

12. Disconnection and reconnection

- (1) A customer contract must deal with the following matters —
 - (a) the obligations of the retail supplier in relation to disconnection and reconnection;
 - (b) the rights of the customer before disconnection;
 - (c) the circumstances in which supply may be disconnected or reconnected;
 - (d) the circumstances in which supply must not be disconnected;
 - (e) the process for disconnection or reconnection including when notice of disconnection or reconnection is to be given to the customer and the way in which it is to be given;
 - (f) any charges payable by the customer in respect of disconnection or reconnection.
- (2) Without limiting subregulation (1), a customer contract must prohibit a retail supplier, except in circumstances where disconnection is required under the *Gas Standards Act 1972*, from disconnecting supply or causing disconnection to occur if —
 - (a) the customer has provided to the retail supplier a written statement from a medical practitioner to the effect that supply is necessary in order to protect the health of a person who lives at the customer's supply address; and
 - (b) the customer has entered into arrangements acceptable to the retail supplier in relation to payment for gas supplied.
- (3) In subregulation (2) —

“medical practitioner” means an individual who is registered as a medical practitioner under the *Medical Act 1894*.
- (4) Without limiting subregulation (1), a customer contract must require the retail supplier, before disconnecting supply for non-payment of a bill —
 - (a) to give a written notice (the **“reminder notice”**) to the customer not less than 14 business days after the day on which the bill was issued (the **“billing day”**) advising the customer that payment is overdue and requiring payment to be made on or before the day specified in the reminder notice (being a day not less than 20 business days after the billing day); and
 - (b) if payment is not made on or before the day specified in the reminder notice, to give a further written notice (the **“disconnection warning”**) to the customer not less than 22 business days after the billing day advising the customer that disconnection will occur unless payment is made on or before the day specified in the disconnection warning (being a day not less than 10 business days after the day on which the disconnection warning is given).
- (5) Without limiting subregulation (1), a customer contract must require the retail supplier, subject to the provisions of any written law or relevant code, to reconnect supply if —

- (a) within 10 business days after disconnection for non-payment of a bill, the customer pays the overdue amount or makes an arrangement for its payment;
- (b) within 10 business days after disconnection for denial of access to a meter, the customer provides access to the meter;
- (c) within 10 business days after disconnection for unlawful consumption of gas, the customer pays for the gas consumed;
- (d) within 10 business days after disconnection for refusal to pay a refundable advance, the customer pays the refundable advance; or
- (e) within 20 business days after disconnection in an emergency situation or for health, safety or maintenance reasons, the situation or problem giving rise to the need for disconnection has been rectified,

and if the customer has paid any applicable reconnection fee.

- (6) Without limiting subregulation (1), a customer contract must include provisions that have the same effect as the clauses of the AGA Code referred to in the Table to this subregulation, subject to the modification provided for in subregulation (7).

Table

Clause	Description
clause 5.1.1	Disconnection for unpaid bills
clause 5.1.2	Disconnection for denying access to the meter
clause 5.1.3	Disconnection for emergencies
clause 5.1.4	Disconnection for health and safety reasons
clause 5.1.5	Disconnection for planned maintenance
clause 5.1.6	Disconnection for unauthorised utilisation
clause 5.1.7	Disconnection for refusal to pay refundable advances
clause 5.1.8	When a supplier shall not disconnect
clause 5.2.2	Time and response for reconnection

- (7) For the purposes of subregulation (6), the reference in clause 5.1.8.1(b) of the AGA Code to an external dispute resolution body is to be read as a reference to the gas industry ombudsman.