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Ms Anna Collyer
Chairperson
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Submitted electronically <https://www.aemc.gov.au/contact-us/lodge-submission>

Dear Ms Collyer,

RE: Improving Life Support Processes - Draft Determination (RRC0064)

Red Energy and Lumo Energy (Red and Lumo) welcome the opportunity to make this submission to the Australian Energy Market Commission (the Commission) consultation paper on a rule change proposal to improve life support processes.

Red and Lumo support the proponents' intent to improve registration and deregistration of premises where a user of life support equipment resides. We encourage the Commission to address potential ambiguity in the drafting and to limit the information captured for registration to that which is required to enable life support protections.

Life support protections are intended to provide consumers with sufficient notice of any planned interruption of supply, to limit when a retailer may interrupt supply and to enable distributors to prioritise restoring supply following an outage. Outages, both planned and unplanned may occur for extended durations and therefore customers and life support users need to ensure they have a plan of action in the event that they are without power for an extended period.. We urge the Commission and the AER to reflect this need for a plan of action on the Medical Confirmation form so that medical practitioners are reminded of this, especially where a life support user has a life threatening condition. This will reinforce the need for a plan of action and inform identification of those with a life threatening condition, which will in turn improve industry's ability to restore supply to those who need it most.

Red and Lumo recommend the Commission require retailers and distributors share the minimum information required; that there is a user of life support equipment, the type of equipment, whether electricity or gas, or both, is required, and who to contact when the need arises, via their preferred method. While identifying the Life Support user is relevant for the retailer when offering support and referring the customer to available concessions, it is not required for the distributor to offer life support protections at the site. The distributor needs to be able to contact the responsible person or persons at the premises; the customer and the secondary contact. There is no need for distributors or other parties to know the identity of the life support user.

Red and Lumo also strongly recommend that the Rules do not require retailers, distributors or other parties to know the relationship of the life support user to the customer or secondary contact. Information about the relationship of parties to each other should not be recorded in the medical confirmation form as it is personal in nature, subject to change, and will require costly changes to industry systems to communicate information which is not required to enable the provision of life support protections.

To remove ambiguity and further clarify obligations, Red and Lumo propose the following: The draft Rule describes deregistration only when advised by a customer. It does not contain a requirement for a retailer to remove the premises from their register when the customer transfers to another retailer. This introduces ambiguity for the retailer who no longer has a customer and also the distributor who may seek to confirm the presence of a life support user at the premises with the new retailer. Clear direction that the premises is considered deregistered for the purposes of the retailer who no longer has a customer would remove ambiguity for industry.

We encourage the Commission to clearly indicate that the address recorded for the Secondary Contact should be their postal address for the purposes of communication because the residential address of the secondary contact may be different.

NERR 124B(c) insists that a retailer, when advised by the customer that they wish to remove the Secondary Contact, should then advise their customer in writing 5 business days after the event. This action would duplicate any previous advice in response to the customer's request. If the intent is to notify the Customer when a Secondary Contact removes themselves then we recommend that this clause be re-drafted.

The drafting of Model terms and conditions in Schedule 2 6.4 suggests that a retailer will advise a customer of a distributor planned interruption to the supply of energy to the premises. However NERR 124B(c) & (d) and 124(1)(v) clearly identify this as an obligation of the distributor and that the communication will be provided by the distributor. We recommend addressing this apparent contradiction by amending the model terms and conditions to advise that the distributor will notify the customer of a distributor planned interruption.

About Red and Lumo

We are 100% Australian owned subsidiaries of Snowy Hydro Limited. Collectively, we retail electricity and gas in New South Wales, Queensland, South Australia, Victoria and the Australian Capital Territory to over 1.5 million customers.

Red and Lumo thank the Commission for the opportunity to comment on the consultation paper. Should you wish to discuss or have any further enquiries regarding this submission, please call Sean Jennings, Regulatory Manager, on 0403 846 585.

Yours sincerely



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