



INFORMATION

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

AUTHORITY PROPOSED AMENDMENTS – LIFE SUPPORT PROVISIONS

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 relate to life support provisions and stem from advice from the Electricity Code Consultative Committee (**ECCC**) following an ECCC forum on life support. The Authority has also proposed some additional amendments for the ECCC to consider.

The Code is 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 ECCC was established under the *Electricity Industry Act 2004* (**Act**) to advise the Authority on matters relating to the Code. The ECCC recently completed its third review of the Code. The approved Code is to be gazetted to take effect from 1 January 2013. Further information regarding the ECCC's review can be found on the Authority's website.

During the course of the ECCC review, the life support provisions in the Code were discussed at length. Whilst the ECCC agreed to make some recommendations relating to life support, other issues were debated by the ECCC but resulted in no recommendation. The ECCC decided to arrange a separate forum in which to continue ECCC discussions surrounding the life support provisions in the Code.

Following the life support forum, which was held in October 2012, the ECCC wrote to the Authority to make recommendations in relation to the life support provisions. The Authority considered the ECCC's letter and has accepted the ECCC's recommendations and requests the ECCC provide advice to the Authority on these issues. The Authority has also requested advice from the ECCC on two additional amendments.

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.

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.

A copy of the Authority's [Draft Decision](#), including the proposed amended drafting of clause 7.7 of the Code and the additional definition, is also available on the Authority's website.

Further information about the Code and the ECCC is also available on the Authority's website.

For further information contact:

General Enquiries

Ms Cathryn Greville
Assistant Director Customer Protection
Licensing, Monitoring & Customer Protection
Ph: 08 6557 7900
Fax: 08 6557 7999

Media Enquiries

Richard Taylor
Riley Mathewson Public Relations
Ph: 08 9381 2144
Fax: 08 9381 3877

LYNDON ROWE

CHAIRMAN

5 November 2012