



CONSULTATION

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

AMENDMENTS PROPOSED BY THE ECONOMIC REGULATION AUTHORITY

The Electricity Code Consultative Committee (**ECCC**) is a statutory committee appointed by the Economic Regulation Authority (**Authority**).

The *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code**) is a code designed 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 Industry Act 2004* (**Act**) requires that the Authority consult with the ECCC prior to amending the Code. The Act also requires that the ECCC provide interested parties with an opportunity to comment before providing its advice to the Authority.

The Authority has proposed a number of amendments to the Code following its consideration of the ECCC 2011 Final Review Report, as well as proposing additional amendments.

A copy of the Authority's proposed Code amendments is available in the Authority's [decision](#). The ECCC 2011 Final Review Report is also available on the Authority's [website](#).

Interested parties are invited to make submissions regarding the Authority's proposed amendments by **4:00 pm (WST) on Thursday 17 May 2012**.

Submissions should be addressed to Mr Paul Kelly, Chairman ECCC

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For general queries please contact Cathryn Greville, Assistant Director Customer Protection, on (08) 6557 7900.

For media queries please contact Paul Kelly, Chairman ECCC, on (08) 6557 7900.

PAUL KELLY
CHAIRMAN ECCC

4 May 2012