

Area Procedure Manual Services

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KEY POINTS

- The Northern Territory Utilities Commission (The Commission) has approved Alcan Gove Pty Ltd.'s (RTA Gove) Exemption Document in accordance with Section 87 of the Electricity Reform Act.
- In accordance with the conditions of its licence exemption, RTA Gove must comply with Clause 10 (Life support equipment) of the Northern Territory Electricity Retail Supply Code Version 3 (The Code) as a network provider and retailer for Nhulunbuy and surrounding areas.

This procedure to be read in conjunction with the Gove EBA if applicable.

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LIFE SUPPORT EQUIPMENT PROCEDURE

1 PURPOSE

This procedure provides the detail of how RTA Gove Operations (Gove Operations) as the electricity Network Provider for Nhulunbuy and surrounding areas, manages customers with life support equipment at their premises. The procedure meets the mandatory requirements of Clause 10 of the Northern Territory Electricity Retail Supply Code (The Code).

2 SCOPE

2.1 Gove Operations

This procedure applies to all Gove Operations employees and contractors that manage;

- customer data
- scheduling works which may have an impact to the supply of electrical services to customers
- the management of life support equipment registrations and de-registrations
- management of all Prepayment Meters and
- the notification process of planned and unplanned outages for life support equipment customers.

The functions, roles and responsibilities required to perform each process is detailed within each section of the procedure.

2.2 Nhulunbuy network

The Nhulunbuy network involves the following entities;

- Network Provider
 - Gove Operations
- Retailer(s)
 - Gove Operations
 - Power and Water Corporation
 - Nhulunbuy Corporation Limited
 - Jacana Energy Specific

2.3 Eligible life support equipment

This procedure applies to customers who notify Gove Operations or a Retailer that they have or will have eligible life support equipment at their premises and complete the registration procedure within the required timeframe.

The Code defines the following as life support equipment;

- An oxygen concentrator
- An intermittent peritoneal dialysis machine
- A kidney dialysis machine
- A chronic positive airways pressure (CPAP) respirator

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- Crigler Najjar syndrome phototherapy equipment
- A ventilator for life support
- In relation to a particular customer, any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises to have for life support.

3 PROCEDURE

3.1 Registration of life support equipment

Gove Operations shall only register a customer’s premises under the following circumstances;

- A customer notifies Gove Operations they have a person residing or intending to reside at their premises who requires life support equipment
- A Retailer notifies Gove Operations a customer's premises has or will have life support equipment.

3.1.1 Registration process – Customer advises Gove Operations as the Network Provider and Retailer

When advised by a customer that a person residing or intending to reside at the customer’s premises requires life support equipment, Gove Operations shall;

- a. Register (temporarily) the customer in *Gove Operations’ Life Support Equipment Customer Register* within 1 business day of notification; that a person residing or intending to reside at the customer's premises requires life support equipment, and the date from which the life support equipment is required. The Customer Register will include the following information fields, but is not limited to;
 - i. Premises (street) address
 - ii. Date life support is applied to the premises e.g. today or future date
 - iii. Account holder’s name
 - iv. Name of customer requiring life support (if different from Account holder)
 - v. Postal Address (or physical address where it relates to an IES customer)
 - vi. Phone(s)/Mobil e
 - vii. Email address(es)
 - viii. Emergency contact(s)
 - ix. Emergency contact(s)’ phone number(s)
 - x. If known; type of life support equipment at the premises
- b. Mail a life support equipment Information Pack to the customer within 5 business days after notification from the customer. The Information Pack will include, but is not limited to;
 - i. A medical confirmation form (see Appendix 1)
 - ii. 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 Clause 10 of

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The Code

- iii. Information explaining that there may be planned or unplanned interruptions to the supply at the address and that Gove Operations (Network Provider) or their contractor will notify them of planned interruptions
 - iv. Information to assist the customer to prepare an emergency plan of action in the case of an unplanned interruption
 - v. MG Electrical callout number 0428 156 116 or 8987 5867.
 - vi. Information explaining that if the customer decides to change retailer at the premises and a person residing at the customer's premises continues to require life support equipment, the customer should advise their new retailer of the requirement for life support equipment.
- c. Where the customer is in a remote community and does not have access to postal services, Gove Operations will ensure our Electrical Network Officer will have a pack containing everything listed in 3.1.1 (b) hand delivered to the customer.

3.1.2 Registration process – Customer advises Gove Operation as the Network Provider but not the Retailer

When advised by a customer that a person residing or intending to reside at the customer's premises requires life support equipment, Gove Operations shall;

- a. Register (temporarily) the customer in the *Gove Operations' Life Support Equipment Customer Register* within 1 business day of notification; that a person residing or intending to reside at the customer's premises requires life support equipment, and the date from which the life support equipment is required. The Customer Register will include the following information fields, but is not limited to;
 - i. Premises (street) address
 - ii. Date life support is applied to the premises e.g. today or future date
 - iii. Account holder's name
 - iv. Name of customer requiring life support (if different from Account holder)
 - v. Postal Address (or physical address where it relates to an IES customer)
 - vi. Phone(s)/Mobile
 - vii. Email address(es)
 - viii. Emergency contact(s)
 - ix. Emergency contact(s)' phone number(s)
 - x. If known; type of life support equipment at the premises
- b. Mail a life support equipment Information Pack to the customer within 5 business days after notification from the customer. The Information Pack will include, but is not limited to;
 - i. a medical confirmation form (see Appendix 1)

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- ii. 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 Clause 10 of The Code
 - iii. information explaining that there may be planned or unplanned interruptions to the supply at the address and that the Gove Operations (Network Provider) or their contractor will notify them of planned interruptions
 - iv. information to assist the customer to prepare an emergency plan of action in the case of an unplanned interruption
 - v. MG Electrical callout number 0428 156 116 or 8987 5867.
 - vi. information explaining that if the customer decides to change retailer at the premises and a person residing at the customer's premises continues to require life support equipment, the customer should advise their new retailer of the requirement for life support equipment.
- c. Where the customer is in a remote community and does not have access to postal services, the Electrical Network Officer will ensure an Information Pack in 3.1.2 (b) provided to the customer.
 - d. Notify the Retailer, within 1 business day of receiving the advice that a person residing or intending to reside at the customer's premises requires life support equipment and the date from which the life support will be required.
 - i. Gove Operations will provide details of a dedicated email address which will be monitored by the Electrical Network Officer.
 - ii. Further information received from the Retailer will be updated in the *Gove Operations Life Support Equipment Customer Register* within 1 business day of receiving the advice.

3.1.3 Registration process – Customer advises a Retailer (not Gove Operation)

When Gove Operations is advised by a Retailer that a person residing or intending to reside at a customer's premises requires life support equipment, Gove Operations shall;

- a. Enter the information received in the *Gove Operations Life Support Equipment Customer Register* within 1 business day of receiving the advice, that a person residing or intending to reside at the customer's premises requires life support equipment and the date from which the life support equipment is required.
- b. Notify the Retailer that Gove Operations has received and entered the information in the *Gove Operations Life Support Customer Register*
- c. Monitor the dedicated email address provided to the Retailer for further information from the Retailer regarding the customer.

3.1.4 Registration process – confirmation of premises requiring life support equipment

When advised by a customer or Retailer that a person at the customer's premises requires life support equipment, Gove Operations shall within 5 business days provide a medical confirmation form (see Appendix 1) to the customer. The medical confirmation process will;

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- a. 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 less than 15 business days from the date of issue of the medical confirmation form
- d. Ensure the second confirmation reminder notice is provided no less than 15 business days from the issue of the first confirmation notice
- e. On request from the customer, give the customer at least one extension of time to provide medical confirmation. The extension must be a minimum of 25 business days.

3.1.4.1 Confirmation reminder notice

A confirmation reminder notice will include, but is not limited to;

- a. Be dated
- b. State the date which the medical confirmation is required
- c. Specify the types of medical equipment that fall within the definition of life support equipment
- 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
 - iv. the customer can request an extension of time to provide medical confirmation.

3.1.4.2 Completed medical confirmation form returned

The customer returns the completed medical confirmation form to Gove Operations. The Customer Register is updated with any additional information provided and the temporary flag on the registration is removed. Gove Operations shall;

- a. Update the Customer Register within 1 business day of the form's receipt
- b. Forward the form to the Retailer (if not Gove Operations) within 1 business day of its receipt.

Gove Operations receives a completed medical confirmation form from a Retailer. The Customer Register is updated with any additional information provided and the temporary flag on the registration is removed. Gove Operations shall;

- a. Update the Customer Register within 1 business day of the form's receipt
- b. Confirm receipt of the form to the Retailer and confirm that the Gove Operations' Customer Register has been updated.

3.2 Deregistration process

Gove Operations may only deregister a customer's premise under the following circumstances;

- a. The customer hasn't returned the medical confirmation form in accordance with section 3.1.4.
- b. The Customer advises of a change in their circumstances
- c. A Retailer advises that a customer has had a change in their circumstances.

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3.2.1 Customer has not returned the medical confirmation form

If Gove Operations has followed the registration process and taken reasonable steps to contact the customer in connection with the customer’s failure to provide medical confirmation in one of the following ways;

- a. In person
- b. By telephone
- c. By electronic means.

And in addition, Gove Operations has provided the customer with a deregistration notice no less than 15 days from the date of issue of the second confirmation reminder notice and the customer has not provided medical confirmation before the date of deregistration specified in the deregistration notice. The 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
- c. Advise the customer the premises will cease to be registered as requiring life support equipment unless medical confirmation is provided before the date for deregistration
- d. Advise the customer that they will no longer receive the protections under Clause 10 of the Code.

Gove Operations may then deregister a customer’s premises from the Customer Register, noting the date of the deregistration and the reason for the deregistration (*"customer hasn't returned the medical confirmation form"*). This should be completed within 5 business days of the date of deregistration. Gove Operations must notify the customer’s Retailer (if not Gove Operations) within 5 business days of the date of deregistration and the reason for deregistration.

3.2.2 Customer advises of a change in their circumstances

The customer advises Gove Operations of a change in their circumstances and the life support equipment is no longer required at their premises. Gove Operations must provide written confirmation to the customer advising;

- a. Their premises will be deregistered on the basis they have advised that the person who required the life support equipment, has vacated the premises or no longer requires life support equipment
- b. The date of deregistration which must be 15 business days from the date of the written notification
- c. They will no longer receive the protections under Clause 10 of The Code
- d. They must contact Gove Operations before or on the date specified of the written notification, if the person who requires the life support equipment has not vacated the premises or still requires the life support equipment.

Gove Operations may deregister a customer’s premises on the Customer Register, within 5 business days of the date of deregistration noting the date of the deregistration and the reason for the deregistration (*"customer advised of a change in circumstances"*). Gove Operations must notify the customer’s Retailer (if not Gove Operations) within 5 business days of the date of deregistration and the reason for deregistration.

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3.2.3 Deregistration Process - Monitoring and actioning customer site details notification (CSDN) from Retailers

Gove Operations' Electrical Network Officer will monitor a dedicated email address for notifications from Retailers.

- a. In the event the customer has not returned the medical confirmation form the deregistration will progress on that basis (i.e. no other information will be required before deregistration occurs);
- b. In the event of a change in circumstances the Retailer must confirm they have received the advice of a change in circumstances from either the account holder or the customer requiring life support (if different from the Account holder). Once confirmed, deregistration will occur.

Following deregistration of the customer from the Customer Register, Gove operations will advise the Retailer that the deregistration is complete.

3.3 Customer premises review and validation process

Gove Operations can periodically verify the customer's registration of life support equipment at their premises. In the event Gove Operations revalidates the customer's eligibility, Gove Operations must complete the appropriate Registration Process under section 3.1 and Data Management under section 3.6 of this procedure.

This process is completed by the Electrical Network Officer.

3.4 Outage notification process

As a Network Provider, Gove Operations has the responsibility to notify customers with life support equipment when;

- a. A planned outage is scheduled
- b. An unplanned outage occurs.

3.4.1 Planned outage notification process

In the event of a planned outage, the Electrical Network Officer will give the Retailer and customer at least 4 business days' notice from the date of notification by any appropriate means, including but not limited to written notifications such as card drops, SMS notifications or any other electronic methods. If the notice period cannot be achieved, then Gove Operations will obtain the customer's verifiable consent to the interruption occurring on the specified date.

Gove Operations will record consent received over the phone in the Life Support Equipment Customer Register. Gove Operations must keep record of the consent for two years.

The written notifications will;

- a. Specify the expected date, time and duration of the planned outage
- b. Obtain the customer's verifiable consent to the outage occurring on the specified date.

Customers can also contact the MG Electrical callout number 0428 156 116 or 8987 5867 to make enquiries regarding the outage.

3.4.2 Unplanned outage notification process

In the event of an unplanned outages, the Electrical Network Officer will endeavour to contact Retailers and life support equipment customers, as soon as is practicable, advising them to enact their emergency (medical) management plan.

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3.5 Prepayment meters

Gove Operations must not enter an electricity supply contract where a prepayment meter is installed.

If a customer with a prepayment meter notifies Gove Operations that one or more persons at a premises requires life support equipment, Gove Operations and the Retailer (if relevant) must ensure immediate arrangements for the following;

- a. The removal of the prepayment meter at no cost to the customer
- b. The installation of a meter, not being a prepayment meter, of the type that would ordinarily be installed at the premises of the customer at no cost to the customer
- c. The provision of information to the customer about, and a general description of, the customer electricity supply contracts available to the customer.

3.6 Life support Customer Data Management

Customer data/information and correspondence is managed in accordance with Gove Operations' information and document control procedures.

Customer's consent to planned outages and details of deregistration of their premises from the Customer Register will be kept for a minimum of 2 years.

3.7 Non-Compliance Reporting and Event Management

In the event Gove Operations is aware of a breach of this procedure or The Code, the non-compliance event will be managed as required under Gove Operations' incident reporting system.

4 DEFINITIONS

A full list of definitions can be found under Clause 10.1 of The Code.

Term	Definition
Life Support Equipment	The Code defines the following as life support equipment; <ul style="list-style-type: none"> • An oxygen concentrator • An intermittent peritoneal dialysis machine • A kidney dialysis Machine • A chronic positive airways pressure (CPAP) respirator • Crigler Najjar Syndrome photo therapy equipment • A ventilator for life support • In relation to a particular customer - any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support equipment.
Medical confirmation	Certification from a registered medical practitioner that a person residing or intending to reside at a customer's premises requires life support equipment.
Medical confirmation form	Written form issued by Network Provider or Retailer.
Planned outage	An interruption of the supply of electricity for;

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	<ul style="list-style-type: none"> Planned maintenance, repair or augmentation of the electrical network Installation of a new connection or a connection alteration.
Prepayment meter	A meter that requires a prepayment for the supply of electricity prior to consumption.
Unplanned outage	An interruption of the supply of electricity to carry out unanticipated or unplanned maintenance or repairs in any case where there is an actual or apprehended threat to safety, reliability or security of the supply of electricity.

5 REFERENCES LEGISLATIVE AND REGULATORY OBLIGATIONS

- Australian Energy Regulator (AER) Life Support Registration Guide 2019
- National Energy Retail Amendment AEM C 2017
- Northern Territory Electricity Retail Supply Code Version 3

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6 APPENDIX 1 – CONTENTS OF MEDICAL CONFIRMATION FORM

The medical confirmation form must;

- a. Be dated
- b. State the completion and return of the form to Gove Operations
- c. Request the following information from the customer
 - i. Property address
 - ii. The date from which the customer requires supply of electricity at the premises for the purposes of the life support equipment
 - iii. Medical confirmation
- d. Specify the types of equipment that fall within the definition of life support equipment
- e. Advise the date by which the customer must return the medical confirmation form to Gove Operations
- f. Advise the customer they can request an extension of time to complete and return the medical confirmation form.

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