

Distributor Service Standards

The distributor service standard requires APA to issue a notice to a small customer when APA de-energises the customer's premises at the request of a retailer on a ground permitted under the National Energy Retail Rules.

The notice must be in writing and contain the following information:

- (a) the matter for which the premises were de-energised;
- (b) details of the telephone number of a contact person for the retailer;
- (c) the arrangements that are required to be made by the small customer for re-energisation of the premises, including any related costs payable by the customer; and
- (d) the dispute resolution procedures available to the small customer, including contact details for the Energy Ombudsman.

For further detail, refer to the Gas Supply (Natural Gas Retail) Regulation 2014 (NSW) (as amended).

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+526+2014+cd+0+N>