



CONSULTATION

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

AMENDMENTS TO CLAUSE 9.13

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**) covers a variety of customer related matters, such as marketing, billing, connection, disconnection, pre-payment meters, complaints handling and compensation payments where standards are not being met. The Authority recently approved a new Code which came into effect on 1 January 2013.

Horizon Power recently wrote to the Authority to request that the Code's grandfathering period in relation to pre-payment meters be extended. The request was made to allow Horizon Power more time to obtain pre-payment meter technology that will be compliant with the Code's requirements.

The Authority has considered Horizon Power's request and has decided to exercise its power under the *Electricity Industry Act 2004* (**Act**) to propose these amendments. The Authority's proposed Code amendments are included in the Authority's [Draft Decision](#), along with further information regarding Horizon Power's request.

The Act sets out the procedure to be followed in order to amend the Code. The Act requires that the Authority consult with the ECCC and obtain the ECCC's advice prior to deciding to amend the Code. The Act further requires that the ECCC provide interested parties with an opportunity to comment before providing that advice to the Authority.

Interested parties are invited to make submissions regarding the Authority's proposed amendments by **4:00 pm (WST) on Friday, 24 May 2013**.

Submissions should be addressed to Mr Paul Kelly, Chairman ECCC

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For general queries please contact David Leith, A/Assistant Director Customer Protection, on (08) 6557 7928.

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

PAUL KELLY
CHAIRMAN ECCC

13 May 2013