



INFORMATION

Code of Conduct for the Supply of Electricity to Small Use Customers

LIFE SUPPORT PROVISIONS – FINAL DECISION

The Economic Regulation Authority has approved a set of amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers 2012 (Code)* regarding life support provisions to come into effect on 1 July 2013.

The Code is made under the *Electricity Industry Act 2004 (Act)* and its objective is to:

...regulate and control the conduct of electricity retail, distribution and integrated regional licensees and electricity marketing agents with the object of defining standards of conduct in the supply and marketing of electricity to customers, providing for compensation payments to be made to customers when standards of conduct are not met and protecting customers from undesirable marketing conduct.

The Electricity Code Consultative Committee (**ECCC**) was established under the Act to advise the Authority on matters relating to the Code. The ECCC recently wrote to the Authority to make recommendations in relation to the life support provisions in the Code. The Authority considered the ECCC's recommendations and subsequently released a Draft Decision in November 2012 which set out its proposed amendments to the Code.

As required by the Act, the Authority referred its Draft Decision to the ECCC for advice. The ECCC sought public comment on the Authority's proposed amendments from 6 - 27 November 2012. The ECCC received three public submissions on the proposed amendments. Copies of the submissions are available on the Authority's website (as attachments to the ECCC's Advice).

Upon consideration of the submissions received, the ECCC provided its Advice to the Authority. A copy of the ECCC's Advice is available on the Authority's website.

The Authority agreed with the ECCC's Advice and has issued its Final Decision on the amendments to the Code. A copy of the Authority's [Final Decision](#) and the new Code is available on the Authority's website.

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