

ELECTRICITY DISTRIBUTION CODE

EDC/11

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Amendment Record

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The Essential Services Commission of South Australia is the independent economic regulator of the electricity, gas, ports, rail and water industries in South Australia. The Commission's primary objective is the *protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services*. For more information, please visit www.escosa.sa.gov.au.

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PRELIMINARY

A Definitions

Words appearing in bold like **this** are defined in Schedule 1.

References to **Australian Standards** are references to standards existing from time to time, or where they are superseded, their replacements.

B Authority

This industry code is made by the **Commission** under section 28 of the Essential Services Commission Act 2002.

A provision of, or requirement or obligation imposed under, this industry code will only apply to a person where:

- (1) that provision, requirement or obligation is not inconsistent (directly or indirectly) with a substantially equivalent provision, requirement or obligation arising under Part 5 of the **National Electricity Rules** or the **National Energy Retail Law** (as in force from time to time); or
- (2) there is no substantially equivalent provision, requirement or obligation arising under Part 5 of the **National Electricity Rules** or the **National Energy Retail Law** (as in force from time to time).

C Application of this Industry Code

This industry code applies to:

- (1) the **distributor**; and
- (2) **embedded generators** which are not registered under the **National Electricity Rules**.

D Other Acts, Codes and guidelines

Not all aspects of the **distributor's** obligations are regulated by this industry code. The **distributor's** obligations and some aspects of the relationship between a **customer** and a **distributor** are also affected by:

- ▲ Acts of Parliament and regulations made under those Acts of Parliament (in particular, the Electricity Act 1996 (and associated regulations) and the Essential Services Commission Act 2002);
- ▲ any guidelines or rules made by the **Commission** from time to time;
- ▲ the **National Electricity Rules** and associated National Procedures;
- ▲ the **National Energy Retail Law, National Energy Retail Regulations** and **National Energy Retail Rules**;
- ▲ the Electricity Metering Code;
- ▲ the Electricity Transmission Code; and
- ▲ the Electricity Distribution Licence.

1 SERVICE OBLIGATIONS

1.1 Service Standards

1.1.1 Compliance and record keeping

The **distributor** must comply with any directions issued by the **Commission** from time to time concerning the definition and interpretation of service standards contained within this clause 1.1. The **distributor** must keep sufficient records to monitor its performance level and to provide the information required by this clause 1.1.

1.1.2 Customer Service Measures

The **distributor** must use its **best endeavours** to achieve the following **customer** service standards during each year ending on 30 June.

Category	Customer Service measure	Standard
Customer service	Time to respond to telephone calls	85% within 30 seconds
Customer service	Time to respond to written enquiries	95% within 5 business days

The term “responding to telephone calls” includes:

- ▲ answering a **customer’s** telephone call in person; and
- ▲ answering a **customer’s** telephone call by providing access to a computer/telephony based interactive service which is able to process calls by providing information or direct calls to a service officer,

but does not include the answering of a call by being placed in an automated queue to wait for one of the options above.

When responding to telephone calls the **distributor** must at all times use its **best endeavours** to ensure that all information provided, including that which is provided by means of a computer/telephony based interactive service, is current and accurate

A written enquiry is an enquiry by e-mail, fax or letter from a customer to a **distributor**, via nominated enquiry channels, requesting information from the **distributor** or making a complaint about an action of the **distributor**.

A response to such an enquiry includes direct or telephone contact or written response in which the **distributor** either answers the enquiry or acknowledges receipt of the enquiry and indicates the process and timetable to be followed in dealing with the enquiry.

1.1.3 Reliability Measures

(a) Supply Restoration and Reliability Standards

The **distributor** must use its **best endeavours** to achieve the following reliability standards during each year ending on 30 June:

SAIDI and SAIFI Standards

	SAIDI* (Average minutes off supply per customer per annum)	SAIFI* (average no. of supply interruptions per customer per annum)
Adelaide Business Area	25	0.25
Major Metropolitan Areas	130	1.45
Barossa/Mid-Nth & Yorke Peninsula/Riverland/Murraylands	260	1.80
Eastern Hills/Fleurieu Peninsula	295	2.80
Upper North & Eyre Peninsula	425	2.30
South East	295	2.50
Kangaroo Island	450	N/A

Note: These standards reflect unplanned supply interruptions on the low voltage and high voltage distribution networks but exclude any planned supply interruptions and supply interruptions of a duration less than 1 minute.

(b) Minimise interruptions

A **distributor** must use its **best endeavours** to:

- (i) minimise interruptions or limitations to **supply** caused by:
 - (A) carrying out maintenance or repair to the **distribution network**;
 - (B) connecting a new **supply address** to the **distribution network**;
 - (C) carrying out **augmentations** or **extensions** to the **distribution network**, and
- (ii) restore **supply** as soon as practicable.

1.1.4 Guaranteed Service Standards

The **distributor** will meet the following service standards:

(a) **Timeliness of appointments**

The **distributor** will use its **best endeavours** to be on time for any appointment with a **customer**. Unless due to circumstances beyond its reasonable control, if later than 15 minutes, the **distributor** will pay the **customer** \$25 (including GST).

(b) **Timeliness of connection of a new supply address**

The **distributor** will use its **best endeavours** to connect a **customer's** new **supply address** within 6 **business days** after the **customer** has met the necessary pre-conditions. The **distributor** will pay the **customer** \$60 (including GST) for each day it is late in connecting the **customer**, up to a maximum of \$300 (including GST).

(c) **Repair of faulty street lights**

The **distributor** will use its **best endeavours** to repair street lights which have gone out and for which it is responsible within 5 **business days** in the Adelaide metropolitan and CBD area, Whyalla, Mount Gambier, Mount Barker, Gawler, Stirling, Murray Bridge, Port Augusta, Willunga, Port Pirie and Port Lincoln, and 10 **business days** elsewhere, from the date on which the fault is reported to the **distributor**.

The **distributor** will pay the first person to report the faulty street light \$25 (including GST) for each period (5 or 10 **business days** as outlined above) in which the light is not repaired.

While multiple faulty street light reports may be made by a person on any day in respect of street lights for which the **distributor** is responsible:

- (i) a report made on a Saturday, a Sunday or a public holiday will be deemed to occur on the next business day; and
- (ii) the distributor's liability to pay the person \$25 (including GST) for each period (5 or 10 business days as outlined above) in which a faulty street light is not repaired relates only to the first 40 faulty street light reports made by that person on that day (including deemed reports).

(d) **Minimise frequency and duration of supply interruptions**

The **distributor** will use its **best endeavours** to minimise the frequency and duration of supply interruptions to a **customer's supply address**. If the frequency of interruptions or the duration of any single interruption exceed the thresholds in the following tables the **distributor** will make payments to **customers** experiencing supply interruptions set out in those tables.

Thresholds and payment amounts – frequency of interruptions

	Threshold 1	Threshold 2	Threshold 3
Number of interruptions in a regulatory year ending 30 June	>9 and ≤12	>12 and ≤15	>15
Payment	\$90	\$140	\$185

Thresholds and payment amounts – duration

	Threshold 1	Threshold 2	Threshold 3	Threshold 4
Duration (hrs)	>12 and ≤15	>15 and ≤18	>18 and ≤24	>24
Payment	\$90	\$140	\$185	\$370

Payments in relation to the frequency of interruptions will be made in the quarter directly following the regulatory year (ending 30 June). Payments in relation to the duration of interruptions will be made within 3 months of the event occurring. Payments will be made in respect of the **supply address**, not the customer.

The above scheme excludes:

- interruptions caused by the following:
 - transmission and generation failures;
 - disconnection required in an emergency situation (e.g. bushfire);
 - single customer faults caused by that customer;
- interruptions of a duration less than 1 minute; and
- planned interruptions.

1.1.5 Reconnection after disconnection

Where a **distributor** is obliged under the **National Energy Retail Rules** to reconnect a **customer's supply address** the **distributor** must connect the **customer's supply address** in accordance with this clause;

(a) Request to distributor by 5 pm

Where the **customer** makes a request for reconnection to its **retailer** before 4.00 pm or to the **distributor** before 5.00 pm on a **business day**, the **distributor** must:

- (i) reconnect the supply address on the day of the request in the Adelaide Business Area and Major Metropolitan Areas; and
- (ii) use its best endeavours to reconnect on the day of the request in Other Areas and, in any event, by the next business day.

(b) Request to distributor between 5 pm and 10 pm

Where the **customer** makes a request for reconnection to its **retailer** after 4.00 pm and before 9.00 pm on a **business day**, or to its **distributor** after 5.00 pm and before 10.00 pm on a **business day**, and pays the **distributor's** reasonable after hours reconnection charge, the **distributor** must:

- (i) reconnect on the day requested by the customer in the Adelaide Business Area and Major Metropolitan Areas; and
- (ii) use its best endeavours to reconnect on the day requested by the customer in Other Areas and, in any event, by the next business day.

(c) Request to distributor after 10 pm

Where under clause 1.1.5 a **distributor** is obliged to reconnect a **customer** and the **customer** makes a request for reconnection to its **retailer** after 9.00 pm on a **business day** or to the **distributor** after 10.00 pm on a **business day**, the **distributor** must reconnect the **supply address** as soon as possible and in any event by the end of the next **business day**.

1.1.6 Quality of Supply

(a) Voltage

A **distributor** must ensure that its **distribution network** is designed, installed, operated and maintained so that:

- (i) at the customer's supply address:
 - (A) the voltage is as set out in **AS 60038**;
 - (B) the voltage fluctuations that occur are contained within the limits as set out in **AS/NZS 61000 Parts 3.3 and 3.5** and **AS2279 Part 4**; and
 - (C) the harmonic voltage distortions do not exceed the values in **AS/NZS 61000 Part 3.2** and **AS2279 Part 2** and as specified by the **distributor**.
- (ii) the voltage unbalance factor in 3 phase supplies does not exceed the values as specified by the **distributor**.

(b) Interference

A **distributor** must ensure that any interference caused by its **distribution network** is less than the limits set out in **AS/NZS 61000 Part 3.5** and **AS/NZS 2344**.

1.1.7 Report to Commission

The **distributor** must report to the **Commission** by 31 August each year concerning matters relating to the service standards during the previous year ending on 30 June. In particular, the **distributor** will report on:

- (i) its compliance with the service standards set out in this clause 1.1 of this industry code;
- (ii) the amount of rebates paid or credited to **customers** as a result of a **distributor's** failure to meet guaranteed service standards set out in this industry code;
- (iii) an explanation of the reason for any non-compliance; and
- (iv) a report on how the **distributor** will improve its performance so as to meet the service standards set out in clause 1.1 of this industry code.

1.1.8 Country Lines

A **distributor** must not, without the **Commission's** approval, discontinue or cease to operate, maintain or service those parts of its **distribution network** which are in country areas.

2 CONNECTION OF EMBEDDED GENERATION UNITS

2.1 Application of Chapter 2

This Chapter 2:

- (i) regulates an **embedded generator's** access to a **distribution network** in South Australia where the **National Electricity Rules** do not apply in respect of that **embedded generator**; and
- (ii) applies to :
 - (A) **distributors**;
 - (B) each small **embedded generator**;
 - (C) any **large embedded generator** that is not required to be registered under the National Electricity Rules; and
 - (D) **embedded generators** which are exempt under the Electricity (General) Regulations 2012 from the requirement to be licensed as a generator under the Act.

2.2 Obligation for Connection Agreements

The **distributor** must only connect an **embedded generator's embedded generating unit** to its **distribution network** in accordance with the requirements of this Chapter 2.

2.3 Connection where a Small Embedded Generator is also a Customer

- (i) Where a **small embedded generator**:
 - (A) applies to the **distributor** for the **connection** of its **embedded generating unit** to the **distribution network**; and
 - (B) is also a **customer** at the **connection point** at which the **embedded generating unit** is to be connected,

the **distributor** must provide that **connection** as soon as practicable once the **small embedded generator** has complied with any standard application requirements established by the **distributor**.

- (ii) For the purposes of clause 2.3(a), the standard application requirements established by the **distributor**:
 - (A) must be of a standard form and published on the **distributor's** website;

- (B) may require the provision of information about the **small embedded generator** including, without limitation, the identity of the **small embedded generator** and the nature and location of the **embedded generating unit**;
- (C) must not require the **small embedded generator** to enter into any agreement, arrangement, contract or undertaking in respect of the **connection** of the **embedded generating unit**;
- (D) must not impose any rights or obligations on either party, other than the right for the **small embedded generator** to be connected in accordance with this clause 2.3 where the standard application requirements are met and the right for the **distributor** to disconnect the **embedded generating unit** where it is satisfied, on reasonable grounds, that the standard application requirements are no longer met or that the **embedded generating unit** is affecting the quality of **supply** to other **customers**; and
- (E) may require the **small embedded generator** to pay the **distributor** a connection fee provided that any such fee is established in accordance with the **Electricity Distribution Determination**.

2.4 Connection where a Small Embedded Generator is not a Customer

- (i) Where a **small embedded generator**:
 - (A) applies to the **distributor** for the **connection** of its **embedded generating unit** to the **distribution network**; and
 - (B) is not a **customer** at the **connection point** at which the **embedded generating unit** is to be **connected**,

the **distributor** must provide that **connection** in accordance with the terms and conditions of a standard **connection** agreement for **small embedded generators** developed by the **distributor**.

- (ii) The **distributor** must seek the **Commission's** prior written approval to use a standard **connection** agreement for **small embedded generators** developed by the **distributor** under clause 2.4(a).
- (iii) If the **Commission** does not approve a standard **connection** agreement for **small embedded generators** submitted under clause 2.4(b), the **Commission** may:
 - (A) require the **distributor** to amend the standard **connection** agreement in accordance with any direction of the **Commission** and resubmit that amended standard **connection** agreement for the **Commission's** approval for the purposes of clause 2.4(b); or

- (B) amend the standard **connection** agreement and approve that amended standard **connection** agreement for use by the **distributor** for the purposes of clause 2.4(a).
- (iv) The **distributor** must seek the **Commission's** prior written approval to vary the terms and conditions of the standard **connection** agreement which has previously been approved by the **Commission** under clause 2.4(b).
- (v) The terms and conditions of a standard **connection** agreement approved by the **Commission** for the purposes of clause 2.4(a), as varied from time to time in accordance with clause 2.4(d), must be published by the **distributor** on its website.
- (vi) The **distributor** may enter into a negotiated **connection** agreement with a **small embedded generator** on fair and reasonable terms and conditions agreed by that **small embedded generator** and approved by the **Commission**.

2.5 Connection Agreements for Large Embedded Generators

The **distributor** must only agree to provide **connection** services to a **large embedded generator** in accordance with the terms and conditions of a **connection** agreement which is fair and reasonable and agreed by that **large embedded generator**.

2.6 Connection charges

The **distributor** may only charge an **embedded generator** a **connection** charge in respect of the **connection** of the **embedded generator's embedded generating unit** to the **distribution network** which has been calculated in accordance with the **Electricity Distribution Determination**.

2.7 Extension charges

The **distributor** may only charge an **embedded generator** an **extension** charge in respect of the **connection** of the **embedded generator's embedded generating unit** to the **distribution network** which has been calculated in accordance with the **Electricity Distribution Determination**.

2.8 Augmentation charges

The **distributor**:

- (i) must not charge a **small embedded generator** for any **augmentation** required as a result of the connection of the **small embedded generator's embedded generating units** to the **distribution network**; and
- (ii) may only charge a **large embedded generator** an **augmentation** charge for any augmentation required as a result of the connection of the large embedded generator's **embedded generating units** which has been calculated in accordance with the **Electricity Distribution Determination**.

2.9 Coordination of Large Embedded Generating Units

Large embedded generators must comply with the following requirements:

- (i) the **embedded generating unit** must be synchronised to the **distribution network**;
- (ii) the **embedded generating unit's** real and reactive power output or voltage output must be automatically controlled within limits agreed with the **distributor**. A nominal full load power factor of 0.8 lagging must be provided;
- (iii) the **embedded generator's** voltage and frequency response times must be within the limits specified by the **distributor**. If the **embedded generator's** frequency rises above or falls below the system frequency for more than the time specified by the **distributor**, it must be disconnected from the **distribution network**;
- (iv) the **embedded generating unit** must be fitted with necessary protection relays, as agreed with the **distributor**, in order to coordinate its ability to isolate itself from the **distribution network** in the event of a fault on either the **distributor's distribution network** or the **embedded generator's** electricity infrastructure;
- (v) the **embedded generating unit** must be equipped with lockable means of isolation from the **distribution network**;
- (vi) unless otherwise agreed with the **distributor**, an **embedded generator** must allow for the **connection** of a communication link between the **embedded generation unit** and the **distributor's** substation to monitor and as necessary trip the generator in an **emergency**;
- (vii) asynchronous **embedded generating units** must be equipped with controlled power factor correction capacitors to support necessary VAR loading requirements; and
- (viii) any other reasonable requirement of the **distributor**.

2.10 Capacity

The capacity of **embedded generator's** plant shall not exceed the capacity of the **distribution network** in terms of:

- (i) its capacity to accept export energy;
- (ii) its capacity to provide emergency energy in the event of a generator trip;
and
- (iii) its fault level.

2.11 Scheduling

- (i) Unless otherwise agreed with the **distributor**, a **large embedded generator** with an **embedded generating unit** over 1 MW must advise the **distributor** prior to connection or disconnection of the **embedded generating unit**.
- (ii) The rate of change of an **embedded generating unit** over 1 MW must be agreed with the **distributor**.

2.12 Minimum requirements for Embedded Generating Units over 1 MW

Unless otherwise agreed with the **distributor**, any **embedded generating unit** over 1 MW must:

- (i) have an automatic excitation control system for volts and power factor;
- (ii) have a governor control for speed (frequency) and load (MW) control; and
- (iii) be equipped with protection and auto synchronising equipment as defined by the **distributor**.

2.13 Delivery performance requirements of Embedded Generation Units

An **embedded generator's** plant shall be able to:

- (i) respond safely to network disturbances;
- (ii) shut down safely without external electricity **supply**;
- (iii) restart following loss and restoration of **supply**; and
- (iv) operate in a stable manner on the **distribution network** during system disturbances.

2.14 Voltage Quality

An **embedded generator** must ensure that its **embedded generating** plant does not contribute to the permitted levels of voltage unbalance, voltage fluctuation and harmonic content specified by the **distributor** being exceeded.

2.15 Fault Levels

An **embedded generating unit** must be designed to work within and not contribute (other than an agreed contribution) to the system maximum fault level and the **feeder** capacity to which it is connected.

2.16 Earthing

A **large embedded generator** must ensure that its **embedded generating units** are earthed in accordance with the **distributor's** earthing requirements. The **embedded generator** must provide earth fault protection to isolate each **embedded generating unit** from the **distribution network** under earth fault conditions.

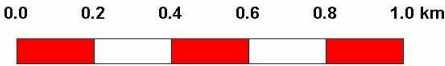
2.17 Interference

If the **distributor** notifies the **embedded generator** that its **embedded generating unit** is causing interference above the limits set out in **AS/NZS 2344, AS2279, AS/NZS 61000 3.2, 3.3 or 3.5**, the **embedded generator** must reduce the level of interference to below these limits within 90 days.

SCHEDULE 1 – REGION MAPS

Service Standards Region Maps

Map 1



Map 2



Map 3



SCHEDULE 2 – DEFINITIONS

In this Code:

“**Act**” means the Electricity Act 1996 (SA);

“**Adelaide Business Area**” means that part of Adelaide shown in Map 1 of Schedule 2 and in which **customers** are **supplied** by **feeders** as agreed between **SA Power Networks** and the **Commission**;

“**augmentation**” means works to enlarge the capability of the **distributor’s distribution network** to distribute electricity;

“**Australian Standard**” or “**AS**” means a standard published by the Standards Association of Australia;

“**best endeavours**” means to act in good faith and use all reasonable efforts, skill and resources;

“**business day**” has the meaning given to that term in the **National Energy Retail Law**;

“**Commission**” means the Essential Services Commission established under the Essential Services Commission Act 2002;

“**connection**” means to form a physical link to a **distribution network**;

“**customer**” has the meaning given to that term in the **Act**, namely a person who has a supply of electricity available from a **transmission network** or **distribution network** for consumption by that person and includes:

- (a) the occupier for the time being of a place to which electricity is **supplied**; and
- (b) where the context requires, a person seeking an electricity **supply**; and
- (c) a person of a class declared by regulations under the **Act** to be **customers**.

“**distributor**” means a holder of a licence to operate a **distribution network** under Part 3 of the **Act**;

“**distribution network**” has the meaning given to that term in the **Act**;

“**electrical installation**” has the meaning given to that term in the **Act**;

“**Electricity Distribution Determination**” means any applicable determination made by the Australian Energy Regulator in accordance with the **National Electricity Law** and the **National Electricity Rules** in force from time to time and includes any instruments made under or in connection with that determination;

“emergency” means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person, or the maintenance of power system security, in the state of South Australia or which destroys or damages, or threatens to destroy or damage, any property in the state of South Australia;

“embedded generator” means a generator who owns, operates or controls an **embedded generating unit**;

“embedded generating unit” means a generating unit which is connected to a **distribution network** and does not have direct access to a **transmission network**;

“feeder” means an electric powerline and associated equipment which the **distributor** uses to distribute electricity;

“high voltage” means a voltage greater than 1,000 volts;

“interruption” means a planned or unplanned interruption of, or restriction to, distribution services of at least 1 minute in duration, other than an interruption or restriction due to an emergency, a generation failure or a transmission failure;

“large embedded generator” means an **embedded generator** other than a **small embedded generator**;

“Major Metropolitan Areas” means the “Greater Adelaide Metropolitan Area” as indicated in Map 2 of Schedule 2 and the “Regional Major Metropolitan Areas” as indicated in Map 3 of Schedule 2, and in which **customers** are **supplied by feeders** as agreed between **SA Power Networks** and the **Commission**;

“National Electricity Law” means the National Electricity Law, as contained within the National Electricity (South Australia) Act 1996;

“National Electricity Rules” has the meaning given to that term in the **National Electricity Law**;

“National Energy Retail Law” has the meaning given to that term in the National Energy Retail Law (South Australia) Act 2011 as in force from time to time;

“National Energy Retail Regulations” means the Regulations made under Part 11 of the **National Energy Retail Law**;

“National Energy Retail Rules” means the Rules made under Part 10 of the **National Energy Retail Law**;

“Other Areas” means all areas in which **customers** are **supplied** other than the **Adelaide Business Area** and **Major Metropolitan Areas**;

“SA Power Networks” (ABN 13 332 330 749) means the partnership comprising Spark Infrastructure (No.1) Pty Ltd (ABN 54 091 142380), Spark Infrastructure (No.2) Pty Ltd (ABN 19 091 143 038), Spark Infrastructure (No. 3) Pty Ltd (ABN 50 091 142 362), CKI Utilities Development Ltd (ABN 65 090 718 880), and PAL Utilities Development Ltd (ABN 82 090 718 951) and includes any wholly owned subsidiary of any of the partners that provides distribution services for or on behalf of the partners;

“small embedded generator” means an **embedded generator** which owns, operates or controls an **embedded generating unit** that complies with the requirements of **AS 4777**;

“supply” means the delivery of electricity;

“supply address” means the address for which a **customer** purchases electricity;

“Technical Regulator” means the person holding the office of Technical Regulator under Part 2 of the **Act**; and

“transmission network” has the meaning given to that term in the **Act**.

SCHEDULE 3 – INTERPRETATION

In this Code, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect the interpretation of this Code;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (e) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- (f) a reference to any statute, regulation, proclamation, order in council, ordinance or bylaw includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute;
- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (h) an event which is required under this code to occur on or by a stipulated day which is not a **business day** may occur on or by the next **business day**.



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