



Draft National Energy Retail Amendment (Improving life support processes) Rule 2026

The Australian Energy Market Commission makes the following Rule under the National Energy Retail Law as applied by:

- (a) the *National Energy Retail Law (South Australia) Act 2011* of South Australia;
- (b) the *National Energy Retail Law (ACT) Act 2012* of the Australian Capital Territory;
- (c) the *National Energy Retail Law (Adoption) Act 2012* of New South Wales;
- (d) the *National Energy Retail Law (Tasmania) Act 2012* of Tasmania;
- (e) the *National Energy Retail Law (Queensland) Act 2014* of Queensland; and
- (f) the *Australian Energy Market Act 2004* of the Commonwealth.

Anna Collyer
Chairperson
Australian Energy Market Commission

Draft National Energy Retail Amendment (Improving life support processes) Rule 2026

1 Title of Rule

This Rule is the *Draft National Energy Retail Amendment (Improving life support processes) Rule 2026*.

2 Commencement

Schedule 1 of this Rule commences operation on 1 December 2027.

Schedule 2 of this Rule commences operation on 25 June 2026.

3 Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 1.

4 Amendment to the National Energy Retail Rules

The National Energy Retail Rules are amended as set out in Schedule 2.

Schedule 1 Amendment to the National Energy Retail Rules

(Clause 3)

[1] Rule 3 Definitions

In the definition of "life support equipment", omit (g) and substitute:

- (g) in relation to a particular customer - any other equipment that a registered medical practitioner certifies is required for the life support of a *life support user* that resides at the customer's premises;

[2] Rule 3 Definitions

In rule 3, insert in alphabetical order:

- life support user* means a person who requires *life support equipment*;
- secondary contact person* means the person (if any) identified as a secondary contact person in a medical confirmation form provided to a retailer under Part 7 or otherwise advised by the customer to the retailer;

[3] Rule 19 Responsibilities of designated retailer in response to request for sale of energy (SRC)

After rule 19(1)(d), insert:

- (e) information on protections available to the customer under Part 7 if a *life support user* resides at the customer's premises.

[4] Rule 19 Responsibilities of designated retailer in response to request for sale of energy (SRC)

After rule 19(1B), insert:

- (1C) A designated retailer must ask the small customer requesting the sale of energy under the retailer's standing offer whether a *life support user* resides at the customer's premises.

[5] Rule 59C Retailer interruption to supply – electricity (SRC and MRC)

Omit rule 59C(1)(c), and substitute:

- (c) where a *life support user* resides at the premises, obtaining the relevant customer's explicit consent to the *interruption* occurring on a specified date, in which case subrule (1A) applies.

[6] Rule 64 Required information

In rule 64(1)(f), after "jurisdiction of the small customer", omit "." and substitute "; and".

[7] Rule 64 Required information

After rule 64(1)(f), insert:

- (g) the right for the customer to receive the protections under Part 7 where a *life support user* resides at the customer's premises.

[8] Rule 64 Required information

After rule 64(4)(b), insert:

- (5) The retail marketer must ask the small customer whether a *life support user* resides at the customer's premises.

[9] Rule 80 Provision of information to customers

In rule 80(1)(h)(ii), omit "ombudsman." and substitute "ombudsman; and".

[10] Rule 80 Provision of information to customers

After rule 80(1)(h)(ii), insert:

- (i) a description of how the distributor uses information about life support requirements provided by customers under these Rules.

[11] Rule 90 Distributor planned interruptions

In rule 90(1)(c), at the start of the text, after "where a", omit "person residing" and substitute "*life support user* resides".

[12] Rule 90 Distributor planned interruptions

In rule 90(1)(c), after "at the premises", omit "requires *life support equipment*".

[13] Rule 116 When retailer must not arrange de-energisation

In rule 116(1)(a), after "under Part 7 as", omit "having *life support equipment*" and substitute "premises at which a *life support user* resides".

[14] Rule 116 When retailer must not arrange de-energisation

In rule 116(4), after "(1) (a) relating to", omit "*life support equipment*" and substitute "registration of premises at which a *life support user* resides".

[15] Rule 120 **When distributor must not de-energise premises**

In rule 120(1)(a), after "under Part 7 as", omit "having *life support equipment*" and substitute "premises at which a *life support user* resides".

[16] Rule 120 **When distributor must not de-energise premises**

In rule 120(4), after "subrule (1)(a) relating to", omit "*life support equipment*" and substitute "registration of premises at which a *life support user* resides".

[17] Part 7 **Life support equipment**

Omit Part 7 entirely and substitute:

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.

123A **Definitions**

In this Part:

annual confirmation notice – see rule 124C;

confirmation reminder notice – see subrule 124A(1)(b);

deregistration or deregister means the updating of a retailer's registration of a customer's premises under subrule 124(1)(a) to remove, for that particular premises, its registration as premises at which a *life support user* resides;

deregistration notice means a written notice issued by a retailer to inform a customer that their premises will cease to be registered as premises at which a *life support user* resides if the customer does not provide medical confirmation by the date specified in that deregistration notice;

Embedded Network Manager has the same meaning as in the National Electricity Rules;

exempt embedded network service provider means, in relation to a customer's premises, a person that owns, operates or controls the distribution system to which the customer's premises are connected and is exempt from registering as a network service provider in respect of that distribution system under the National Electricity Rules;

life threatening condition means, in relation to a *life support user*, a condition that a registered medical practitioner has identified in the relevant

medical confirmation as being one where the *life support user* would be at likelihood of death or permanent injury if the *life support equipment* used by that *life support user* was to be without power during a prolonged *interruption*.

medical confirmation means signed and dated certification from a registered medical practitioner that a person is a *life support user*, in the form of section(s) completed by a registered medical practitioner within a medical confirmation form;

medical confirmation form means a written form in the form of the medical confirmation form template issued by a retailer under rule 124;

medical confirmation form template means the template made by the AER under rule 123B.

123B Medical confirmation form template

- (1) The AER must develop, maintain and publish a medical confirmation form template in accordance with this rule.
- (2) A medical confirmation form template must:
 - (a) state that completion and return of the form to the retailer will satisfy the requirement to provide medical confirmation under the Rules;
 - (b) specify the types of equipment that fall within the definition of *life support equipment*; and
 - (c) include fields for completion of the information specified in subrule (3).
- (3) For the purposes of subrule (2)(c), a medical confirmation form template must include the following fields:
 - (a) customer details, including:
 - (i) name (account holder);
 - (ii) address of customer's premises;
 - (iii) mobile;
 - (iv) home phone (if different from mobile);
 - (v) email; and
 - (vi) preferred form of written communication; and
 - (b) *secondary contact person* details, including:
 - (i) name;
 - (ii) address of *secondary contact person*;
 - (iii) mobile;

- (iv) home phone (if different from mobile);
 - (v) email;
 - (vi) preferred form of written communication; and
 - (vii) confirmation that the *secondary contact person* has given permission to be contacted by the relevant parties; and
- (c) *life support user* details, including:
- (i) name;
 - (ii) relationship to the customer (if not the customer);
 - (iii) relationship to *secondary contact person* (if not the *secondary contact person*);
 - (iv) *life support equipment* used by the *life support user*; and
 - (v) whether the *life support equipment* is powered by gas or electricity; and
- (d) medical confirmation, including:
- (i) name, registration number and address of registered medical practitioner;
 - (ii) *life support equipment* used by the *life support user*;
 - (iii) whether the *life support user* has a life threatening condition;
 - (iv) the date from which the *life support equipment* is required by the *life support user*;
 - (v) the signature of the registered medical practitioner; and
 - (vi) the date on which the form is signed by the registered medical practitioner; and
- (e) the date the form is provided by the retailer to the customer.

124 Registration of life support user at customer's premises

(1) Retailer obligations when advised by customer

When advised by a customer that a *life support user* resides or intends to reside at the customer's premises, a retailer must:

- (a) register that a *life support user* is residing or intending to reside at the customer's premises and the date from which the *life support user* requires the *life support equipment*;
- (b) no later than 5 business days after receipt of advice from the customer, provide in writing to the customer:
 - (i) a medical confirmation form dated by the retailer;

- (ii) information on the completion of the medical confirmation form including:
 - (A) the date by which the customer must return the medical confirmation form to the retailer; and
 - (B) advice that the customer can request an extension of time to complete and return the medical confirmation form;
- (iii) information explaining that, if the customer fails to provide medical confirmation, the customer's premises may be deregistered and, if so, the customer will cease to receive the protections under this Part;
- (iv) advice that there may be *retailer planned interruptions* under rule 59C to the supply at the address and that the retailer is required to notify them of these *interruptions* in accordance with rule 124B;
- (v) advice that there may be *distributor planned interruptions* or *unplanned interruptions* to the supply at the address and that the distributor is required to notify them of a *distributor planned interruption* in accordance with rule 124B;
- (vi) information to assist the customer to prepare a plan of action in the case of an *unplanned interruption*;
- (vii) an emergency telephone contact number for the distributor and the retailer (the charge for which is no more than the cost of a local call);
- (viii) advice that if the customer decides to change retailer at the premises and a *life support user* continues to reside at the customer's premises, the customer must advise their new retailer that a *life support user* resides at their premises so that the customer continues to receive the protections under this Part;
- (ix) a request for medical confirmation that:
 - (A) is in the form of the medical confirmation form provided by a retailer;
 - (B) has been signed and dated by a registered medical practitioner no more than 4 years before the date of receipt of the advice from the customer; and
 - (C) is legible; and
- (x) information explaining that, for the purpose of providing medical confirmation, the customer may submit to the retailer a copy of any medical confirmation that was submitted to their previous retailer, provided it complies with paragraph (b)(ix)(B) and (C);

- (c) subject to paragraph (d), no later than 1 business day after receipt of advice from the customer under paragraph (a), notify the distributor that a *life support user* is residing or intending to reside at the customer's premises and the date from which the *life support equipment* is required; and
- (d) where there is no distributor for the customer's premises, no later than 1 business day after receipt of advice from the customer under paragraph (a), notify:
 - (i) the Embedded Network Manager responsible for the customer's premises; or
 - (ii) where there is no Embedded Network Manager for the customer's premises, the exempt embedded network service provider,that a *life support user* is residing or intending to reside at the customer's premises and the date from which the *life support equipment* is required.

(2) Distributor obligations when advised by customer

When advised by a customer that a *life support user* resides or intends to reside at the customer's premises, a distributor must no later than 1 business day after receipt of advice from the customer, advise the retailer that a *life support user* resides or intends to reside at the customer's premises and the date from which the *life support equipment* is required.

(3) Retailer obligations when advised by distributor

No later than 1 business day after receipt of notice from the distributor under subrule (2) a retailer must comply with subrule (1) as if the customer had advised the retailer that a *life support user* was residing or intending to reside at the customer's premises.

(4) Application of this rule to standard retail contracts

This rule applies in relation to standard retail contracts.

(5) Application of this rule to market retail contracts

This rule applies in relation to market retail contracts.

Note

This rule is classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

[The AEMC proposes to recommend that this rule (as amended) remains classified as a tier 1 civil penalty provision under the National Energy Retail Regulations.]

124A Confirmation of life support user at premises

- (1) Where a medical confirmation form is provided under subrule 124(1)(b)(i) or as part of an annual confirmation notice, the retailer must:
 - (a) from the date of issue of the medical confirmation form, give the customer a minimum of 50 business days to provide medical confirmation;
 - (b) provide the customer at least two written notices to remind the customer that the customer must provide medical confirmation (each a **confirmation reminder notice**);
 - (c) ensure the first confirmation reminder notice is provided no earlier than 15 business days and no later than 25 business days from the date of issue of the medical confirmation form;
 - (d) ensure the second confirmation reminder notice is provided no earlier than 15 business days and no later than 25 business days from the date of issue of the first confirmation reminder notice; and
 - (e) on request from a customer, give the customer at least one extension of time to provide medical confirmation. The extension must be a minimum of 25 business days.
- (2) A confirmation reminder notice must:
 - (a) be dated;
 - (b) state the date by which the medical confirmation is required;
 - (c) specify the types of equipment that fall within the definition of *life support equipment*; and
 - (d) advise the customer that:
 - (i) the customer must provide medical confirmation;
 - (ii) the premises is temporarily registered as requiring *life support equipment* until the medical confirmation is received;
 - (iii) failure to provide medical confirmation may result in the premises being deregistered; and
 - (iv) the customer can request an extension of time to provide medical confirmation.
- (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.

Note

This rule is classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

[The AEMC proposes to recommend that this rule (as amended) remains classified as a tier 1 civil penalty provision under the National Energy Retail Regulations.]

124B Ongoing retailer and distributor obligations

(1) Retailer obligations

Where a retailer is required to register a customer's premises under subrule 124(1)(a), the retailer has the following ongoing obligations:

- (a) give the distributor relevant information about the *life support equipment* requirements for the customer's premises and any relevant contact details no later than 1 business day after receiving the information or contact details from the customer;
- (b) when the retailer receives medical confirmation from the customer or is advised by:
 - (i) a customer of any updates to the *life support equipment* requirements for the customer's premises or any relevant contact details or that the customer wishes to remove or replace the *secondary contact person* on the register; or
 - (ii) a *secondary contact person* of any updates to the *secondary contact person's* contact details or that the *secondary contact person* wishes to be removed from the register,

update the retailer's registration and give the distributor any updates to information about the *life support equipment* requirements for the customer's premises including whether the medical confirmation states that the *life support user* at the premises has a life threatening condition and any relevant contact details no later than 1 business day after receiving the updated information or contact details;

- (c) when advised under paragraph (b) that the customer wishes to remove the *secondary contact person* on the register or that a *secondary contact person* wishes to be removed from the register, no later than 5 business days after receiving the advice provide written notice to the customer, using the customer's preferred form of written communication (if advised), that it can nominate another *secondary contact person*;
- (d) except in the case of a *retailer planned interruption* under rule 59C, not arrange for the de-energisation of the premises from the date the *life support equipment* will be required at the premises;
- (e) in the case of a *retailer planned interruption* under rule 59C, other than in the circumstances described in paragraph (f), from the date the *life support equipment* will be required at the premises, give the

customer and the customer's *secondary contact person* (if any) 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) using their preferred form of written communication (if advised); and

- (f) in the case of a *retailer planned interruption* where the customer has provided consent to the retailer under subrule 59C(1)(c), give written notice to the customer and the customer's *secondary contact person* (if any) using their preferred form of written communication (if advised) of the expected time and duration of the *retailer planned interruption*, and specify a 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call).

Note

This subrule is classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

[The AEMC proposes to recommend that this subrule (as amended) remains classified as a tier 1 civil penalty provision under the National Energy Retail Regulations.]

- (1A) Where there is no distributor for the customer's premises, the retailer must within 1 business day of receiving information under subrule (1)(a) or (b) give that information to:
 - (a) the Embedded Network Manager responsible for the customer's premises; or
 - (b) where there is no Embedded Network Manager for the customer's premises, the exempt embedded network service provider.

Note

The AEMC proposes to recommend that subrule 124B(1A) be classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

- (1B) Subject to subrule (1C) and any applicable privacy laws, where:
 - (a) a retailer has registered a customer's premises under subrule 124(1)(a); and
 - (b) the customer has provided medical confirmation to the retailer in respect of that registration,on request of the customer, the retailer must provide a copy of that medical confirmation to the customer within 15 business days of that request.
- (1C) Subrule (1B) does not apply where a customer has ceased to be a customer of the retailer, for the registered premises, for more than 110 business days.
- (1D) Subject to subrule (1E), where a retailer is required to register a customer's premises under rule 124(1)(a), the retailer must at least once in every 12 month period give the customer and the customer's *secondary contact*

person (if any) an annual confirmation notice in accordance with rule 124C (**annual confirmation notice**).

(1E) The first annual confirmation notice must not be provided earlier than the date that is 12 months after the date that the customer's premises were registered by the retailer under rule 124(1)(a).

(1F) Despite subrule (1D), a retailer may, at any time, request a customer whose premises have been registered under rule 124(1)(a) to confirm whether the *life support user* still resides at the premises or still requires *life support equipment*.

(2) **Distributor obligations**

Where a distributor has been notified by a retailer under subrule 124(1)(c) or advised by a customer that a *life support user* is residing or intending to reside at the customer's premises, and has not received a notice from the retailer under subrule 125(2)(a) in relation to those premises, the distributor has the following ongoing obligations:

- (a) when advised by a customer of any updates to the *life support equipment* requirements for the customer's premises or any relevant contact details, advise the customer to contact its retailer;
- (b) except in the case of an *interruption*, not arrange for the de-energisation of the premises from the date the *life support equipment* will be required at the premises;
- (c) in the case of an *interruption* that is a *distributor planned interruption* other than in the circumstances described in paragraph (d), from the date the *life support equipment* will be required at the premises, give the customer and the customer's *secondary contact person* (if any) at least 4 business days written notice of the *interruption* to supply at the premises (the 4 business days to be counted from, but not including the date of receipt of the notice) using their preferred form of written communication (if advised); and
- (d) in the case of a *distributor planned interruption* where the customer has provided consent to the distributor under subrule 90(1)(c), give written notice to the customer and the customer's *secondary contact person*, (if any) using their preferred form of written communication (if advised) of the expected time and duration of the *distributor planned interruption*, and specify a 24 hour telephone number for enquiries (the charge for which is no more than the cost of a local call).

Note

This subrule is classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

[The AEMC proposes to recommend that this subrule (as amended) remains classified as a tier 1 civil penalty provision under the National Energy Retail Regulations.]

(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.

124C Annual confirmation notice

(1) An annual confirmation notice provided under subrule 124B(1D) must be:

- (a) in writing; and
- (b) provided to the customer and *secondary contact person* (if any) using their preferred form of communication (if advised).

(2) The annual confirmation notice must:

- (a) request the customer to contact the retailer to:
 - (i) confirm that a *life support user* continues to reside at the customer's premises; and
 - (ii) if a *life support user* continues to reside at the customer's premises, confirm that the information in any medical confirmation provided by the customer remains up to date;
- (b) if medical confirmation has not been provided by the customer, include the documents and information referred to in subrule 124(1)(b)(i) to (x); and
- (c) advise the customer to prepare a plan of action in the case of an *unplanned interruption* if a *life support user* continues to reside at the customer's premises.

124D Obligations of Embedded Network Manager

Where an Embedded Network Manager has been notified by a retailer under subrule 124(1)(d)(i) or 124B(1A)(a), the Embedded Network Manager must within 1 business day of receiving the notice provide the information in that notice to the relevant exempt embedded network service provider.

Note

The AEMC proposes to recommend that rule 124D be classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

125 Deregistration of premises

(1) A retailer may only deregister a customer's premises in the circumstances permitted under this rule 125.

(2) If a customer's premises is deregistered the retailer must:

- (a) within 5 business days of the date of deregistration, notify the distributor of the date of deregistration and reason for deregistration; and
 - (b) update its register of customer premises at which a *life support user* resides by removing the relevant customer premises from the register as required by rule 126.
- (2A) Where a customer's premises are deregistered and there is no distributor for the customer's premises, the retailer must within 5 business days of the date of deregistration notify:
- (a) the Embedded Network Manager responsible for the customer's premises; or
 - (b) where there is no Embedded Network Manager for the customer's premises, the exempt embedded network service provider,
- of the date of deregistration and reason for deregistration.
- (2B) Where an Embedded Network Manager has been notified by a retailer under subrule (2A), the Embedded Network Manager must within 5 business days of receiving the notice provide the information in that notice to the relevant exempt embedded network service provider.

Cessation of retailer and distributor obligations after deregistration

- (3) The retailer and distributor obligations under rule 124B cease to apply in respect of a customer's premises once that customer's premises is validly deregistered.

Deregistration where medical confirmation not provided

- (4) Where a customer, whose premises have been registered by a retailer under subrule 124(1)(a), fails to provide medical confirmation, the retailer may deregister the customer's premises only if:
- (a) the retailer has complied with the requirements under rule 124A;
 - (b) the retailer has taken reasonable steps to contact the customer in connection with the customer's failure to provide medical confirmation in one of the following ways:
 - (i) in person;
 - (ii) by telephone; or
 - (iii) by electronic means;
 - (c) the retailer has provided the customer with a deregistration notice no less than 15 business days and no more than 25 business days from the date of issue of the second confirmation reminder notice issued under subrule 124A(1)(d);

- (d) the customer has not provided medical confirmation before the date for deregistration specified in the deregistration notice; and
- (e) the deregistration is made within 5 business days of the date of deregistration specified in the deregistration notice.

Note

If a retailer is not permitted to deregister a customer's premises under subrule 124(4)(e), it must seek medical confirmation in the next annual confirmation notice.

- (5) A deregistration notice must:
 - (a) be dated;
 - (b) specify the date on which the customer's premises will be deregistered, which must be at least 15 business days from the date of the deregistration notice and at least 50 business days after the date of issue of the medical confirmation form;
 - (c) advise the customer the premises will cease to be registered as premises at which a *life support user* resides unless medical confirmation is provided before the date for deregistration; and
 - (d) advise the customer that the customer will no longer receive the protections under this Part when the premises is deregistered.

Deregistration where there is a change in the customer's circumstances

- (6) Where a customer whose premises have been registered by a retailer under subrule 124(1)(a) advises the retailer that the *life support user* has vacated the premises or no longer requires the *life support equipment*, the retailer:
 - (a) must:
 - (i) provide written notification in accordance with subrule (7) no later than 5 business days after receipt of advice from the customer; and
 - (ii) deregister the customer's premises on the date specified in accordance with subrule (7)(b) unless the customer has contacted the retailer prior to the date specified in accordance with subrule (7)(b) to advise that the *life support user* has not vacated the premises or continues to require the *life support equipment*;
 - (b) may deregister the customer's premises on the date earlier than the date specified in accordance with subrule (7)(b) if the relevant customer gives explicit informed consent to the relevant customer being deregistered on that date.
- (7) For the purposes of subrule (6)(a) the retailer's written notification to the customer must advise:

- (a) that the customer's premises will be deregistered on the basis that the customer has advised the retailer that the *life support user* has vacated the premises or no longer requires the *life support equipment*;
 - (b) the date on which the customer's premises will be deregistered, which must be at least 15 business days from the date of that written notification;
 - (c) that the customer will no longer receive the protections under this Part when the premises is deregistered; and
 - (d) that the customer must contact the retailer prior to the date specified in accordance with subrule (7)(b) if the *life support user* has not vacated the premises or requires the *life support equipment*.
- (8) Where a customer advises the distributor that the *life support user* has vacated the premises or no longer requires the *life support equipment*, the distributor must advise the customer to contact its retailer.

Note

The AEMC proposes to recommend that subrules 125(1), (4), (5), (6)(a)(i) and (7) be classified as tier 1 civil penalty provisions under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

The AEMC proposes to recommend that subrules 125(2), (2A), (2B), (6)(a)(ii), (6)(b) and (8) be classified as tier 2 civil penalty provisions under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

(9) Application of this rule to standard retail contracts

This rule applies in relation to standard retail contracts.

(10) Application of this rule to market retail contracts

This rule applies in relation to market retail contracts.

126 Registration and deregistration details must be kept by retailers

Retailers must:

- (a) Establish policies, systems and procedures for registering and deregistering premises at which a *life support user* resides to facilitate compliance with the requirements in this Part.
- (b) Ensure that *life support user* registration and deregistration details maintained by the retailer in accordance with this Part are kept up to date, including:
 - (i) the date when the customer requires supply of energy at the premises for the purposes of the *life support equipment*;
 - (ii) when medical confirmation was received from the customer in respect of the premises;

- (iii) whether the medical confirmation states that the relevant *life support user* has a life threatening condition;
- (iv) the date when the premises is deregistered and the reason for deregistration; and
- (v) a record of communications with the customer required by rules 124A, 124B(1D) and 125.

Note

This rule is classified as a tier 1 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Energy Retail Regulations.)

[The AEMC proposes to recommend that this rule (as amended) remains classified as a tier 1 civil penalty provision under the National Energy Retail Regulations.]

126A Keeping medical confirmations

Where a retailer has:

- (a) registered a customer's premises under subrule 124(1)(a); and
- (b) the customer has provided medical confirmation in respect of that registration,

the retailer must keep a copy of the medical confirmation for:

- (c) the period of time the person remains a customer of that retailer for the registered premises; and
- (d) 110 business days from the date the person ceases to be a customer of that retailer for the registered premises.

Note

This rule is classified as a tier 2 civil penalty provision under the National Energy Retail Regulations. (See clause 6 and Schedule 1 of the National Retail Regulations).

[The AEMC proposes to recommend that this rule (as amended) remains classified as a tier 2 civil penalty provision under the National Energy Retail Regulations.]

[18] Rule 139 Life support equipment

In rule 139(1), after "the retailer if a", omit "person residing" and substitute "*life support user* resides".

[19] Rule 139 Life support equipment

In rule 139(1), at the end of the text, omit "has or requires *life support equipment*".

[20] Rule 145 Customer termination of contract or request for removal

In rule 145(3)(a), after "the retailer that a", omit "person residing" and substitute "*life support user* resides".

[21] Rule 145 **Customer termination of contract or request for removal**

In rule 145(3)(a), after "at the premises concerned", omit "has or requires *life support equipment*".

[22] Rule 167 **Contents of retail market performance report—retail market activities report**

In rule 167(1)(g), omit "year." and substitute "year;".

[23] Rule 167 **Contents of retail market performance report—retail market activities report**

After rule 167(1)(g), insert:

- (h) the number of customer premises registered by retailers as premises at which a *life support user* resides;
- (i) the number of the premises reported under paragraph (h) for which the retailer has been advised that the relevant *life support user* has a life threatening condition (as defined in rule 123A).

[24] Schedule 1 **YOUR GENERAL OBLIGATIONS**

In Schedule 1, clause 6, omit clause 6.3 and substitute:

6.3 Life support user

- (a) If a *life support user* lives or intends to live at your premises, you must:
 - (i) register the premises with us; and
 - (ii) provide *medical confirmation* for the premises.
- (b) Subject to satisfying the requirements in the Rules, your premises may cease to be registered as premises at which a *life support user* lives if *medical confirmation* is not provided to us.
- (c) You must tell us if the *life support equipment* is no longer required at the premises.
- (d) If you tell us that a *life support user* lives or intends to live at your premises, we must give you:
 - (i) at least 50 business days to provide *medical confirmation* for the premises;
 - (ii) general advice that there may be a *distributor planned interruption, retailer planned interruption* or *unplanned interruption* to the supply of energy to the premises;

- (iii) at least 4 business days' notice in writing of any *retailer planned interruption* to the supply of electricity to or within the premises unless we have obtained your explicit consent to the *interruption* occurring on a specified date;
- (iv) information to assist you to prepare a plan of action in case of an *unplanned interruption*; and
- (v) emergency telephone contact numbers.

[25] Schedule 1 DISCONNECTION OF SUPPLY

In Schedule 1, after clause 14.2, insert:

14.3 Life support user

If you are a small customer, we must not disconnect your premises if they are registered as having a *life support user* living at the premises, except in an emergency.

[26] Schedule 1 DISCONNECTION OF SUPPLY

In Schedule 1, clause 14, omit the heading "14.3 When we must not arrange disconnection" and substitute the heading:

14.4 When we must not arrange disconnection

[27] Schedule 1 Simplified explanation of terms

In Schedule 1, Simplified explanation of terms, in the definition of "medical confirmation", after "a registered medical practitioner", omit "of the requirement for *life support equipment* at your premises" and substitute "that a person that lives or intends to live at your premises is a *life support user*".

[28] Schedule 2 YOUR GENERAL OBLIGATIONS

In Schedule 2, omit clause 6.4 and substitute:

6.4 Life support user

If you tell us that a *life support user* lives or intends to live at your premises, we must give you at least 4 business days' notice in writing of any *distributor planned interruptions* to the supply of energy to the premises unless we have obtained your explicit consent to the *interruption* occurring on a specified date.

[29] Schedule 2 INTERRUPTION TO SUPPLY SERVICES

In Schedule 2, clause 10.2(b), after "*distributor planned interruption*" and clause 6.4", omit "(d)(iii)".

[30] Schedule 2 DISCONNECTION OF SUPPLY

In Schedule 2, omit all of clause 12.3, including the heading and substitute:

12.3 Life support user

If you are a small customer, we must not disconnect your premises if they are registered as having a *life support user* living at the premises, except in an emergency.

[31] Schedule 2 Simplified explanation of terms

In Schedule 2, Simplified explanation of terms, omit the definition of "medical confirmation".

Schedule 2 Amendment to the National Energy Retail Rules

(Clause 4)

[1] Part 21 2026 Savings and Transitional Rules

After Part 20, insert:

Part 21 2026 Savings and Transitional Rules

Division 1 Rules consequential on the making of the National Energy Retail Amendment (Improving life support processes) Rule 2026

1 Definitions

(1) In this Division:

Amending Rule means the *National Energy Retail Amendment (Improving life support processes) Rule 2026*.

change in circumstances notice means a notice issued under subrule 125(9)(a) of the Rules as in force immediately before the effective date.

deregistration notice has the meaning given in old rule 123A as in force immediately before the effective date.

distributor-registered customer has the meaning given in subrule 4(1).

effective date means [1 December 2027].

new Part 1 means Part 1 of the Rules as in force on the effective date.

new Part 7 means Part 7 of the Rules as in force on the effective date.

new rule 123B means rule 123B of the Rules as in force on the effective date.

new rule 124A means new rule 124A of the Rules as in force on the effective date.

new rule 125 means rule 125 of the Rules as in force on the effective date.

new rule 126A means rule 126A of the Rules as in force on the effective date.

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

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

new subrules 124(1)(b)(i)-(x) means subrule 124(1)(b)(i)-(x) of the Rules as in force on the effective date.

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

new subrule 124B(1D) means subrule 124B(1D) of the Rules as in force on the effective date.

old Part 7 means Part 7 of the Rules as in force immediately before the effective date.

old Part 7 medical confirmation has the meaning given in subrule 4(1)(c).

old rule 123A means rule 123A as in force immediately before the effective date.

old rule 125 means rule 125 as in force immediately before the effective date.

old subrule 124(1)(a) means subrule 124(1)(a) as in force immediately before the effective date.

old subrule 124(4) or (5) means subrule 124(4) or (5) as in force immediately before the effective date.

old subrule 125(10) means subrule 125(10) as in force immediately before the effective date.

required alterations means the amendments required by Schedule 1 of the Amending Rule.

retailer-registered customer has the meaning given in subrule 6(1).

- (2) Italicised terms used in this Division have the same meaning as in new Part 1.
- (3) Terms used but not defined in this Division have the same meaning as in new Part 7.

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.

3 Medical confirmation form template

The AER must, by [1 December 2026], develop and publish the first medical confirmation form template under new rule 123B.

4 Distributor transitional obligations regarding life support registrations

- (1) A distributor must, on [or promptly after] the effective date, advise a retailer of the life support requirements of any shared customer that immediately prior to the effective date is registered by the distributor under old subrule 124(4) or (5) as having *life support equipment (distributor-registered customer)* including:
 - (a) the *life support equipment* required by the *life support user* at the customer's premises;
 - (b) the date from which the *life support equipment* is required;
 - (c) whether the customer has provided medical confirmation under old Part 7 (**old Part 7 medical confirmation**) and, if so, relevant information about that medical confirmation including the date of that medical confirmation; and
 - (d) whether the distributor has provided a deregistration notice to the customer prior to the effective date that has a date of deregistration after the effective date.
- (2) Unless a distributor is notified by a retailer that it has deregistered a distributor-registered customer under new rule 125, the distributor must comply with its obligations under new Part 7 as if it had been notified by the retailer of the distributor-registered customer's details under new subrule 124(1)(c).
- (3) If after the effective date the distributor receives an old Part 7 medical confirmation from a distributor-registered customer, advise the retailer that it has received the medical confirmation and provide the retailer with relevant information about that medical confirmation including the date of that medical confirmation.
- (4) The distributor must keep a copy of any old Part 7 medical confirmations provided to it under subrule (3) until [1 December 2031].
- (5) Subject to subrule (6) and any applicable privacy laws, where a distributor-registered customer provided an old Part 7 medical confirmation to the distributor before the effective date or under subrule (3):
 - (a) on request of the customer the distributor must provide a copy of the confirmation to the customer; and
 - (b) on request of a person that ceased to be a customer of the distributor after the effective date but before the date that is 110 business days after the effective date the distributor must provide a copy of the confirmation to the person.
- (6) Subrule (5) ceases to apply on [1 December 2031].

- (7) If prior to the effective date a distributor has provided written notification to a customer under old subrule 125(10) that the customer's premises will be deregistered on a date (the notified date) and:
- (a) the notified date is after the effective date; and
 - (b) the customer has not contacted the distributor before the notified date to advise that a *life support user* has not vacated the premises or requires *life support equipment*,
- the distributor must no later than 1 business day after the notified date advise the retailer to deregister the customer for a change in circumstances.
- (8) If prior to the effective date, a distributor has provided a deregistration notice to a distributor-registered customer under old subrule 125(5)(c) and:
- (a) the date of deregistration specified in the deregistration notice is after the effective date; and
 - (b) the customer does not provide the distributor with an old Part 7 medical confirmation by the date of deregistration specified in the deregistration notice,
- the distributor must no later than 1 business day after the date of deregistration specified in the deregistration notice advise the retailer to deregister the customer for failure to provide medical confirmation.

5 Retailer transitional obligations regarding life support registrations for distributor-registered customers

- (1) If advised by a distributor under subrule 4(1) of a distributor-registered customer, the retailer must:
- (a) no later than 1 business day after receiving the advice, register that customer's premises as premises at which a *life support user* resides if the relevant customer is not already registered by the retailer; and
 - (b) except as specified in this Division, comply with its obligations under new Part 7 as if it had registered the distributor-registered customer under new subrule 124(1)(a).
- (2) If the distributor has advised under subrule 4(1)(c) that a distributor-registered customer has provided an old Part 7 medical confirmation, the retailer must treat the relevant customer as if it had provided medical confirmation to the retailer under new Part 7.
- (3) If after the effective date a retailer is advised by a distributor under subrule 4(3) that it has received an old Part 7 medical confirmation from the customer, the retailer must treat the relevant customer as if it had provided medical confirmation to the retailer under new Part 7.
- (4) The retailer is not required to comply with new rule 124A(1) in respect of a distributor-registered customer except when:

- (a) subrules (2) and (3) do not apply, and
 - (b) a medical confirmation form is provided to the distributor-registered customer as part of an annual confirmation notice.
- (5) Despite any provision of new Part 7, if after the effective date a retailer is advised by a distributor under subrule 4(7) or (8) to deregister a customer, the retailer must deregister that customer and notify the distributor of that deregistration.

6 Retailer transitional obligations regarding life support registrations for customers registered by the retailer prior to the effective date

- (1) Where a customer is registered by a retailer under old subrule 124(1)(a) prior to the effective date (**retailer-registered customer**), on and from the effective date:
- (a) the retailer must, except as specified in this Division, comply with its obligations under new Part 7 as if the retailer-registered customer was registered by the retailer under new subrule 124(1)(a);
 - (b) the customer's premises is taken to be registered in accordance with new subrule 124(1)(a);
 - (c) subject to paragraph (g), the retailer is not required to comply with new subrule 124(1)(b) in respect of that customer;
 - (d) the retailer is taken to have notified the distributor for the purposes of new subrule 124(1)(c);
 - (e) if an old Part 7 medical confirmation was provided to the retailer by the customer prior to the effective date, the retailer must treat the relevant customer as if it had provided medical confirmation to the retailer under new Part 7;
 - (f) if the retailer has commenced a process under old rule 124A for a customer as at the effective date but the customer has not provided an old Part 7 medical confirmation before the effective date:
 - (i) new rule 124A does not apply to that process and the retailer must comply with old rule 124A in relation to that process;
 - (ii) the reference to rule 124A in new subrule 125(4)(a) is to be read as a reference to old rule 124A; and
 - (iii) if the customer provides medical confirmation to the retailer after the effective date but prior to the issue of an annual confirmation notice, the retailer must treat the relevant customer as if it had provided medical confirmation to the retailer under new Part 7;

- (g) if medical confirmation has not been provided by the retailer-registered customer before the effective date and a process to seek medical confirmation is not underway under old rule 124A as at the effective date, the retailer must provide the customer with the information and documentation required by new subrule 124(1)(b)(i)-(x) prior to seeking medical confirmation under new rule 124A; and
 - (h) if the retailer has issued a deregistration notice or change in circumstances notice before the effective date, the retailer may deregister a retailer-registered customer on the date specified in the relevant notice provided the deregistration is permitted by old rule 125.
- (2) The retailer must comply with new rule 126A as if the reference to medical confirmation in that rule included a reference to old Part 7 medical confirmations.

7 Annual confirmation notice

Despite new subrule 124B(1D), a retailer must commence an annual confirmation process under new subrule 124B(1D) for distributor-registered customers and retailer-registered customers no later than 12 months after the effective date.

8 Changes to AER procedures and guidelines

Prior to the effective date, the AER must update its AER Performance Reporting Procedures and Guidelines made under section 286 of *the law* to reflect the Amending Rule.