



# Operational Update

## Contestable Works Energex NECF Notification times

Issue # C-0014 – 22/05/2020

Target Audience:

Accredited Service Providers

Introduction:

We have been advised by Australia Post that due to COVID19 their postage days for mail across the state have changed. To ensure we continue to comply with NECF requirements, lead times for customer planned interruptions will need to increase.

Currently our systems, processes and reporting allocate the following notification timeframes:

- 3 clear business days postage; plus
- 4 clear business days notification for all mailout notifications to customers

The 3 days postage MUST increase to 6 clear business days for ALL posted notifications to allow for these changes.

This will result in **a minimum of 10 clear business days** being required between when the notifications are printed and sent and the date of the outage.

All applications submitted after **Friday 22 May 2020** must be compliant with these new lead times. Any customers interrupted by a planned interruption without compliant notification will be reported as a NECF breach and GSL's will be payable to the customer.



**Note: Clear business days for postage and notification timeframes do not include the date of printing/sending and do not include the day of the outage.**

Understandably this will potentially impact short lead time outages, however these fill in works generally interrupt smaller volumes of customers so alternative notification methods should be considered in order to ensure the 4 clear day notification requirement to interrupted customers.

	<b>Clear Business days for postage</b>	<b>Clear business days for customer notification</b>	<b>Totals days – excluding print day and outage day</b>
<b>Print/Mailout</b>	6	4	10
<b>Letter Drop</b>	0	4	4
<b>Email*</b>	0	4	4
*Email notification is only permitted where EIC (Explicit Informed Consent) has been obtained and recorded by the customer prior to sending an email notification. Systems will prepopulate Email as the notification method for any customers where EIC has been obtained for email notification. Without this we MUST not use Email as the notification method for the customers.			

All systems, processes and reporting are currently being updated to reflect these changes, including Fdrstat, AMS, SANS, BASS and Peace.

Reminder: all notifications provided to customers must be issued in compliance with the 4 clear business day minimum notification period, not including the day of notification or the outage day.

Please direct any enquires to your Contestable Works team or [NECFHelp@energyq.com.au](mailto:NECFHelp@energyq.com.au)