



Economic Regulation Authority

Promoting fair prices, quality services and choice

CONSULTATION

Electricity Retail Corporation (t/a Synergy)

GAS & ELECTRICITY STANDARD FORM CONTRACTS

The Economic Regulation Authority is seeking public comment on Synergy's proposed replacement standard form contracts for the supply of gas and electricity to small use customers.

The Authority requested that Synergy review its gas and electricity standard form contracts to ensure that they comply with the requirements of the new Australian Consumer Law as well as the current version of the *Code of Conduct for the Supply of Electricity to Small Use Customers*, the *Gas Marketing Code of Conduct* and the *Compendium of Gas Customer Licence Obligations (Gas Customer Code)*. Synergy has completed its review and has requested that the Authority approve both replacement standard form contracts.

Under the *Energy Coordination Act 1994* and *Electricity Industry Act 2004*, the Authority must not approve a replacement standard form contract if it considers the contract does not meet the relevant regulations, any other written law, or any term, condition or provision of the licence.

A copy of the proposed [gas replacement standard form contract](#) and [electricity replacement standard form contract](#) is on the Authority's website.

Interested parties are invited to make submissions in print and electronic form on the standard form contracts by **4:00 pm (WST) on Wednesday, 18 January 2012**.

Submissions should be marked to the attention of Ms Lanie Chopping, Assistant Director Customer Protection.

Postal address: PO Box 8469, PERTH BC WA 6849

Office address: Level 6, 197 St Georges Terrace, PERTH WA 6000

Email address: publicsubmissions@erawa.com.au

Confidentiality

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of Section 55 of the *Economic Regulation Authority Act 2003*.

The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

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LYNDON ROWE
CHAIRMAN

23 December 2011