



INFORMATION

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

AUTHORITY PROPOSED AMENDMENTS

The Economic Regulation Authority (**Authority**) has proposed amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code**). The proposed amendments stem from advice from the Electricity Code Consultative Committee (**ECCC**) following its 2011 review of the Code and from the Authority's own initiative.

Review of the Code

The ECCC was established under the *Electricity Industry Act 2004* (**Act**) to advise the Authority on matters relating to the Code.

The Act requires that the ECCC undertake a review of the Code every two years and provide a report to the Authority. The object of the review is "to re-assess the suitability of the provisions of the code of conduct for the purposes of section 79(2)." Section 79(2) relates to the objective of the code, which 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.

2011 Review Process

The ECCC commenced its 2011 review in September 2011. Following consultation with interested parties, as required under the Act, the ECCC provided its final review report to the Authority in April 2012.

The Authority considered the ECCC's final review report and has accepted all of the recommendations. The Authority has also proposed two additional amendments.

The first amendment is to clause 8.2(1) of the Code to ensure adequate protection of customers and consistency between the protections offered in cases of disconnection and reconnection by both distributors and retailers and their agents. The second amendment is to clause 6.1(3) of the Code to require retailers to advise customers of the outcome of a review carried out of their financial situation under clause 6.1(1).

Consultation

The Act requires that if the Authority proposes amendments to the Code it must obtain the ECCC's advice before making the amendments. The Act also requires that the ECCC undertake consultation before providing its advice to the Authority.

The ECCC will call for this public consultation shortly.

Authority's Final Decision

The Authority will take into consideration the advice it receives from the ECCC regarding the proposed amendments and will make a final decision about the amendments at a later date.

The Authority's Final Decision will be published on the Authority's website at that time.

Documentation available

A copy of the ECCC's final report is available on the Authority's [website](#). A copy of the Authority's Decision, including the proposed new Code, is also available on the Authority's [website](#).

Further information about the Code and the ECCC is also available on the Authority's [website](#).

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