the timeframe under subparagraph (a)(2) (as applicable) will not apply where:
  - (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
  - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible or safe, or the *connection service* has not been completed; or
  - (3) installing the *meter* requires interrupting *supply* to another *retail customer*.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exception under paragraph (b) ceases to apply, the *retailer* must arrange for the meter to be installed:
  - (1) on a new date or **within a range of dates** agreed with the *small customer*, or
  - (2) failing agreement, on a date no later than 6 *business days* from the date that the exception ceases to apply.
- (d) Any communications required between the *retailer* and the *Distribution Network Service Provider* under this clause 7.8.10A must be made promptly through the *B2B e-Hub* or any other agreed method.

**Note**

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.

**[9] New clause 7.8.10B Timeframes for meters to be installed – where a connection service is not required**

After new clause 7.8.10A, insert:

**7.8.10B Timeframes for meters to be installed – where a connection service is not required**

- (a) Subject to paragraph (b), if a *small customer* has requested the *retailer* to install a *meter* at the customer's premises and a *connection service* is not required, the *small customer's retailer* must arrange for the meter to be installed:
  - (1) on a date **or within a range of dates** agreed with the *small customer*, or
  - (2) failing agreement, on a date no later than 15 *business days* after the *retailer* received the request from the *small customer* for the *meter* to be installed.



- (b) The date **or range of dates** agreed under subparagraph (a)(1) or the timeframe under subparagraph (a)(2) (as applicable) will not apply where:
  - (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
  - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible, safe, or ready for the *meter* to be installed; or
  - (3) installing the *meter* requires interrupting *supply* to another *retail customer*.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exception under paragraph (b) ceases to apply, the *retailer* must arrange for the *meter* to be installed:
  - (1) on a new date **or within a range of dates** agreed with the *small customer*; or
  - (2) failing agreement, on a date no later than 15 *business days* from the date that the exception ceases to apply.
- (d) For the avoidance of doubt, the timeframes for *meters* to be installed under this rule 7.8.10B do not apply for a *retailer* initiated installation of a *meter*, including for a new *meter* deployment (as defined in the *NERR*), or for a *new connection*.

**Note**

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.

**[10] New clause 7.8.10C Timeframes for meters to be installed – where a connection alteration is required**

After clause 7.8.10B, insert:

**7.8.10C Timeframes for meters to be installed – where a connection alteration is required**

- (a) Subject to paragraph (b), if a *small customer* has requested a *meter* to be installed at the customer's premises, where a *connection alteration* is also required:
  - (1) the *retailer* must arrange for the *meter* to be installed:
    - (i) on a date **or within a range of dates** agreed with the *small customer*, and the *Distribution Network Service Provider* where the *Distribution Network Service Provider* is providing the *connection alteration*; or
    - (ii) failing agreement, on a date no later than 15 *business days* after the *retailer* received the request from the customer for the *meter* to be installed; and
  - (2) where a *Distribution Network Service Provider* is providing the *connection alteration*, it must co-ordinate the *connection alteration*, with the *retailer* and other relevant parties, in order to allow the *retailer* to comply with its obligation under subparagraph (a)(1).
- (b) The date **or range of dates** agreed under subparagraph (a)(1)(i) or the timeframe under subparagraph (a)(1)(ii) (as applicable) will not apply where:
  - (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
  - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible, safe, or ready for the *meter* to be installed;
  - (3) installing the *meter* requires interrupting *supply* to another *retail customer*; or



- (4) the *small customer* has not met the conditions that it is required to comply with under its *connection contract*.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exemption under paragraph (b) ceases to apply:
  - (1) the retailer must arrange for the meter to be installed:
    - (i) on a new date or within a range of dates agreed with the *small customer*, or
    - (ii) failing agreement, on a date no later than 15 business days from the date that the exception ceases to apply; and
  - (2) where a *Distribution Network Service Provider* is providing the *connection alteration*, it must co-ordinate the *connection alteration*, with the *retailer* and other relevant parties, in order to allow the *retailer* to meet its obligation under subparagraph (c)(1).
- (d) If the *retailer* receives a request from a *small customer* for a *meter* to be installed at the customer's premises where a *connection alteration* is also required, the *retailer* must inform the *Distribution Network Service Provider* of the request no later than the next *business day* after receiving the request.
- (e) Any communications required between the *retailer* and the *Distribution Network Service Provider* under this clause 7.8.10C must be made promptly through the *B2B e-Hub* or any other agreed method.
- (f) For the avoidance of doubt, the timeframes for *meters* to be installed under this clause 7.8.10C do not apply for a *retailer* initiated installation of a *meter*, including for a new *meter* deployment (as defined in the *NERR*), or for a *new connection*.

**Note**

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.

**– Other changes to the current NER**

**New clause 7.8.10D Restrictions on agreeing timeframes for meters to be installed**

- (a) A *retailer* that agrees with a *small customer* to install a *meter* on a date or range of dates in accordance with clauses 7.8.10A(a)(1)(i), 7.8.10B(a)(1)(i) or 7.8.10C(a)(1)(i) must not agree to a:
  - (1) range of dates which is greater than 10 *business days*; or
  - (2) date which is, or a range of dates which starts later than, 1 month after the date on which the *retailer* and the *small customer* reach the relevant agreement.



## – Changes to the draft NERR Rule Change (Metering installation timeframes)

### [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 **or within a specified range of dates** in accordance with subrule (1A). If the retailer obtains such consent the subrules (2), (3) and (4) regarding planned interruption notices will not apply."

### [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 **or within a specified range of dates** 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.

### [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 **(or range of dates)**, **start time (or range of start times)** 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).

### [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 **or within a specified range of dates**, and otherwise".



## – Other changes to the current NERR

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

Omit subclauses 3(b) and 3(c) and replace with:

- (b) the expected date (or range of dates) and start time (or range of start times) on or during 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 or earliest date as part of a range of dates on which the retailer proposes to replace the customer's meter (as specified in accordance with subrule (3)(b));

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

Omit subclause 4 above the note and replace with:

- (4) The notification must:
  - (a) specify the expected date (or range of dates), start time (or range of start times) 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.

### New Clause 59D – Restrictions on arranging dates for interruptions

- (1) A retailer must not:
  - (a) seek the consent of or otherwise agree with a customer to arrange an *interruption* within a specified range of dates pursuant to subrule 59C(1) where the specified range of dates is greater than 10 business days; or
  - (b) notify a customer of an *interruption* which is arranged to occur within a specified range of dates pursuant to subrule 59C(2) where the specified range of dates is greater than 5 business days.
- (2) A retailer must not seek the consent of or otherwise agree with a customer to arrange an *interruption* on a specified date or specified range of dates pursuant to subrule 59C(1) where the agreed date or range of dates is or starts later than (as applicable) 1 month after the date on which the retailer and the customer reach the relevant agreement.
- (3) In relation to a customer whose premises have been registered under subrule 124(1) as having *life support equipment*, a retailer may only:
  - (a) seek the consent of or otherwise agree with the customer to arrange an *interruption* on a specific date (and not within a specified range of dates) in accordance with subrule 59C(1); or
  - (b) notify the customer of an *interruption* which is arranged to occur on a specific date (and not within a specified range of dates) in accordance with subrule 59C(2).

