



NECF LEARNINGS

Date Range Notifications



24 April 2019

Date range notifications for distributor planned interruptions – no longer meet requirements

We have become aware of a new rule that was introduced with other changes in February in relation to Date Range Notifications.

In the past, the use of date range was available due to a legal/regulatory interpretation of the rules relating to specific projects. Unfortunately now, the rules are very specific about when date range is and isn't able to be used.

The new rules state we must either provide a single date notification or gain the customers consent to provide a date range. The record of consent must be retained for 2 years in a format and including information to enable the distributor to answer enquiries from the customer relating to the consent.

This means that effective immediately, date range notifications cannot be sent to customers to advise of a distributor planned interruption.

While we understand this will have an impact to the way work is planned and notified, we have carefully considered the rules and worked with SMEs across the business and unfortunately there is no way for us to continue the use of date range notification.

Single date notifications must include a date, time and duration of the outage. To enable more flexibility, longer times can be given on the same day. As an example

- Date – 30/04/2019
- Time – 8am to 4pm
- Duration – 1 hour

This ensures the customer is receiving a single date notification and we are meeting the obligations however does also allow some flexibility throughout the day.

We would also like to remind you that we can fully utilise the Notice Period Variation (NPV) processes and gain sign off from customers if you are seeking to do work outside of the originally notified date and time.

For work that has currently been planned and notified, we do not expect that new notifications be sent however all notifications from now on should be for a single date only.

For more information contact:

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