

ANNEXURE 1 - PROPOSED AMENDMENTS TO THE CODE

This Annexure contains the amendments that the Authority is proposing to make to the Electricity Industry Code (the Code) to give effect to the process that will apply when a customer makes a claim for a GSL payment under Part 2.5 of the Code.

This Annexure is a “draft of the proposed code amendments” for the purposes of section 222L(2)(b) of the Electricity Regulation 2006.

The following paragraphs contain the amendments to the Code proposed by the Authority:

A.1 Clause 2.5.11 Claiming a *GSL payment*

In sub-clause 2.5.11(a) of the Code:-

- (i) Replace “2.5.6” with “2.5.8”.
- (ii) After “may make a claim for a *GSL payment*”, insert “within three months of the event giving rise to the claim”.

Delete sub-clause 2.5.11(b) of the Code.

Re-name sub-clause 2.5.11(c) of the Code “2.5.11(b)” and:-

- (iii) Replace “A *small customer* must make a claim from the *distribution entity* to be entitled to a *GSL payment* under clause 2.5.9” with “A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clause 2.5.9. However, a *small customer* may make a claim for a *GSL payment* where a *distribution entity* has not done so”; and
- (iv) In paragraph (i) of that sub-clause, replace “one month” with “three months”.

Following these changes, clause 2.5.11 will read as follows:

2.5.11 Claiming a *GSL payment*

- (a) A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clauses 2.5.3 to 2.5.8. However, a *small customer* may make a claim for a *GSL payment* within three months of the event giving rise to the claim where a *distribution entity* has not done so.
- (b) A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clause 2.5.9. However, a *small customer* may make a claim for a *GSL payment* where a *distribution entity* has not done so:
 - (i) within three months of the relevant *interruption* for an *interruption duration GSL*; and
 - (ii) within three months of the end of the relevant *financial year* for an *interruption frequency GSL*.

A.2 Clause 2.5.14 Processing claims

In clause 2.5.14 of the Code:-

- (i) After “A *distribution entity* must”, insert “use best endeavours to”; and
- (ii) Replace “promptly” with “within one month”.

Following these changes, clause 2.5.14 will read as follows:

2.5.14 Processing claims

A *distribution entity* must use best endeavours to process a claim for a *GSL payment* within one month.

A.3 Clause 2.5.9(a)(ii) Reliability – interruption frequency GSL

In clause 2.5.9(a)(ii) of the Code:-

- (i) After “(“*interruption frequency GSL*”).”, insert “Irrespective of the moment during a *financial year* that a *small customer* becomes eligible for a *GSL payment* under this *interruption frequency GSL*, the *distribution entity* may make the *GSL payment* to the eligible *small customer* at the end of the *financial year*.”

Following these changes, clause 2.5.9(a)(ii) will read as follows:

- (ii) once that *small customer* experiences the relevant number of *interruptions* at its *premises* in a *financial year* as set out in the following table (“*interruption frequency GSL*”). Irrespective of the moment during a *financial year* that a *small customer* becomes eligible for a *GSL payment* under this *interruption frequency GSL*, the *distribution entity* may make the *GSL payment* to the eligible *small customer* at the end of the *financial year*.