



1 August 2016

Mr Alex Kroon
A/Project Leader
Markets and Regulation Division
Public Utilities Office, Department of Finance
Locked Bag 11
Cloisters Square WA 6850

By email: PUOSubmissions@finance.wa.gov.au

Dear Alex

Review of the *Electricity Industry (Metering) Code 2012 Life Support Equipment Provisions – Further Consultation Report*

Alinta Sales Pty Ltd (**Alinta Energy**) is pleased to provide comment on the *Review of the Electricity Industry (Metering) Code 2012 Life Support Equipment Provisions – Further Consultation Report (Report)* released by the Public Utilities Office (**PUO**).

Alinta Energy supports the recommendations in the Report to attach conditions to the *Electricity Industry Exemption Order 2005* and the *Electricity Industry (Caravan Park Operators) Exemption Order 2005* that require electricity on-sellers and caravan park operators to:

- Notify their retailer if a resident requires or no longer requires life support equipment;
- Register their supply address as a life support equipment address with their retailer by providing the retailer with the resident's medical certification;
- Gain consent from the resident to pass on their life support information to the retailer. Alinta Energy supports the development of a template by the PUO to facilitate the provision of consent;
- Comply with the retailer's annual life support re-certification requests;
- Pass on planned outage notifications from the network service provider to the resident with life support equipment within 48 hours of receiving the notification, giving the resident at least 24 hours' notice before the outage is scheduled; and
- Not disconnect a resident with life support equipment for failing to pay a bill.

If you have any questions concerning this submission please contact me.

Yours sincerely

Catherine Rousch
Manager Regulatory Compliance
Alinta Energy