

## Bass Strait Islands - Changes to the Tasmanian Electricity Code and the Standard Terms and Conditions

### How does this affect me as a customer?

Effective 29 May 2015, Chapter 9 of the Tasmanian Electricity Code (the Code) was amended. Chapter 9 of the Code governs the retail sale and distribution of energy to customers on the Bass Strait Islands (BSI).

The changes to Chapter 9 of the Code bring it more in line with the National Energy Customer Framework (NECF) which operates in mainland Tasmania, NSW, SA, Qld and the ACT including providing customers on the BSI with similar customer protections to those afforded to customers under NECF.

Even though it was not required to do so under the Code until 29 May 2015; Momentum already largely offered the same protections to customers in respect of retail services on the BSI that it was required to offer to its mainland customers. As such, most of the changes to Chapter 9 of the Code will not result in any actual changes for BSI customers.

The main changes to Chapter 9 the Code which became effective on 29 May 2015 are summarised below:

- inclusion of a requirement for us to have a hardship policy, and a definition and rules around treatment of hardship customers and when we are required to offer payment plans;
- inclusion of rules setting out when deemed contracts are formed with customers;
- inclusion of rules around our ability to request security for payments and requirements about the management of any such security;
- updating the required methods of payment to include electronic fund transfer;
- inclusion of a requirement for accounts to be issued to customers quarterly (unless otherwise agreed) and for the due date for accounts to be at least 13 business days after the account is given to the customer;
- inclusion of a defined process for account adjustments for overcharges and undercharges;
- inclusion of rules setting out the circumstances (including notice requirements and other protections) in which we may disconnect or interrupt your electricity supply;
- inclusion of rules setting timeframes and permitted times for new connections; reconnections and disconnections;
- inclusion of general obligations on you as the tariff customer; and
- inclusion of protections for people dependent on life support equipment.

A full version of the Code can be found on the Office of the Tasmanian Economic Regulator Website - <http://www.energyregulator.tas.gov.au>

To coincide with the release of the updated Code we updated our standard terms and conditions and customer charter for the BSI to provide you with more information around your rights, entitlements and obligations; and to ensure they were consistent with the new provisions in Chapter 9 of the Code (as summarised above). Our standard terms and conditions and customer charter for the BSI can be found on our website at: <http://www.momentumenergy.com.au/about/bass-strait-islands>.