



REPS

Code



# Retailer Energy Productivity Scheme Code

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# 1 Preliminary

## 1.1 Title, authority and commencement

- 1.1.1 This industry code:
- (a) is the Retailer Energy Productivity Scheme Code
  - (b) is made by the **Commission** pursuant to the provisions of Part 4 of the *Essential Services Commission Act 2002*
  - (c) commences on 1 January 2023; and
  - (d) may only be varied or revoked in accordance with the provisions of Part 4 of the *Essential Services Commission Act 2002*.

## 1.2 Interpretation

- 1.2.1 In this Retailer Energy Productivity Scheme Code, unless the context otherwise requires:
- (a) Headings and footnotes are for convenience or information only and do not affect the interpretation of this industry code or of any term or condition set out in this industry code.
  - (b) Words importing the singular include the plural and vice versa.
  - (c) An expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency and vice versa.
  - (d) A reference to a clause or appendix is to a clause or appendix of this industry code.
  - (e) A reference to any statute includes all statutes varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, ordinances, by-laws and determinations issued under that statute.
  - (f) A reference to a document or a provision of a document includes an amendment or supplement to, or replacement of or novation of, that document or that provision of that document.
  - (g) A reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns.
  - (h) Other parts of speech and grammatical forms of a word or phrase defined in this industry code have a corresponding meaning.

## 1.3 Definitions

- 1.3.1 In this Retailer Energy Productivity Scheme Code:
- activity record** refers to a document that contains the information required under Schedule 1.

**annual energy productivity target** for a **REPS year** means the value determined by the **Minister** for the purposes of Part 4 of the *Electricity (General) Regulations 2012* and Part 4 of the *Gas Regulations 2012*.

**business day** means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia.

**Commission** means the Essential Services Commission established under the *Essential Services Commission Act 2002 (SA)*.

**customer** is a person or business receiving an **energy productivity activity** for the purposes of the **Retailer Energy Productivity Scheme**.

**electricity energy productivity target** is the proportion of the **annual energy productivity target** which is applicable to an **electricity retailer** in relation to a **REPS year** in accordance with Part 4 of the *Electricity (General) Regulations 2012* as notified to the **electricity retailer** from time to time in accordance with chapter 3 of this Retailer Energy Productivity Scheme Code.

**electricity retailer** means the holder of a licence authorising the retailing of electricity, issued pursuant to Part 3 of the *Electricity Act 1996 (SA)*, or a **NERL retailer** authorised to sell electricity, which is bound by the provisions of Part 4 of the *Electricity (General) Regulations 2012* in respect of a **REPS year**.

**energy productivity activity** means an activity specified in the specifications gazetted by the **Minister** from time to time.

**energy productivity target** means either or both of (as the case may be) an **electricity energy productivity target** and a **gas energy productivity target**.

**energy productivity sub-target** means a target set by the **Minister** which is a designated proportion of an **energy productivity target** that must be met in a specified manner, including, but not limited to, the **priority group household energy productivity target**.

**energy retailer** means either or both of (as the case may be) an **electricity retailer** and a **gas retailer**.

**Energy and Water Ombudsman SA** means the Ombudsman appointed under the scheme approved by the **Commission** in accordance with the requirements of the *Electricity Act 1996 (SA)* and *Gas Act 1997 (SA)*.

**gas energy productivity target** is the proportion of the **annual energy productivity target** which is applicable to a **gas retailer** in relation to a **REPS year** in accordance with Part 4 of the *Gas Regulations 2012* as notified to the **gas retailer** from time to time in accordance with chapter 3 of this Retailer Energy Productivity Scheme Code.

**gas retailer** means the holder of a licence authorising the retailing of gas, issued pursuant to Part 3 of the *Gas Act 1997 (SA)*, or a **NERL retailer** authorised to sell gas, which is bound by the provisions of Part 4 of the *Gas Regulations 2012* in respect of a **REPS year**.

**household energy productivity target** is an **energy productivity sub-target** set by the **Minister** from time to time under Part 4 of the *Electricity (General) Regulation 2012* and Part 4 of the *Gas Regulations 2012* which must be met in the specified manner.

**information statement** has the meaning given to that term under clause 6.1.1.

**Minister** means the **Minister** (including any acting Minister) responsible for the administration of the *Electricity Act 1996 (SA)* and/or the *Gas Act 1997 (SA)*.

**National Energy Retail Law** means the Schedule to the *National Energy Retail Law (South Australia) Act 2011*.

**NERL retailer** has the meaning given to that term in the *Electricity Act 1996* and *Gas Act 1997*, being the holder of a retailer authorisation under the **National Energy Retail Law** or an exempt seller within the meaning of the **National Energy Retail Law**.

**obligation threshold** is the threshold number as set by the **Minister** of **residential customers**, or electricity or gas purchases which an **energy retailer** must have before any obligations under the **Retailer Energy Productivity Scheme** arise.

**obliged retailer** is an **energy retailer** with an obligation to meet one or more targets in a **REPS year**.

**premises** is the residence or place of business of a **customer** receiving **energy productivity activities**

**primary obligation threshold** is the **obligation threshold** of residential customer numbers set by the **Minister**.

**primary obliged retailer** refers to an **energy retailer** which has **residential customer** numbers equalling or exceeding the **primary obligation threshold** as at 30 June immediately prior to the commencement of a **REPS year**. A **primary obliged retailer** will be set an **energy productivity target**, a **priority group household energy productivity target** and may be set further **energy productivity sub-targets**.

**priority group household energy productivity target** is an **energy productivity sub-target** set by the **Minister** from time to time under Part 4 of the *Electricity (General) Regulation 2012* and Part 4 of the *Gas Regulations 2012* which must be met in the specified manner.

**priority group household** has the meaning given to that term in Part 4 of the *Electricity (General) Regulations 2012* and Part 4 of the *Gas Regulations 2012*.

**REPS year** means each consecutive twelve-month period 1 January to 31 December, commencing on 1 January 2021.

**residential customer** means a natural person who is a **small customer** and purchases, or proposes to purchase, energy primarily for domestic purposes.

**Retailer Energy Productivity Scheme** means the scheme of that name established by the combined operation of the provisions of Part 4 of the *Electricity (General) Regulations 2012* and Part 4 of the *Gas Regulations 2012*.

**secondary obligation threshold** is the **obligation threshold** of electricity and/or gas purchases set by the **Minister**.

**secondary obliged retailer** refers to **gas** or **electricity retailers**, which are not **primary obliged retailers**, that purchase, in the year immediately prior to the commencement of a **REPS year**, an amount of electricity or gas equalling or exceeding a **secondary obligation threshold** for on-selling to South Australian customers. A **secondary**

**obliged retailer** is set an **energy productivity target** and may be set **energy productivity sub-targets**.

**small customer** has the meaning given to that term in the *Electricity Act 1996* or the *Gas Act 1997* (as the case may be), or on commencement of the *National Energy Retail Law (South Australia) Act 2011* in South Australia, the meaning given to that term under section 5 of the **National Energy Retail Law**.

## 1.4 Application

- 1.4.1 The provisions of Part 4 of the *Electricity (General) Regulations 2012* and Part 4 of the *Gas Regulations 2012* establish the **Retailer Energy Productivity Scheme**.
- 1.4.2 Each **energy retailer** is required to comply with the **Retailer Energy Productivity Scheme**.
- 1.4.3 Nothing in this Code affects anything done or omitted to be done, or rights, obligations or liabilities accrued under the previous Retailer Energy Efficiency Scheme Code (REESC/08) in effect from time to time.

## 1.5 Powers and functions of the Commission

- 1.5.1 The **Commission** is the administrator of the **Retailer Energy Productivity Scheme** and has such functions and powers as are necessary or expedient to give effect to the **Retailer Energy Productivity Scheme** including, without limitation, the following:
  - (a) administering the **Retailer Energy Productivity Scheme**
  - (b) ensuring that **energy retailers** comply with the **Retailer Energy Productivity Scheme**, and, if required, taking appropriate action in matters where **energy retailers** fail to comply with their obligations, and
  - (c) reporting to the **Minister** annually in relation to the operation of the **Retailer Energy Productivity Scheme**, and from time to time in relation to any other matter with respect to the **Retailer Energy Productivity Scheme**.

## 1.6 Retailer's general obligations

- 1.6.1 While all **energy retailers** are bound at all times by the provisions and requirements of the **Retailer Energy Productivity Scheme**, in respect of any given **REPS year** each **obliged retailer** must:
  - (a) cause sufficient **energy productivity activities** to be undertaken so as to meet that **obliged retailer's** allocation of the **annual energy productivity target**
  - (b) in relation to the **energy productivity activities** referred to in clause 1.6.1(a) cause sufficient **energy productivity activities** to be undertaken in respect of **priority group households** and other classes of customers or activities identified for primary and secondary sub-targets as set by the **Minister**, so as to meet that **obliged retailer's** annual allocation of the **priority group household energy productivity target**, and any other **energy productivity sub-targets** as set by the **Minister**, and

- (c) comply with the provisions of this Retailer Energy Productivity Scheme Code in relation to those obligations and all further obligations within this Retailer Energy Productivity Scheme Code.
- 1.6.2 This Retailer Energy Productivity Scheme Code establishes requirements and procedures in relation to the conduct and operations of **energy retailers** in satisfaction of the **Retailer Energy Productivity Scheme** obligations, including:
  - (a) the allocation, and notification of an obligation to achieve, targets
  - (b) record-keeping and reporting obligations, and
  - (c) compliance and audit obligations,in relation to **energy productivity targets** and the proper operation of the **Retailer Energy Productivity Scheme**.

## 2 Determination of Obligated Retailers

### 2.1 Obligation thresholds

- 2.1.1 A **primary obliged retailer** is an **energy retailer** which has **residential customer** numbers equalling or exceeding the **primary obligation threshold** as at 30 June immediately prior to the commencement of a **REPS year**. A **primary obliged retailer** will be set an **energy productivity target**, a **priority group household energy productivity target**, and may be set further **energy productivity sub-targets**.
- 2.1.2 A **secondary obliged retailer** is an **energy retailer** that purchases, as at 30 June immediately prior to the commencement of a **REPS year**, an amount of electricity and/or gas equalling or exceeding the **secondary obligation threshold** for on-selling to South Australian customers, but does not exceed the **primary obligation threshold**. A **secondary obliged retailer** will be set an **energy productivity target** and may be set **energy productivity sub-targets**.
- 2.1.3 For the avoidance of doubt, an **energy retailer** may have concurrent electricity and gas obligations.

## 3 Annual Energy Productivity Target

### 3.1 Obligation to achieve energy productivity targets

- 3.1.1 Each **obliged retailer** in receipt of a notice issued by the **Commission** under clause 5.1 must cause sufficient **energy productivity activities** to be undertaken so as to meet its **electricity energy productivity targets** and/or **gas energy productivity targets** for that **REPS year**.

## 4 Record Keeping, Reporting and Assurance

### 4.1 Compliance plans

- 4.1.1 By no later than 31 March in each **REPS year**, each **obliged retailer** must submit to the **Commission**, in writing, a compliance plan for the **REPS year** in accordance with the requirements of this clause 4.1.



- 4.1.2 An annual compliance plan must be signed and dated by one of the following persons:
- (a) the Chief Executive Officer of the **obliged retailer**
  - (b) a person holding an equivalent position to Chief Executive Officer of the **obliged retailer**
  - (c) a person delegated to exercise the powers and functions of the **obliged retailer** at a level equivalent to that held by a Chief Executive Officer
  - (d) the person acting as Chief Executive Officer or equivalent position during an absence of the substantive officeholder, or
  - (e) where none of the persons outlined in (a) to (d) exist or are available, the **obliged retailer** must propose to the **Commission** in writing as soon as reasonably practicable, and in any event, before 31 March each year an appropriate alternative person to sign the compliance plan (for example, a director or company secretary of a corporate **obliged retailer**).
- 4.1.3 A compliance plan must include at least the following matters:
- (a) a statement from the Chief Executive Officer (or other person as authorised under clause 4.1.2) of the **obliged retailer**:
    - (i) providing details of how the **obliged retailer** will comply with its obligations under the **Retailer Energy Productivity Scheme**
    - (ii) acknowledging the obligations and responsibilities of that **obliged retailer** under the **Retailer Energy Productivity Scheme** and this Retailer Energy Productivity Scheme Code
    - (iii) acknowledging the consumer protection provisions under chapter 6, for the **REPS year**, including assurance that all installers have completed the required training outlined in chapter 6 of this Retailer Energy Productivity Scheme Code
    - (iv) providing assurance as to the capacities, and systems and processes of the **obliged retailers** contractors and/or agents, and any other person or entity engaged by an **obliged retailer's** contractors or agents to undertake work on behalf of the **obliged retailer** (for example, sub-contractors), to ensure compliance with the **Retailer Energy Productivity Scheme**, and
    - (v) identifying any **Retailer Energy Productivity Scheme** related reviews or audits, undertaken or planned to be undertaken in the **REPS year** by the **obliged retailer** of their own or contractors' and/or agents' systems and processes.
  - (b) information about the **obliged retailer's** complaint and dispute resolution procedures in relation to the **Retailer Energy Productivity Scheme**, demonstrating that the procedures:
    - (i) are established in accordance with AS/NZ 10002:2014 (or any standard which supersedes this standard), and

- (ii) are readily accessible to any **customer** that has had an **energy productivity activity** undertaken
  - (c) a description of the training provided to the **obliged retailer's** employees, contractors and/or agents in relation to the performance of **energy productivity activities**
  - (d) a description of the systems and processes in place to ensure that persons undertaking **energy productivity activities**, where training requirements are identified in the specification for that activity (as gazetted by the **Minister**), have fulfilled the mandatory training requirements outlined in chapter 6 of this Retailer Energy Productivity Scheme Code
  - (e) a description of the systems and processes in place to ensure those persons undertaking an **energy productivity activity** at or in respect of a **customer's premises** are fit and proper persons to both competently perform these activities and to be present at a **customer's premises**
  - (f) a description of the resources, systems and processes which the **obliged retailer** intends to use to ensure that the **obliged retailer's** obligations and responsibilities under the **Retailer Energy Productivity Scheme** and this Retailer Energy Productivity Scheme Code will be met for the **REPS year**
  - (g) a template copy of the **information statement** and **activity record** in relation to **energy productivity activities** performed, as required by clause 6.1.1 and clause 6.1.2, and
  - (h) nomination of a senior officer of the **obliged retailer** to sign declarations relating to address errors and change of occupancy for reporting purposes.
- 4.1.4 If the **Commission** considers that the compliance plan does not address all of the required information, it may require the **obliged retailer** to submit an amended compliance plan as directed by the **Commission** in writing.
- 4.1.5 An **obliged retailer** must advise the **Commission** in writing within 20 **business days** of any material changes to its compliance plan.
- 4.1.6 An **obliged retailer** must advise the **Commission** in writing within 20 **business days** of any compliance concerns raised through **Retailer Energy Productivity Scheme** related internal reviews or audits undertaken in the **REPS year** by the **obliged retailer** of their own or contractors' and/or agents' systems and processes.
- 4.1.7 An **obliged retailer** must provide to the **Commission** any additional information in relation to **Retailer Energy Productivity Scheme** compliance matters as required by the **Commission** from time to time.

## 4.2 Record keeping obligations

- 4.2.1 At the time an **energy productivity activity** is performed, an **obliged retailer** must obtain all relevant information (including, but not limited to, the **activity record**) from the person that performed the **energy productivity activity**, which evidences that the activity is compliant with the requirements of the **Retailer Energy Productivity Scheme** (including, but not limited to, the information specified in Schedule 1).

- 4.2.2 All information obtained by the **obliged retailer** for the purpose of clause 4.2.1 must be:
- (a) maintained subject to documented information storage processes and protocols, to be made available to the **Commission** upon request
  - (b) kept for at least a period of five years following the completion of each **energy productivity activity**, and
  - (c) made available to the **Commission** or the **Energy and Water Ombudsman SA** upon request in a manner and form as required by the **Commission**.

### 4.3 Reporting obligations

- 4.3.1 All **energy retailers** (including **obliged retailers** and **NERL retailers**) must report data in the format and manner specified by the **Commission**.
- 4.3.2 All **energy retailers** (including **obliged retailers** and **NERL retailers**) must maintain reporting arrangements which enable information provided to the **Commission** to be verified.

### 4.4 Quality assurance requirements

- 4.4.1 The **Commission** may require an **obliged retailer** to:
- (a) undertake an audit of its operations in relation to, and its compliance with its obligations under, the **Retailer Energy Productivity Scheme**, in accordance with the requirements of Energy Industry Guideline No. 4 issued by the **Commission** (as amended from time to time)
  - (b) report to the **Commission** the results of audits conducted for the purpose of this clause 4.4.1, in a manner approved by the **Commission**, and
  - (c) appoint (and pay for) an independent expert as directed by the **Commission** in writing to conduct audits under this clause 4.4.1.

### 4.5 Field Audits

- 4.5.1 From time to time, the **Commission** may require an **obliged retailer** to conduct field audits for **energy productivity activities** it conducted in order to meet the **obliged retailer's** obligations.
- 4.5.2 The **Commission** will notify the **obliged retailer** in writing of this requirement and advise the **obliged retailer** the specifications of the field audit, the number of audits to be conducted and the timeframe for completion (which is to be no less than 20 **business days**).

## 5 Assessment of Performance

### 5.1 Commission determination of annual target achievement

- 5.1.1 For each **REPS year** ending 31 December, the **Commission** will, based on the information then available to it:

- (a) determine the extent to which the **energy productivity activities** reported in that **REPS year** contribute towards the satisfaction of the **obliged retailer's energy productivity target/s**, and
  - (b) determine whether the **obliged retailer** has satisfied its **energy productivity target/s** (as the case may be) for that **REPS year**.
- 5.1.2 The **Commission** will advise the **obliged retailer** in writing of the **Commission's** determinations under clause 5.1.1 within 10 **business days** of the determinations being made.

## 5.2 Information subsequent

- 5.2.1 Where the **Commission** becomes aware of information which demonstrates (to the **Commission's** satisfaction) that a determination made under clause 5.1 is incorrect, then the **Commission** may re-determine that matter and will advise the **obliged retailer** of its new determination within 10 **business days** of that new determination being made.

# 6 Consumer Protection Obligations

## 6.1 Information provision

- 6.1.1 Where an **energy productivity activity** has been performed at or in relation to a **customer's premises**, a written **information statement**, containing the matters required under clause 6.1.2 must be provided to the **customer** on or prior to the date of commencement of the **Retailer Energy Productivity Scheme** activity.
- 6.1.2 An **information statement** must set out:
- (a) the name and contact details of the person or entity which performed the **energy productivity activity**
  - (b) a description of the **energy productivity activity** undertaken at or in respect of the **premises**
  - (c) a notice that the **energy productivity activity** is intended to be counted in satisfaction of an **obliged retailer's** obligations under the **Retailer Energy Productivity Scheme**
  - (d) the manner in which the **customer** may access the dispute resolution processes required under clause 6.2.1 in relation to the **energy productivity activity** and relevant contact details for those processes and
  - (e) the amount of any required co-payment payable by the **customer** for the proposed **Retailer Energy Productivity Scheme** activity.
- 6.1.3 At the time of booking a **Retailer Energy Productivity Scheme** activity with a **customer**, an **obliged retailer** must disclose the existence and amount of any required co-payment payable by the **customer** for the proposed **Retailer Energy Productivity Scheme** activity.

- 6.1.4 Prior to any **energy productivity activity** being commenced, the **obliged retailer** must:
- (a) provide the **customer** with the final total costs' payable for the **energy productivity activity** (including, but not limited to any additional costs that may be applicable following a site visit), and
  - (b) advise the **customer** of their right to not proceed with obtaining the **energy productivity activity**.

## 6.2 Complaints

- 6.2.1 An **obliged retailer** must ensure that a **customer** has access to complaint handling and dispute resolution procedures established in accordance with AS/NZ 10002-2014 (or any standard which supersedes this standard) for any complaints in relation to **energy productivity activities** arising under the **Retailer Energy Productivity Scheme** or this Retailer Energy Productivity Scheme Code.

## 6.3 Identification

- 6.3.1 An **obliged retailer** must ensure that each person conducting an **energy productivity activity** at or in respect of a **customer's premises** for the purposes of the **Retailer Energy Productivity Scheme** wears an identification badge containing:
- (a) the person's full name
  - (b) a recent colour photograph of the person
  - (c) the full name of the company that they are representing (including ABN), and
  - (d) a current contact telephone number of the company that they are representing.

## 6.4 General conduct standards

- 6.4.1 An **obliged retailer** must ensure a person conducting an **energy productivity activity** at or in respect of a **customer's premises** for the purposes of the **Retailer Energy Productivity Scheme** complies with the following minimum standards of conduct:
- (a) all applicable Commonwealth and State laws must be complied with
  - (b) the **customer** must be advised as to the purpose of the contact
  - (c) there must be no misleading, deceptive or unconscionable conduct, whether by act or omission
  - (d) undue pressure must not be exerted on the **customer**, and that the **customer** must not be harassed or coerced
  - (e) information provided to **customers** must be truthful, complete and in plain language, and
  - (f) the person must leave the **premises** immediately when asked.

## 6.5 Mandatory safety requirements

- 6.5.1 Prior to commencement of an **energy productivity activity**, an **obliged retailer** must ensure that all persons conducting the **energy productivity activity** on behalf of that **obliged retailer** have undertaken all necessary training (including, without limitation, health, safety and welfare training and training on the consumer protections available under this Retailer Energy Productivity Scheme Code) to provide that **energy productivity activity** in accordance with the specifications of this Retailer Energy Productivity Scheme Code and other legislative requirements.
- 6.5.2 At the request of the **Commission**, an **obliged retailer** must provide evidence (in the manner and form specified by the **Commission**) of the matters specified under clause 6.5.1.

## 6.6 Fit and proper person test

- 6.6.1 An **obliged retailer** must:
- (a) ensure that an assessment is made of the fitness and propriety of each person conducting an **energy productivity activity** at or in respect of a **customer's premises** on the behalf of the **obliged retailer**, and
  - (b) be satisfied that the person is a fit and proper person to conduct **energy productivity activities** at or in respect of **customers' premises**.
- 6.6.2 In assessing whether a person is an appropriate person to conduct an **energy productivity activity** at or in respect of a **customer's premises** on behalf of the **obliged retailer**, the **obliged retailer** must have regard to the activities that the person will perform and must give consideration to the following (in addition to any further relevant considerations):
- (a) whether the person has the required knowledge, skill and capacity to undertake the **energy productivity activities**
  - (b) whether the person has sufficient honesty and integrity to appropriately undertake the **energy productivity activities** and to maintain accurate records of the work undertaken, and
  - (c) whether the person can be trusted to act appropriately when undertaking **energy productivity activity** at or in respect of a **customer's premises**.
- 6.6.3 If required by the **Commission**, an **obliged retailer** must provide evidence to the satisfaction of the **Commission** of its compliance with the obligations imposed under clauses 6.6.1 and 6.6.2 within 10 **business days** of the requirement to provide evidence.

## 6.7 Provision of general information about the Retailer Energy Productivity Scheme

- 6.7.1 When contacted by a **customer**, an **obliged retailer** must provide general information about the **Retailer Energy Productivity Scheme**. The minimum information to be provided includes, but is not limited to:
- (a) that the retailer is an **obliged retailer** for the purposes of the **Retailer Energy Productivity Scheme**

- (b) advice on the particular **energy productivity activities** that the **obliged retailer** provides, and
- (c) an offer to take bookings to have the **energy productivity activity** performed at or in respect of the **customer's premises**, and if so, assist the **customer** in that regard.

6.7.2 In meeting the requirements of clause 6.7.1, the **Commission** considers it appropriate for the call centre operator to transfer the caller to a nominated contact officer, or provide the caller with the telephone number of a nominated contact officer (or contractor) to address the caller's questions on behalf of the **obliged retailer**.

## Schedule 1 - REPS Activity Records

In accordance with clause 4.2 of the Retailer Energy Productivity Scheme Code an **obliged retailer** must document the information specified in this Schedule 1 in relation to each **energy productivity activity** at the time the activity is performed. This information must be collected in addition to any information specified in the individual **energy productivity activity** specifications, as gazetted by the **Minister** and published on the **Commission's** website.

### General (excluding High Productivity Appliances – where details should be collected if available)

- ▶ Transaction Id
- ▶ Installer Company Name
- ▶ Occupational Licence Number (where applicable)
- ▶ ABN (where applicable)
- ▶ Certificate of Compliance Number (where applicable)
- ▶ Transaction Date
- ▶ Customer Details, including:
  - first name and surname (or business name)
  - address
  - telephone number (if consent received from **customer**) and
  - email address (optional)
- ▶ Concession Type (if applicable)
- ▶ Household Type (owner occupied, private rental, public rental)
- ▶ A signed statement from the installer certifying that the **energy productivity activities** have been undertaken in accordance with the minimum requirements of **Retailer Energy Productivity Scheme**
- ▶ A signed statement from the **customer** certifying that the **energy productivity activities** have been undertaken at or in respect of the **customer's premises** and that a copy of the **Retailer Energy Productivity Scheme information statement** has been left with the **customer**

### High Productivity Appliances

- ▶ Transaction Id
- ▶ Installer Company Name
- ▶ Transaction Date

### Energy Productivity Activities

Details collected under this section must relate to the minimum specification of the **energy productivity activity** undertaken. **Obliged retailers** must ensure that sufficient records are collected for reporting and audit purposes. Information collected must include at least the following:

- ▶ **Energy Productivity Activity** (individual unit (type))



- ▶ Total units installed/supplied

In relation to Standby Power Controller (SPC activities):

- ▶ An additional signed statement from the householder and installer certifying that in relation to Standby Power Controller (SPC) activities:
  - If the SPC(s) does not have an inbuilt surge protection and is replacing a powerboard which did, then the resident has been advised specifically of this reduction in the level of protection.
  - The SPC has a minimum warranty period which has been stated to the resident.
  - The householder has been provided with adequate instruction on the working of the SPC(s), and provided with printed instructions including a helpline number.

This Industry Code was made by the **Commission** on 27 June 2022 pursuant to Part 4 of the *Essential Services Commission Act 2002*, to take effect on and from 1 January 2023.

Adam Wilson

Chief Executive Officer and Commission authorised signatory



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Date

27 June 2022

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