

Annex B: Proposed Code Modifications to Align with the RoLR Framework for OEM

Area of Concern	Rationale	Proposed modifications to the Code (Tracked changes in red)
<p>Minimising impact of RoLR event on affected consumers</p>	<p>In a RoLR event, electricity supply to the affected consumers will not be disrupted. They will be transferred to the Market Support Services Licensee (i.e. the RoLR) to buy electricity based on the default supply arrangement i.e. at the regulated tariff (for Small Consumers), and from the wholesale electricity market (for Large Consumers).</p> <p>To ensure smooth transfer when the need arises, all retailers are to regularly provide and update their consumers' contact information to the Market Support Services Licensee.</p> <p>The defaulting retailer is required to keep the affected consumers informed by notifying them, within 1 business day, via its website, SMS or email.</p>	<p>2.9A.1 A Licensee shall provide to the Market Support Services Licensee in the form specified by the Market Support Services Licensee via the Secured File Transfer Protocol the contact information of each of its consumers. This information shall be provided by the Licensee to the Market Support Services Licensee at such frequency as may be specified by the Authority.</p> <p>2.9A.2 A Licensee shall ensure that each contract with its consumers clearly states that in a RoLR Event, unless the consumer contracts with and is successfully transferred to another Licensee or the Market Support Services Licensee prior to the Default Supply Effective Date:</p> <ul style="list-style-type: none"> (a) the consumer shall be deemed to have agreed to purchase electricity from the applicable Market Support Services Licensee with effect on and from the Default Supply Effective Date: <ul style="list-style-type: none"> (i) in the case of a consumer who is eligible to apply to cease his classification as a contestable consumer under the Electricity (Contestable Consumers) Regulations, at such tariff as may be set from time to time by the applicable Market Support Services Licensee for non-contestable consumers;

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		<p>(ii) in the case of a consumer who does not fall within section 2.9A.2(a)(i) above, at the prevailing market prices for the purchase of electricity from any wholesale electricity market through the applicable Market Support Services Licensee;</p> <p>(b) with respect to any consumer referred to in section 2.9A.2(a)(i), the consumer shall be deemed to have given its consent to the Licensee to apply for the cessation of classification as a contestable consumer with effect on and from the Default Supply Effective Date.</p> <p>2.9A.3 During a RoLR Event, the Licensee shall:</p> <p>(a) within 1 business day from the occurrence of the RoLR Event, publish on its website a notification and notify the Licensee's consumers in a targeted manner via short message service or text message, electronic mail or other equivalent method, that:</p> <p>(i) the Licensee's ability to retail electricity has ceased;</p> <p>(ii) unless the consumer makes a customer transfer request to obtain electricity supply from another Licensee prior to the Default Supply Effective Date, the consumer will be transferred to the Market Support Services Licensee; and</p> <p>(iii) the physical supply of electricity to the consumers will not be affected despite the occurrence of the RoLR Event.</p> <p>(b) within 2 business days provide the contact information of all its consumers to the Market Support Services Licensee in the</p>

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		<p>form specified by the Market Support Services Licensee via the Secured File Transfer Protocol to facilitate the transfer of the consumers to the Market Support Services Licensee as contemplated in this section 2.9A.</p>

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