

## National Energy Customer Framework – First Exposure Draft Workshop Program and Registration Form

Please complete a registration form for each person who wishes to attend the information session or workshops and return by fax or email to:  
Fax form to 02 6213 6689 or email form to [MCEMarketReform@ret.gov.au](mailto:MCEMarketReform@ret.gov.au).

Registration must be received by 5pm on Monday 11 May 2009.

Workshop Details	Description	Indication of attendance
Monday 18 May 2009 2pm-5pm Karstens at CQ, 123 Queen St, Melbourne	<b>Overview of NECF package</b> This session will give an overview on key aspects of the First Exposure Draft instruments including: <ul style="list-style-type: none"> <li>· legal architecture of the NECF</li> <li>· customer retail contracts</li> <li>· customer Hardship Regime</li> <li>· customer distribution contracts</li> <li>· distributor - retailer matters</li> </ul> <b>Enforcement</b> <b>Authorisation</b> <b>Exempt selling regime</b>	YES  NO
Tuesday 19 May 2009 9am-5pm Karstens at CQ, 123 Queen St, Melbourne	<b>Retailer – Customer Issues</b> This session will focus on Part 2 of the Law and Parts 2 & 3 of the Rules (including Schedule 1) covering: <ul style="list-style-type: none"> <li>· standard retail contracts</li> <li>· market retail contracts</li> <li>· energy marketing</li> <li>· customer hardship regime</li> </ul>	YES  NO
Wednesday 20 May 2009 9am-5pm Karstens at CQ, 123 Queen St, Melbourne	<b>Distributor – Customer Issues</b> This session will focus on Part 3 of the Law and Part 4 of the Rules (including Schedule 2) covering: <ul style="list-style-type: none"> <li>· definitional issues</li> <li>· deemed standard distribution contracts</li> <li>· AER approved contracts</li> <li>· distributor de-energisation and provision relating to interruption to supply</li> </ul> <b>Distributor – Retailer Issues</b> This session will focus on Part 4 of the Law and Part 5 of the Rules (including Schedule 3) covering: <ul style="list-style-type: none"> <li>· the legal implementation of the retail support contract</li> <li>· the proposed retail support terms and conditions</li> <li>· the credit support regime</li> </ul>	YES  NO

Participant Details:

Name:

Organisation/Company:

Contact No.

Email:

# AGENDA

National Energy Customer Framework  
Workshop  
Monday 18 May 2009  
2pm-5pm

Karstens at CQ, 123 Queen St, Melbourne

## **Overview of the NECF package Enforcement, Authorisations and the Exempt Seller Regime**

1.	Introduction	Brendan Morling (Commonwealth representative MCE Standing Committee of Officials)
2.	Overview of NECF Package	Peter Clements (Chair, RPWG)
	Afternoon Tea	
3.	Enforcement, Compliance and Performance Regimes - NERL Parts 10 & 11 - NERR Part 10 Retailer Authorisation Regime - NERL Part 5 Exempt Seller Regime - NERR Part 9	Rhonda Andrieux (Legal Project Manager National Energy Retail Project)

## AGENDA

### National Energy Customer Framework Workshop

Tuesday 19 May 2009  
9am-5pm

Karstens at CQ, 123 Queen St, Melbourne

### **Retailer – Customer Issues**

1.	Standard Retail Contract <ul style="list-style-type: none"><li>- NERL Part 2, Divisions 1-3</li><li>- NERR Parts 2 &amp; 6 and Schedule 1 (Model Standard Retail Contract)</li></ul>	Damien Sams (NSW)
2.	Standing Offer	Peter Clements (Chair of RPWG)
	Morning Tea	
3.	Market Retail Contract Marketing to small customers Informed Consent <ul style="list-style-type: none"><li>- NERL Part 2, Divisions 4-6</li><li>- NERR Parts 2 &amp; 6, Divisions 2-7 and Schedule 4 (Energy Marketing Rules)</li></ul>	Geoff Whelan (Commonwealth)
	Lunch	
4.	Customer Hardship Regime <ul style="list-style-type: none"><li>- NERL Part 2, Division 9</li><li>- NERR Part 3</li></ul>	Kate Ryan (Queensland)
	Afternoon Tea	
5.	Deemed Supply Arrangements Pre-payment Meters <ul style="list-style-type: none"><li>- NERL Part 2, Divisions 7 &amp; 8</li><li>- NERR Part 2, Division 8 and Part 8</li></ul>	Debbie Wielgosz (South Australia)

# AGENDA

National Energy Customer Framework  
Workshop  
Wednesday 20 May 2009  
9am-5pm

Karstens at CQ, 123 Queen St, Melbourne

## **Distributor – Customer Issues** **Distributor – Retailer Issues**

1.	Deemed Standard Distribution Contract <ul style="list-style-type: none"><li>- NERL Part 3, Division 4</li><li>- NERR Part 4 and Schedule 2 (Model Standard Distribution Contract)</li></ul>	Raif Sarcich (Victoria)
2.	AER Approved Distribution Contract <ul style="list-style-type: none"><li>- NERL Part 3, Division 5</li></ul>	Raif Sarcich (Victoria)
	Morning Tea	
3.	Negotiated Distribution Contracts Other related Matters <ul style="list-style-type: none"><li>- NERL Part 3, Divisions 2, 6 &amp; 7</li></ul>	Rhonda Andrieux (Legal Project Manager National Energy Retail Project)
4.	New Connections	Raif Sarcich (Victorian NPWG Representative)
	Lunch	
5.	Retail Support Overview Gas Implementation Credit Support Arrangements <ul style="list-style-type: none"><li>- NERL Part 4</li><li>- NERR Part 5, Division 2</li></ul>	Rhonda Andrieux (Legal Project Manager National Energy Retail Project)
	Afternoon Tea	
6.	Retail support terms and conditions <ul style="list-style-type: none"><li>- NERL Part 4</li><li>- NERR Part 5, Division 1 and Schedule 3 (Default Retail Support Contract)</li></ul>	Rhonda Andrieux (Legal Project Manager National Energy Retail Project)