



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 Code regulates and controls the conduct of electricity retailers and electricity marketing agents, with the object of defining standards of conduct with respect to 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.

As per the requirements of the *Electricity Industry Act 2004* (**Act**), the Authority established a committee to advise it on matters relating to the Code. This committee is known as the Electricity Code Consultative Committee (**ECCC**).

The ECCC must carry out a review of the Code every two years and provide a report to the Authority. The ECCC commenced its 2013 review in August 2013 and, after consultation with interested parties, provided its final review report to the Authority in January 2014.

Upon consideration of the final review report, the Authority has accepted all of the ECCC's recommendations and proposes to amend the Code accordingly, although the Authority has recommended slightly different drafting in relation to Recommendation 63 with respect to Part 13 of the Code. The Authority also proposes an additional amendment in relation to Part 13.

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

The Act requires that, whenever the Authority proposes amendments to the Code, it must refer the proposed amendments to the ECCC for its advice. The Act also requires that the ECCC undertake consultation before providing its advice to the Authority. The Authority will take into consideration the advice it receives from the ECCC regarding the proposed amendments when making its final decision about these amendments.

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