

## AMENDMENTS TO THE ELECTRICITY AND GAS INDUSTRY CODES – REPORTING REQUIREMENTS AND SPECIAL METER READS

This document contains the amendments that the Authority will make to the Electricity Industry Code and the Gas Industry Code to give effect to its Final Decision on reporting requirements under the Codes. The changes are to come into effect on 1 July 2010.

This is a “final version of the proposed amendments to the Code” for the purposes of section 222O(b) of the Electricity Regulation 2006 and for the purposes of section 39(b) of the Gas Supply Regulation 2007.

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### A1.1 Electricity Industry Code

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#### 4.7.4 Retail entities’ obligations to advise the distribution entity of connection applications

Subject to the *small customer* complying with clause 4.7.1, as soon as possible after receiving an application from a *small customer* to start providing *customer retail services* to the *small customer*, or a request from a *small customer* to arrange for connection, a *retail entity* must forward relevant details of a *small customer*, *including their classification as a small business customer or small residential customer*, to the *small customer’s distribution entity* for the purpose of:

- (a) updating the *distribution entity’s* records for that *premises* and *small customer*, if the *small customer’s premises* is already connected; or
  - (b) arranging for the connection of that *premises*, if the *small customer’s premises* is not already connected to the *distribution entity’s supply network*.
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#### 6.6 Meter read methods

- (a) All permitted forms of *meter* readings used for the purposes of transferring a *customer* must be performed in accordance with the *electricity legislation*.
- (b) Subject to paragraph (c), a transfer on an *actual meter reading* date must be based on an *actual meter reading* that is a *scheduled meter reading* or a *special meter reading* which:
  - (i) conforms with the *CATS Procedures* retrospectivity rule; or
  - (ii) occurred after the *customer* entered into the new *retail contract*.
- (c) *A retail entity must not transfer a customer on the basis of a special meter reading, unless it obtains explicit informed consent from that customer to:*
  - (i) conduct the *special meter reading*; and

- (ii) charge the customer for that *special meter reading* a fee which must be disclosed to the customer.
- (d) A *retail entity* is not obliged to obtain *explicit informed consent* under clause 6.6(c) if it does not charge the *customer* for that *special meter reading*.
- ~~(e) Until a date notified by the QCA, the new *retail entity* must not raise a *service order request* for a *special meter reading* where the main purpose is to give effect to a *in situ transfer of a customer* (i.e., where the *customer* is not vacating the *premises*), except where a *scheduled meter reading* attempted after the *customer* entered into the new *retail contract* fails to take place or no other *actual meter reading* is available and the *customer* is new to the *NMI premises*.~~
- ~~(d) The QCA will consult with *distribution entities*, *retail entities* and other relevant stakeholders before notifying a date in accordance with paragraph (e).~~

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## 8.5 Review of developments in full retail competition

### 8.5.1 QCA monitoring and reporting role

The QCA must, ~~following the FRC commencement date:~~

- (a) monitor the development of the Queensland electricity market by reviewing the data provided by all *retail entities* under clauses 8.5.2 to 8.5.4 and by all *distribution entities* under clause 8.5.5 and 8.5.6;
- (b) publish on a quarterly basis in aggregate:
  - (i) the number of *LARGE* and *SMALL NMIs*;
  - (ii) the indicative number of market NMIs relating to large customers; and
  - (iii) the indicative number of *market NMIs* relating to *small customers*;
- (c) publish on ~~an annual~~ a quarterly basis by *retail entity* the information on customer disconnections provided by *retail entities* under clause 8.5.3; and
- (d) publish on ~~an annual~~ a quarterly basis by *retail entity* the information on customer complaints provided by the *retail entities* under clause 8.5.4.

### 8.5.2 Retail entities to supply the number of market and non-market customers

- (a) Each *retail entity* must, within ~~two months~~ one month after the end of each *quarter*, provide to the QCA the number of large and small *market NMIs* as at the end of that ~~previous quarter~~ ~~the relevant reporting period~~.
- (b) Each *retail entity* must, within one month after the end of each *quarter*, provide to the QCA the number of large and small non-market NMIs as at the end of that *previous quarter*.
- ~~(b) A *retail entity* is not required to remove from the data provided in paragraph (a) former *market NMIs* where the *customer* has elected to revert back to the *standard retail contract* and move in *customers* (for a *NMI premises*) who have not yet entered into a *negotiated retail contract* for those *premises*.~~

### 8.5.3 Retail entities to supply customer disconnection data

Each *retail entity* must, within ~~two months~~ one month after the end of each ~~year~~ quarter following the ~~FRC commencement date~~, supply to the *QCA* data that details:

- (a) the total number of the *retail entity's small business customers* that were disconnected ~~due to non payment~~;
- (b) the number of the *retail entity's small business customers* that were disconnected ~~due to non payment~~ in each of the following categories:
  - (i) due to non payment;
  - (ii) at a *premises* due to non payment but who have been reconnected with the same name at the *premises*;
  - (iii) at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*;
- ~~(b)(c) the total number of the *retail entity's small residential customers* that were disconnected ~~due to non payment~~;~~
- ~~(c) the number of the *retail entity's small business customers* that were disconnected at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*; and~~
- ~~(d) the number of the *retail entity's small residential customers* that were disconnected at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*;~~
- (d) the number of the *retail entity's small residential customers* that were disconnected in each of the following categories:
  - (i) due to non payment;
  - (ii) at a *premises* due to non payment but who have been reconnected with the same name at the *premises*;
  - (iii) at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*;
  - (iv) at a *premises* due to non payment and who hold a pensioner or concession card; and
  - (v) at a *premises* due to non payment and who hold a pensioner or concession card, but who have been reconnected with the same name at the *premises*;
- (e) the number of the *retail entity's small residential customers* that:
  - (i) are participating in a hardship program;
  - (ii) were denied access to a hardship program; and
  - (iii) have exited a hardship program.

- (f) the average debt on entry to a *retail entity's* hardship program, of the *retail entity's small residential customers* that are participating in that hardship program,
- (g) the average length of time the *retail entity's small residential customers* that are participating in a hardship program remain in that program

for the previous ~~year~~ *quarter*.

#### **8.5.4 Retail entities to supply customer complaint data**

Each *retail entity* must, within ~~two months~~ *one month* after the end of each ~~year~~ *quarter following the FRC commencement date*, supply to the *QCA* data that details the number of complaints received from *small customers* (separated into those received from *small business customers* and *small residential customers*) in respect of their actions or omissions as a *retail entity*, for the following categories:

- (a) total number of complaints;
- (b) billing or account complaints; ~~and~~
- (c) *marketing complaints*; and
- (c) other complaints,

for the previous ~~year~~ *quarter*.

#### **8.5.5 Distribution entities to supply number of NMI premises**

- (a) Each *distribution entity* must, within ~~two months~~ *one month* after the end of each *quarter* provide to the *QCA* the number of large and small *NMI premises* *as at the end of that previous quarter*.
- (b) *Ergon Energy* and its subsidiaries will exclude all *NMI premises* on *supply networks* not forming part of the national grid from the information provided to the *QCA* under clause 8.5.5(a).

#### **8.5.6 Distribution entities to supply disconnection data**

Each *distribution entity* must, within one month after the end of each *quarter*, provide the *QCA* data that details:

- (a) the total number of *small business customers* that were disconnected at the instigation of the *distribution entity*;
- (b) the number of *small business customers* that were disconnected at the instigation of the *distribution entity* for non payment;
- (c) the number of *small business customers* that were disconnected at the instigation of the *distribution entity* for safety reasons;
- (d) the number of *small business customers* that were disconnected at the instigation of the *distribution entity* for other reasons;
- (e) the total number of *small residential customers* that were disconnected at the instigation of the *distribution entity*;

- (f) the number of *small residential customers* that were disconnected at the instigation of the *distribution entity* for non payment;
- (g) the number of *small residential customers* that were disconnected at the instigation of the *distribution entity* for safety reasons;
- (h) the number of *small residential customers* that were disconnected at the instigation of the *distribution entity* for other reasons;
- (i) the total number of *small business customer disconnections*, and the number of *small business customer* disconnections due to non payment, that the *distribution entity* performed at the request of each *retail entity*; and
- (j) the total number of *small residential customer disconnections*, and the number of *small residential customer* disconnections due to non payment, that the *distribution entity* performed at the request of each *retail entity*.

for the previous *quarter*.

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## **10.1 Definitions and interpretation**

### **10.1.1 Definitions**

*marketing complaint* means a complaint associated with a retailer's actions in seeking to sign up a small customer to a market contract.

*non-market NMI* means a NMI for which the *customer* is a *non-market customer*

## A1.2 Gas Industry Code

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### 5.5 Review of developments in full retail contestability

#### 5.5.1 QCA monitoring and reporting role

The QCA must, ~~following the FRC commencement date:~~

- (a) Monitor the Queensland gas market;
- (b) Publish on ~~an annual~~ a quarterly basis by *retailer* the information on *customer disconnections* provided by *retailers* under clause 5.5.2; and
- (c) Publish on ~~an annual~~ a quarterly basis by *retailer* the information on *customer complaints* provided by the *retailers* under clause 5.5.3.

#### 5.5.2 Retailers to supply customer disconnection data

Each *retailer* must, within ~~two months~~ one month after the end of each ~~year~~ quarter ~~following the FRC commencement date~~, supply to the QCA data that details:

~~the number of the retailer's small customers that were disconnected due to non payment; and~~

~~the number of the retailer's small customers that were disconnected at a premises due to non payment but who have been reconnected within seven days with the same name at the premises;~~

- (a) the total number of the *retailers small business customers* that were *disconnected*;
- (b) the number of the *retailers small business customers* that were *disconnected* in each of the following categories:
  - (i) due to non payment;
  - (ii) at a *premises* due to non payment but who have been reconnected with the same name at the *premises*;
  - (iii) at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*;
- (c) the total number of the *retailers small residential customers* that were *disconnected*;
- (d) the number of the *retailers small residential customers* that were *disconnected* in each of the following categories:
  - (i) due to non payment;
  - (ii) at a *premises* due to non payment but who have been reconnected with the same name at the *premises*;
  - (iii) at a *premises* due to non payment but who have been reconnected within seven days with the same name at the *premises*;

- (iv) at a *premises* due to non payment who hold a pensioner or concession card; and
- (v) at a *premises* due to non payment who hold a pensioner or concession card, but who have been reconnected with the same name at the *premises*;
- (e) the number of the *retailers small residential customers* that:
  - (i) are participating in a hardship program;
  - (ii) were denied access to a hardship program; and
  - (iii) have exited a hardship program.
- (f) the average debt on entry to a *retailers* hardship program, of the *retailers small residential customers* that are participating in that hardship program; and
- (g) the average length of time the *retailers small residential customers* that are participating in a hardship program remain in that program.

for the previous ~~year~~ *quarter*.

### 5.5.3 Retailers to supply *customer complaint data*

Each *retailer* must, within ~~two months~~ *one month* after the end of each ~~year~~ *quarter* ~~following the FRC commencement date~~, supply to the *QCA* data that details the number of complaints received from *small customers* (separated into those received from *small business customers* and *small residential customers*) in respect of their actions or omissions as a *retailer*, for the following categories:

- (a) total number of complaints;
- (b) billing or account complaints; ~~and~~
- (c) marketing complaints; and
- (c) other complaints,

for the previous ~~year~~ *quarter*.

### 5.5.4 *Distributors to supply disconnection data*

Each *distributor* must, within one month after the end of each *quarter*, provide the *QCA* data that details:

- (a) the total number of *small business customers* that were disconnected at the instigation of the *distributor*;
- (b) the number of *small business customers* that were disconnected at the instigation of the *distributor* for non payment;
- (c) the number of *small business customers* that were disconnected at the instigation of the *distributor* for safety reasons;

- (d) the number of *small business customers* that were disconnected at the instigation of the *distributor* for other reasons;
- (e) the total number of *small residential customers* that were disconnected at the instigation of the *distributor*;
- (f) the number of *small residential customers* that were disconnected at the instigation of the distributor for non payment;
- (g) the number of *small residential customers* that were disconnected at the instigation of the *distributor* for safety reasons;
- (h) the number of *small residential customers* that were disconnected at the instigation of the *distributor* for other reasons;
- (i) the total number of *small business customer disconnections*, and the number of *small business customer* disconnections due to non payment, that the *distributor* performed at the request of each *retail entity*; and
- (j) the total number of *small residential customer disconnections*, and the number of *small residential customer* disconnections due to non payment, that the *distributor* performed at the request of each *retail entity*.

for the previous *quarter*.

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## **6.1 Definitions and interpretation**

### **6.1.1 Definitions**

[INSERT THE FOLLOWING DEFINITIONS]

*marketing complaint* means a complaint associated with a retailer's actions in seeking to sign up a small customer to a market contract.

*quarter* means a period of three months commencing 1 January, 1 April, 1 July or 1 October as the case may be.

*residential customer* means a *customer* who acquires gas for domestic use ~~whose primary use of gas is for household purposes.~~

*small business customer* means a *customer* who is both a *small customer* and a *business customer*.

*small residential customer* means a *customer* who is both a *small customer* and a *residential customer*.