

**Attachment C:
Adopted Technical Amendments to the
July 2, 2010 Customer Service Rules
(September 30, 2010)**

Note: The text of the amendments is set out in italics below, for ease of identification only.

Part I: Amendments to the Distribution System Code

1. Section 1.7 of the Distribution System Code is amended as follows:

By inserting, in the paragraph commencing with "The amendments to sections 2.4.17", the number "2.5.26B" after the number "2.4.10" and the number "2.7.7" after the number "2.6.7".

By deleting, in the paragraph commencing with "The amendments to sections 2.8.1", the number "2.8.3" and replacing it with number "2.8.5".

2. Section 4.2.2.2A of the Distribution System Code is amended by adding the word "residential" immediately before the word "customer" in the first sentence.
3. Section 4.2.2.7 of the Distribution System Code is amended by adding the word "residential" immediately before the word "customer" in the first sentence.
4. Section 4.2.4 of the Distribution System Code that was adopted on July 2, 2010 is amended by renumbering it as 4.2.5 and by deleting current section 4.2.4(b) and replacing it with the following new section 4.2.5(b)

(b) Where a distributor attends at a residential customer's property to execute a disconnection, whether during or after the distributor's regular business hours, the distributor shall ensure it has the facilities or staff available at that time to permit the customer to pay all amounts that are then overdue for payment by credit card issued by a financial institution. The distributor may, in its discretion, also accept other forms of payment at the time of disconnection.

Part II: Amendments to the Retail Settlement Code

1. Section 1.7 of the Retail Settlement Code is amended by deleting the final sentence of the section and replacing it with the following sentence at the end of the section:

The amendments to sections 1.2 and 7.7 come into force on April 1, 2011.