

SUMMARY OF PROPOSED REQUIREMENTS FOR ELECTRICITY MONITORING CODE - Retailer

LEGEND: F - financial A - affiliate relationships Q - quality of service
 O - operational M - market monitoring
 Italicized type - existing requirement. Background shade - explicit (reg. instrument, Board decision.) requirement.

No	Requirement	Comment
Financial		
F1	Audited financial statements	
F2	<i>Report - adverse material circumstances</i>	
F3	Officer's Certificate	
Affiliate Relationships		
A1	<i>Corporate changes of licensee</i>	
A2	<i>Agent for service</i>	
Quality of Service		
Q1	Complaints made against retailers	
Q2	<i>Forgery</i>	
Q3	Sales contact - records of all sales calls	
Q4	Sales personnel and customer records	
Q5	Staff training material	
Q6	Details of marketing information	
Market Monitoring		
M1	Market monitoring information	