

- (3) including a telephone number at which the *Distribution Network Service Provider* can be contacted, at any time, in an emergency.
- (b) The *Distribution Network Service Provider* must send or give a copy of the *customer charter* to a *Customer*:
 - (1) within 10 days of the *Customer* being connected to the *distribution system*; and
 - (2) on request.

8.3.2 ~~Distribution System Annual Planning Report~~ Publication Date

For the purpose of clause 5.13.2(a)(1) of the *National Electricity Rules*, the *Distribution Network Service Provider* is required to publish a *Distribution Annual Planning Report* by 30 June each year.

- ~~(a) A *Distribution Network Service Provider* must submit to the *Regulator* an annual report called the *Distribution System Planning Report* detailing how it plans over the following five years:
 - ~~(1) to meet predicted demand for electricity supplied through its sub-transmission lines, zone substations and high voltage lines;~~
 - ~~(2) to improve reliability to its *Customers*; and~~
 - ~~(3) to meet the supply reliability standards as set down in clause 8.6.11(a).~~~~
- ~~(b) The report must include the following information:
 - ~~(1) the historical and forecast demand from, and capacity of, each *transmission connection site*;~~
 - ~~(2) an assessment under credible contingency of the magnitude, probability and impact of *load at risk* for each *transmission connection site*;~~
 - ~~(3) an assessment under credible contingency of the magnitude, probability and impact of *load at risk* for the *transmission system* configuration;~~
 - ~~(4) an assessment under credible contingency of the magnitude, probability and impact of *load at risk* for designated regions or *supply areas*;~~
 - ~~(5) the *Distribution Network Service Provider's* planning standards;~~
 - ~~(6) a description of feasible options for meeting forecast demand including opportunities for embedded generation and demand management;~~
 - ~~(7) where a preferred option for meeting forecast demand has been identified, a reasonably detailed description of that option, including estimated costs;~~
 - ~~(8) the availability of contributions from the *Distribution Network Service Provider* to *Embedded Generators* or *Customers* to reduce forecast demand~~~~

~~and defer or avoid augmentation of the Distribution Network Service Provider's distribution system;~~

~~(9) the supply reliability areas that do not meet the supply reliability standards set down in clause 8.6.11(a); and~~

~~(10) the strategies for improving reliability in each supply reliability area that does not meet the supply reliability standards as set down in clause 8.6.11(a).~~

~~(e) The Distribution System Planning Report must be published annually.~~

8.4 COMPLAINT HANDLING

- (a) A *Distribution Network Service Provider* must handle a complaint by a *customer* in accordance with the relevant *Australian Standard* on Complaints Handling. The *Distribution Network Service Provider* must include information on its complaint handling processes in the *Distribution Network Service Provider's customer charter*.
- (b) When a *Distribution Network Service Provider* responds to a *Customer's* complaint, the *Distribution Network Service Provider* must inform the *Customer* that the *Customer* has a right to raise the complaint to a higher level within the *Distribution Network Service Provider's* management structure.
- (c) If the complaint is raised to a higher level, the *Distribution Network Service Provider* must advise the *Customer* in writing that the *Customer* has a right to refer the complaint to the *Ombudsman* or other relevant external dispute resolution body.
- (d) A *Distribution Network Service Provider* must ensure that any *disconnection* warning issued by the *Distribution Network Service Provider* includes notification that the *Customer* has a right to refer any complaint to the *Ombudsman* or other relevant external dispute resolution body.

8.5 SUPPLY RESTORATION AND LOW RELIABILITY PAYMENTS

A *Distribution Network Service Provider* must comply with any guideline, issued by the *Regulator*, which sets out the minimum level of *network reliability* performance to be provided to a *Customer* by a *Distribution Network Service Provider*.

8.6 CUSTOMERS' ELECTRICAL INSTALLATIONS

8.6.1 Tasmanian By-laws and Regulations

A *Distribution Network Service Provider* must, in respect of *connection* of the *Customer's electrical installation* to the *Distribution Network Service Provider's distribution system*, use reasonable endeavours to ensure that the *Customer* is notified of its obligation to comply with any relevant Tasmanian by-laws and regulations.