

## 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*.