

## Schedule 3 Savings and Transitional Rules

### Part 1 Transitional Rules—NSW gas distributors

#### Division 1 Application and definitions

##### 1 Application

During the transition period the Rules apply to, and in relation to, a NSW gas distributor, subject to the exclusions, qualifications and modification in this Part.

##### 2 Definitions

In this Part:

**access arrangement** has the same meaning as in the NGL.

**current access arrangement** means an access arrangement that:

- (a) applies to a NSW gas distributor with respect to pipelines located in NSW; and
- (b) is in force on the start date.

**expiry date** means the date when the current access arrangement no longer applies.

**interim deemed standard connection contract** means a deemed standard connection contract prepared by a NSW gas distributor in accordance with Division 2 of this Part.

**interim NSW connection contract rules** means the rules prescribed in this Part.

**model deemed standard connection contract** means the model terms and conditions for a deemed standard connection contract set out in Schedule 2.

**NSW gas distributor** means a service provider within the meaning of the NGL that holds a reticulator's authorisation under the *Gas Supply Act 1996* of New South Wales in respect of a pipeline located in NSW, excluding ActewAGL Distribution (partnership of ACTEW Distribution Ltd ACN 073 025 224 and Jemena Networks (ACT) Pty Ltd ACN 008 552 663).

**reference services agreement** means a contract between a user and a NSW gas distributor, whether described in the relevant current access arrangement as:

- (a) a reference service agreement;
- (b) a standard user agreement;
- (c) a service agreement; or
- (d) a gas transportation agreement.

**start date** means the date when these interim NSW connection contract rules come into operation.

**transition period** means the period from the start date to the expiry date.

## **Division 2 Interim deemed standard connection contract**

### **3 Required Alterations**

- (1) During the transition period, a NSW gas distributor must adopt a form of deemed standard connection contract under section 69 of *the Law* in accordance with Schedule 2 of the Rules and subject to this Division (an **interim deemed standard connection contract**).
- (2) The amendments made to an interim deemed standard connection contract under this Division are required alterations as contemplated by section 69(5) of *the Law*.

### **4 Inconsistency with access arrangements and reference services agreements**

- (1) This rule applies where there is an inconsistency between rights and obligations of a NSW gas distributor in relation to:
  - (a) a customer under the model deemed standard connection contract; and
  - (b) the customer's retailer under the distributor's current access arrangement and/or reference services agreement with that retailer.
- (2) Subject to subrule (3), the terms and conditions of the current access arrangement or reference services agreement prevail over the terms and conditions of the model deemed standard connection contract to the extent of the inconsistency.
- (3) If the application of the inconsistent term or condition of the distributor's current access arrangement or reference services agreement would result, or is likely to result, in less favourable terms and conditions for the customer, the terms and conditions of the model deemed standard connection contract prevail over the current access arrangement or reference services agreement (as the case may be) to the extent of the inconsistency.
- (4) During the transition period, a NSW gas distributor must ensure that at all times, its interim deemed standard connection contract complies with subrule (3) including making an amendment to address an inconsistency and must ensure that the effect of the amendment does not result in less favourable terms and conditions for customers.

### **5 Retailer interface**

- (1) This rule applies where the terms and conditions of a current access arrangement or reference services agreement make it necessary for the rights and obligations of a customer under the model deemed standard connection contract to be exercised and discharged for and on behalf of the customer by customer's retailer for the premises.
- (2) The rights and obligations of a customer under the NSW gas distributor's interim deemed standard connection contract must be exercised and discharged for and on behalf of the customer by the customer's retailer.

- (3) A NSW gas distributor must deal with the financially responsible retailer in relation to any matter where the retailer is acting for or on behalf of the customer under subrule (1).
- (4) A retailer will not be liable for any act or omission of the customer when acting in accordance with subrules (2) and (3).
- (5) A retailer will not be liable for any act or omission of a NSW gas distributor when acting in accordance with subrule (2).
- (6) A NSW gas distributor must amend its interim deemed standard connection contract to address the matters referred to in this rule 5.

### **Division 3            Deemed and existing contractual arrangements with customers and NSW gas distributors**

#### **6            Formation of interim deemed standard connection connect contracts on start date**

Subject to rule 7 of this Part, if the premises of a customer in NSW are being supplied with gas immediately before the start date without the customer being a party to a contract with a NSW gas distributor in relation to that supply, an interim deemed standard connection contract between the customer and the NSW gas distributor is taken to exist between the customer and the NSW gas distributor from the start date.

#### **7            Existing contracts with large customers**

- (1) An interim deemed standard connection contract in existence on or after the start date does not apply to a large customer who immediately before the start date, has a contract in place between that customer and a NSW gas distributor for provision of customer connection services.
- (2) A deemed AER approved standard connection contract in existence immediately after the start date does not apply to a large customer who immediately before the transition date, has a contract in place between that customer and a NSW gas distributor for provision of customer connection services.
- (3) A deemed standard connection contract in existence on or after the expiry date does not apply to a large customer who immediately before the start date has a contract in place between the customer and a NSW gas distributor for provision of customer connection services.

### **Division 4            Transitional arrangements after the expiry date**

#### **8            Deemed standard connection contract to replace interim contract**

- (1) Before the expiry date, a NSW gas distributor must prepare a form of deemed standard connection contract in accordance with *the Law* and these Rules to replace the interim deemed standard connection contract after the expiry date.

- (2) Immediately after the expiry date, the terms and conditions of the NSW gas distributor's interim deemed connection contract are taken to be replaced by the terms and conditions of the NSW gas distributor's deemed standard connection contract prepared under subrule 1.

## Part 2 Transitional Rules —ACT gas distributor

### Division 1 Application and definitions

#### 1 Application

During the transition period the Rules apply to, and in relation to, the ACT gas distributor, subject to the exclusions, qualifications and modification in this Part.

#### 2 Definitions

In this Part:

**access arrangement** has the same meaning as in the NGL.

**ACT gas distributor** means ActewAGL Distribution, a partnership of ACTEW Distribution Ltd (ACN 073 025 224) and Jemena Networks (ACT) Pty Ltd (ACN 008 552 663).

**current access arrangement** means an access arrangement that:

- (a) applies to the ACT gas distributor; and
- (b) is in force on the start date.

**expiry date** means the date when the current access arrangement no longer applies.

**interim deemed standard connection contract** means a deemed standard connection contract prepared by an ACT gas distributor in accordance with Division 2 of this Part.

**interim ACT connection contract rules** means the rules prescribed in this Part.

**start date** means the date when these interim ACT connection contract rules come into operation.

**transition period** means the period from the start date to the expiry date.

**Transport Services Agreement** has the same meaning as in the current access arrangement.

### Division 2 Interim deemed standard connection contract

#### 3 Required Alterations

- (1) During the transition period, the ACT gas distributor must adopt a form of deemed standard connection contract under section 69 of *the Law* in accordance with Schedule 2 of the Rules and subject to this Division (an **interim deemed standard connection contract**).

- (2) The amendments made to an **interim deemed standard connection contract** under this Division are required alterations as contemplated by section 69(5) of *the Law*.

#### **4 Retailer interface**

- (1) This rule applies where the terms and conditions of a current access arrangement or reference services agreement make it necessary for the rights and obligations of a customer under the interim deemed standard connection contract to be exercised and discharged for and on behalf of the customer by customer's retailer for the premises.
- (2) The rights and obligations of a customer under the ACT gas distributor's interim deemed standard connection contract must be exercised and discharged for and on behalf of the customer by the customer's retailer.
- (3) The ACT gas distributor must deal with the financially responsible retailer in relation to any matter where the retailer is acting for or on behalf of the customer under subrule (1).
- (4) A retailer will not be liable for any act or omission of the customer when acting in accordance with subrules (2) and (3).
- (5) A retailer will not be liable for any act or omission of the ACT gas distributor when acting in accordance with subrule (2).
- (6) The ACT gas distributor must amend its interim deemed standard connection contract to address the matters referred to in this rule 4.

### **Division 3 Deemed and existing contractual arrangements with customers and ACT gas distributors**

#### **5 Formation of interim deemed standard connection connect contracts on start date**

Subject to rule 6 of this Part, if the premises of a customer are being supplied with gas immediately before the start date without the customer being a party to a contract with an ACT gas distributor in relation to that supply, an interim deemed standard connection contract between the customer and the ACT gas distributor is taken to exist between the customer and the ACT gas distributor from the start date.

#### **6 Existing contracts with large customers**

- (1) An interim deemed standard connection contract in existence on or after the start date does not apply to a large customer who immediately before the start date, has a contract in place between that customer and the ACT gas distributor for provision of customer connection services.
- (2) A deemed AER approved standard connection contract in existence immediately after the start date does not apply to a large customer who immediately before the

transition date, has a contract in place between that customer and the ACT gas distributor for provision of customer connection services.

- (3) A deemed standard connection contract in existence on or after the expiry date does not apply to a large customer who immediately before the start date has a contract in place between the customer and the ACT gas distributor for provision of customer connection services.

## **Division 4 Transitional arrangements after the expiry date**

### **7 Deemed standard connection contract to replace interim contract**

- (1) Before the expiry date, the ACT gas distributor must prepare a form of deemed standard connection contract in accordance with *the Law* and these Rules to replace the interim deemed standard connection contract after the expiry date.
- (2) Immediately after the expiry date, the terms and conditions of the ACT gas distributor's interim deemed connection contract are taken to be replaced by the terms and conditions of the ACT gas distributor's deemed standard connection contract prepared under subrule 1.

## **Part 3 Billing-related transitional rules**

### **1 Definitions**

In this Part:

**billing-related transitional rules** means the rules prescribed by this Part.

**start date** means the date when these billing-related transitional rules come into operation.

**transitional liability** means a liability incurred before, but continuing after, the start date.

### **2 Bill smoothing arrangement (Rule 23 NERR)**

- (1) A bill smoothing arrangement that was in force immediately before the start date continues in force.
- (2) Rule 23 of the Rules applies to a transitional bill smoothing arrangement as if:
  - (a) the Rules had been in force when the bill smoothing arrangement was made; and
  - (b) the bill smoothing arrangement had then been made with the explicit informed consent of the small customer.
- (3) This rule applies in relation to standard retail contracts but not in relation to market retail contracts.

### **3 Bill frequency (Rule 24)**

- (1) A bill issued to a small customer within 3 months after the start date is taken to have been issued in accordance with rule 24 of the Rules although it may relate to a period of more than 3 months.
- (2) This rule applies in relation to standard retail contracts but not in relation to market retail contracts.

### **4 Undercharging (Rule 30)**

- (1) The provisions of the Rules for recovery by a retailer of amounts the retailer has undercharged a small customer (Rule 30) extend to undercharging occurring before the start date if:
  - (a) the undercharging began before but continued after the start date; or
  - (b) the undercharging occurred wholly before the start date but, as of that date, the retailer had given the small customer no notice of the undercharge, nor had the retailer taken any other action to recover the amount of the undercharge.
- (2) The provision of the Rules limiting recovery to undercharging occurring within 9 months before the date the retailer notifies the customer of the undercharge (rule 30(2)(a)) applies to transitional liabilities as well as liabilities arising after the start date.
- (3) This rule applies in relation to standard retail contracts and also in relation to market retail contracts (other than prepayment meter market retail contracts).

### **5 Overcharging (Rule 31 NERR)**

- (1) The provisions of the Rules requiring a retailer to reimburse amounts the retailer has overcharged a small customer (rule 31) extend to overcharging occurring before the start date if:
  - (a) the overcharging began before but continued after the start date; or
  - (b) the overcharging occurred wholly before the start date but, as of that date:
    - (i) the retailer had not given the small customer notice of the overcharge, nor had the retailer taken any other action to reimburse the amount overcharged; and
    - (ii) the small customer had taken no formal action to recover the amount overcharged.
- (2) It follows that, if overcharging occurred before and after the start date, the references in rule 31 to the amount overcharged is a reference to the aggregate of the amounts overcharged before and after the start date.
- (3) This rule applies in relation to standard retail contracts and also in relation to market retail contracts (other than prepayment meter market retail contracts).

## **6 Payment methods (Rule 32 NERR)**

- (1) If a small customer was using Centrepay as a payment option immediately before the start date, the retailer will be taken to have elected, on the start date, to permit the small customer to use Centrepay as a payment option under rule 32(2) of the Rules.
- (2) This rule applies in relation to standard retail contracts and also in relation to market retail contracts (other than prepayment meter market retail contracts).

## **7 Shortened collection cycles (Rule 34 NERR)**

- (1) If, before the start date, a small customer was placed on a shortened collection cycle and the arrangement was in force immediately before the start date, the arrangement will continue as if made under rule 34 of the Rules.
- (2) In deciding, for the purposes of rule 34(4) whether the customer has paid 3 consecutive bills, payments made before, as well as after, the start date must be taken into consideration.
- (3) This rule applies in relation to standard retail contracts and also in relation to market retail contracts (other than prepayment meter market retail contracts).

## **8 Enforcement of payment**

- (1) The procedures laid down by the Rules for billing and collection of debts owed by a small customer to a retailer extend to transitional liabilities.
- (2) If:
  - (a) the retailer had, before the start date, commenced an action or process to recover the amount of a transitional liability under provisions then in force for the billing and collection of debts; and
  - (b) as at the start date, the action or process remained incomplete,the retailer may continue and complete the action or process under the Rules.
- (3) For the purposes of subrule (2), an action or process for the billing or collection of debts, prescribed by provisions in force before the start date, will be taken to be an action or process under analogous provisions of the Rules.
- (4) This rule does not derogate from other provisions for the recovery of transitional liabilities.
- (5) This rule applies in relation to standard retail contracts and also in relation to market retail contracts (other than prepayment meter market retail contracts).

## **Part 4 Miscellaneous transitional rules—initial NERR**

### **1 Definitions**

In this Part:



**miscellaneous transitional rules** means the rules prescribed by this Part 4.

**start date** means the date when these miscellaneous transitional rules come into operation.

## **2 Life support arrangements**

- (1) Any *life support equipment* registered or otherwise identified or notified under jurisdictional energy legislation, or a jurisdictional administrative arrangement, immediately before the start date will be taken to have been the subject of a confirmation provided to the relevant retailer or distributor (or both) under Part 7 of the Rules.
- (2) The premises at which any *life support equipment* is located (as advised in connection with a registration, identification or notification referred to in subrule (1)) will be taken to be the premises to which the arrangements apply for the purposes of Part 7 of the Rules.

## **3 Classification of customers**

A retailer or distributor of gas is not required to comply with the requirements of Division 3 of Part 1 of the Rules relating to the classification of customers until 1 August 2012.

## **4 Existing aggregation arrangements (Rule 5 NERR)**

- (1) This rule applies where, before the start date, a retailer has an agreement with a customer for 2 or more premises to be aggregated so as to be treated as a large customer (an **existing aggregation arrangement**).
- (2) An existing aggregation arrangement continues in force according to its terms, and rule 5 applies to a transitional aggregation arrangement as if:
  - (a) the Rules had been in force when the existing aggregation arrangement was made; and
  - (b) the existing aggregation arrangement had then been made with the explicit informed consent of the customer.

## **5 Energy consumption benchmarks**

A retailer is not required to comply with subrule 25(1)(o) and rule 170 of the Rules until 1 October 2012.

## **6 Electricity consumption benchmarks not to apply in NSW**

In NSW, a retailer is not required to comply with subrule 25(1)(o) and rule 170 of the Rules until 28 February 2014, but is not prevented from doing so before that date.

## **7 Interim bill benchmarks where legacy billing arrangements**

- (1) In this rule:

**transition period** means the period starting from the start date to 28 February 2014.

**interim bill benchmark customer** means a residential electricity customer located in Queensland, Victoria, South Australia and the ACT, whose bills are issued under legacy billing arrangements at the start date.

**legacy billing arrangements** means an agreement between a retailer and a legacy billing service provider under which the billing system is not enabled to include electricity bill benchmarking information on the bill itself.

**legacy billing service provider** means Essential Energy (established under the *Energy Services Corporation Act 1995* (NSW)).

**retailer** means the financially responsible retailer for an interim bill benchmark customer.

- (2) During the transition period, an affected retailer is taken to satisfy the requirements of rule 170 and subrule 25(1)(o) of the Rules in relation to an interim bill benchmark customer if the particulars required to be in a bill for those customers are included with their bill.

## 8 Application of start and end meter reads on small customer bills

- (1) In this rule:

**interval meter** is a *meter* that measures and records consumption of electricity derived from interval *metering data* (within the meaning of the NER).
- (2) Subrule 25(1)(j) applies without modification if a small customer's *meter* measures and records consumption of energy only on an accumulation basis.
- (3) If a small customer has an interval *meter*, the requirements of subrule 25(1)(j) do not apply unless the required *metering data* is reasonably available.

## Part 5 Rules consequential on the making of National Energy Retail Amendment (Customer access to information about their consumption) Rule 2014

### 1 Definitions

**Amending Rule** means National Energy Retail Amendment (Customer access to information about their energy consumption) Rule 2014.

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

### 2 Variation date

Retailers and distributors must make the required alterations to their standard retail contracts and standard connection contracts respectively by 28 February 2016.

### **3 Effective date**

The required alterations must take effect no later than 1 March 2016.

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

### **1 Definitions**

In this Part:

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

**effective date** means 1 December 2017.

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

### **2 Variation Date**

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

## **Part 7 Rules consequential on the making of the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017**

### **1 Definitions**

In this Part:

**Amending Rule** means the National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017.

**commencement date** means the date of commencement of Schedule 1 of the Amending Rule.

### **2 Retail Market Procedures**

- (1) By the commencement date AEMO must amend the Retail Market Procedures, as required, to take account of the Amending Rule.

## **Part 8 Rules consequential on the making of the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017**

### **1 Definitions**

In this Part:

**Amending Rule** means the National Energy Retail Amendment (Notification of end of fixed benefit period) Rule 2017.

### **2 Benefit change notice guidelines**

- (1) By 1 July 2018, the AER must make the benefit change notice guidelines in accordance with the retail consultation procedures.

### **3 Benefit change notice requirements**

- (1) A retailer is not required to comply with rule 48A in respect of a benefit change under any market retail contract if that benefit change will occur less than 20 business days after Schedule 1 of the Amending Rule commences operation.
- (2) Subject to subrule (3), a retailer is not required to comply with rule 48A(2)(c) or rule 48A(4) until 1 October 2018.
- (3) If the AER publishes its first benefit change notice guidelines under this Part 8 before 1 July 2018 a retailer must use its best endeavours to comply with rule 48A(2)(c) and rule 48A(4) as soon as practicable after the AER publishes those guidelines but in any event must comply with rule 48A(2)(c) and rule 48A(4) no later than 1 October 2018.

## **Part 9 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017**

### **1 Definitions**

- (1) In this Part:

**Amending Rule** means the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017.

**deemed life support customer** means a customer whose premises are registered as having *life support equipment* as at the start date, but who has not provided a distributor or a retailer with medical confirmation prior to the effective date.

**effective date** means 1 February 2019.

**existing life support customer** means a customer whose premises are registered as having *life support equipment* as at the effective date.

**medical confirmation** in respect of a customer, means confirmation from a registered medical practitioner that a person residing at that customer's premises requires *life support equipment*.

**new Part 7** means Part 7 of the Rules as in force immediately after the effective date.

**new subrule 124(1)(a)** means subrule 124(1)(a) of the Rules as in force immediately after the effective date.

**new subrule 124(1)(b)** means subrule 124(1)(b) of the Rules as in force immediately after the effective date.

**new subrule 124(1)(c)** means subrule 124(1)(c) of the Rules as in force immediately after the effective date.

**new subrule 124(4)(a)** means subrule 124(4)(a) of the Rules as in force immediately after the effective date.

**new subrule 124(4)(b)** means subrule 124(4)(b) of the Rules as in force immediately after the effective date.

**new subrule 124(4)(c)** means subrule 124(4)(c) of the Rules as in force immediately after the effective date.

**new rule 124A** means rule 124A of the Rules as in force immediately after the effective date.

**new subrule 125(4)** means subrule 125(4) of the Rules as in force immediately after the effective date.

**new subrule 125(5)** means subrule 125(5) of the Rules as in force immediately after the effective date.

**registered life support customer** means a customer whose premises are registered as having *life support equipment* as at the start date, but who has not provided a distributor or a retailer with medical confirmation prior to the start date.

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

**start date** means 1 February 2018.

**transition period** means the period starting from the start date until, but not including, the effective date.

**transitional distributor life support customer** means a customer who advises a distributor during the transition period that a person residing at the customer's premises requires *life support equipment*, but does not provide the distributor with medical confirmation prior to the effective date.

**transitional retailer life support customer** means a customer who advises a retailer during the transition period that a person residing at the customer's premises requires *life support equipment*, but does not provide the retailer with medical confirmation prior to the effective date.

- (2) Italicised terms used in this Part have the same meaning as in new Part 7.

## **2 Application of Part 7 of Rules during the transition period**

- (1) During the transition period, a transitional retailer life support customer is taken to have provided the retailer with medical confirmation for the purposes of subrule 124(1A)(b).
- (2) During the transition period, a transitional distributor life support customer is taken to have provided the distributor with medical confirmation for the purposes of subrule 125(1)(b).
- (3) During the transition period:
  - (a) a registered life support customer is taken to have provided the retailer with medical confirmation for the purposes of subrule 124(1A)(b); and
  - (b) a registered life support customer's retailer is taken to have advised the distributor for the purposes of subrule 125(1)(a) that a person residing at the customer's premises requires *life support equipment*.
- (4) During the transition period, a retailer is not required to comply with subrules 124(1)(b) or 124(1)(e) in respect of registered life support customers.
- (5) During the transition period, a distributor is not required to comply with subrules 125(2)(b) or 125(2)(e) in respect of registered life support customers.

## **3 Application of new Part 7 of Rules to existing life support customers**

- (1) Where an existing life support customer (other than a deemed life support customer, transitional distributor life support customer or transitional retailer life support customer) has provided a retailer with medical confirmation prior to the effective date, on and from the effective date:
  - (a) the customer's premises is taken to be registered in accordance with new subrule 124(1)(a);
  - (b) the retailer is taken to have notified the distributor for the purposes of new subrule 124(1)(c);
  - (c) the customer is taken to have given *medical confirmation* to the retailer for the purposes of new Part 7;
  - (d) the retailer is not required to comply with new subrule 124(1)(b) in respect of that existing life support customer; and
  - (e) new rule 124A and new subrule 125(4) do not apply in respect of that existing life support customer.
- (2) Where an existing life support customer (other than a deemed life support customer, transitional distributor life support customer or transitional retailer life support customer) has provided a distributor with medical confirmation prior to the effective date, on and from the effective date:
  - (a) the customer's premises is taken to be registered in accordance with new subrule 124(4)(a);

- (b) the distributor is taken to have notified the retailer for the purposes of new subrule 124(4)(c);
  - (c) the customer is taken to have given *medical confirmation* to the distributor for the purposes of new Part 7;
  - (d) the distributor is not required to comply with new subrule 124(4)(b) in respect of that existing life support customer; and
  - (e) new rule 124A and new subrule 125(5) do not apply in respect of that existing life support customer.
- (3) Where an existing life support customer is a deemed life support customer or a transitional retailer life support customer, on and from the effective date:
- (a) the customer's premises is taken to be registered in accordance with new subrule 124(1)(a);
  - (b) the retailer is taken to have notified the distributor for the purposes of new subrule 124(1)(c);
  - (c) subject to subrule (3)(f), the retailer is not required to comply with new subrule 124(1)(b) in respect of that existing life support customer;
  - (d) the retailer may deregister a customer's premises pursuant to new subrule 125(4) where a deemed life support customer or transitional retailer life support customer has not provided *medical confirmation* to the retailer;
  - (e) other than where the retailer has determined to deregister the existing life support customer in accordance with subrule (3)(d), the retailer is not required to comply with new rule 124A in respect of that existing life support customer; and
  - (f) where the retailer is required to comply with new rule 124A under subrule (3)(e), the retailer must provide the customer with the information and documentation required by new subrule 124(1)(b)(i)-(vii) prior to seeking *medical confirmation* under new rule 124A.
- (4) Where an existing life support customer is a transitional distributor life support customer, on and from the effective date:
- (a) the customer's premises is taken to be registered in accordance with new subrule 124(4)(a);
  - (b) the distributor is taken to have notified the retailer for the purposes of new subrule 124(4)(c);
  - (c) subject to subrule (4)(f), the distributor is not required to comply with new subrule 124(4)(b) in respect of that existing life support customer;
  - (d) the distributor may deregister a customer's premises pursuant to new subrule 125(5) where a transitional distributor life support customer has not provided *medical confirmation* to the distributor;
  - (e) other than where the distributor has determined to deregister the existing life support customer in accordance with subrule (4)(d), the distributor is not required to comply with new rule 124A in respect of that existing life support customer; and

- (f) where the distributor is required to comply with new rule 124A under subrule (4)(e), the distributor must provide the customer with the information and documentation required by new subrule 124(4)(b)(i)-(vii) prior to seeking *medical confirmation* under new rule 124A.

#### **4 Variation date**

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

### **Part 10 Rules consequential on the making of the National Energy Retail Amendment (Advance notice of price changes) Rule 2018**

#### **1 Definitions**

**effective date** means 1 February 2019.

#### **2 Variation date**

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

### **Part 11 Rules consequential on the making of the National Energy Retail Amendment (Strengthening protections for customers in hardship) Rule 2018**

#### **1 Definitions**

##### **In this Part:**

**Amending Rule** means the National Energy Retail Amendment (Strengthening protections for customers in hardship) Rule 2018.

**existing customer hardship policy** means a retailer's customer hardship policy that, as at the effective date, has been approved by the AER under section 45 of *the Law*.

**effective date** means 15 November 2018.

**first customer hardship policy guideline** means the first customer hardship policy guideline made by the AER under rule 75A.

**updated customer hardship policy** has the meaning given in subrule 3(2)(a).



## **2 The first customer hardship policy guideline**

- (1) The AER must make and publish the first customer hardship policy guideline in accordance with the retail consultation procedure by no later than 1 April 2019.

## **3 Application of new rules 75A and 75B to customer hardship policies**

- (1) A retailer is not required to comply with rules 75A and 75B until 2 April 2019.
- (2) Where a retailer has an existing customer hardship policy, the retailer is taken to have complied with rule 75B if:
  - (a) within 2 months of the AER publishing the first customer hardship policy guideline, it has submitted a customer hardship policy to replace its existing customer hardship policy in accordance with the requirements in rule 75B(1) for approval by the AER (updated customer hardship policy); and
  - (b) within 2 months from the date the AER has approved the retailer's updated customer hardship policy, the policy is implemented and published by the retailer on its website.
- (3) Nothing in this Part 10 relieves a retailer of their obligations under rule 75B(2) in respect of any subsequent amendment to the customer hardship policy guideline after the retailer's updated customer hardship policy has been approved by the AER.

## **4 AER approval of updated customer hardship policy**

- (1) The AER must approve an updated customer hardship policy submitted in accordance with rule 3 subrule (2)(a) within 2 months after the date the AER receives the updated customer hardship policy.

# **Part 12 Rules consequential on the making of Schedule 2 of the National Energy Retail Amendment (Metering installation timeframes) Rule 2018**

## **1 Definitions**

- (1) In this Part:

**Amending Rule** means the National Energy Retail Amendment (Metering installation timeframes) Rule 2018.

**effective date** means 1 February 2019, immediately after the commencement of Schedules 1 and 2 of the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 No. 3.

**required alterations** means the amendments required by Schedule 2 of the Amending Rule to standard retail contracts and deemed standard connection contracts as in force from the effective date.

## **2 Variation date**

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

## **Part 12A Rules consequential on the making of the National Energy Retail Amendment (Reducing customers' switching times) Rule 2019**

### **1 Definitions**

- (1) In this Part:

**Amending Rule** means the National Energy Retail Amendment (Reducing customers' switching times) Rule 2019.

**effective date** means 19 March 2020.

**required alterations** means the amendments set out in Schedule 1 of the Amending Rule.

### **2 Variation date**

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