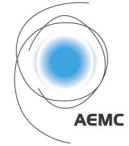


Notice under National Energy Retail Law



Notice of initiation

The Australian Energy Market Commission (AEMC) gives notice under the National Energy Retail Law as follows:

Under s 251, the South Australian Power Networks and Essential Energy has requested the *Improving life support processes* (Ref. RRC0064) proposal. The proposal seeks to improve the existing processes of retailers and distributors in registering and serving customers that require life support equipment at their premises. Submissions must be received by **4 September 2025**.

Submissions can be made via the [AEMC's website](#). Before making a submission, please review the AEMC's [privacy statement](#) on its website, and consider the AEMC's [Tips for making a submission](#). The AEMC publishes all submissions on its website, subject to confidentiality.

Documents referred to above are available on the AEMC's website and are available for inspection at the AEMC's office.

Australian Energy Market Commission
Level 15, 60 Castlereagh St
Sydney NSW 2000

31 July 2025
Telephone: (02) 8296 7800
www.aemc.gov.au