



Notice

4 June 2014

New Code of Conduct for the Supply of Electricity to Small Use Customers 2014

The Economic Regulation Authority has approved a new *Code of Conduct for the Supply of Electricity to Small Use Customers 2014* (Code) to come into effect on 1 July 2014.

The Code is made under the *Electricity Industry Act 2004* (Act) and its objective 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.

Under the Act, the Electricity Code Consultative Committee (ECCC) must carry out a review of the Code every two years.

The ECCC commenced its review in August 2013. As part of its review, the ECCC sought public comment on its Draft Review Report. Following this consultation, as required under the Act, the ECCC provided its Final Review Report to the Authority in January 2014. Copies of the [Draft Review Report](#), [Final Review Report](#) and the submissions received are available on the Authority's website (the submissions are attachments to the Final Review Report).

The Authority considered the Final Review Report and released a Draft Decision on 7 February 2014. In this Draft Decision, the Authority indicated that it was proposing to accept all of the ECCC's recommendations in the Final Review Report along with proposing an additional recommendation. As required by the Act, the Authority referred its Draft Decision to the ECCC for further advice.

The ECCC sought public comment on the Code amendments proposed by the Authority in its [Draft Decision](#). The ECCC received four public submissions on the proposed amendments. Copies of the submissions are available on the Authority's website (as attachments to the ECCC's Advice).

Upon consideration of the submissions received, the ECCC provided its [Advice](#) to the Authority. A copy of the ECCC's Advice is available on the Authority's website.

The Authority agrees with the ECCC's Advice and today issues its [Final Decision](#) on the amendments to the Code. The Authority has also made a further administrative amendment to the table of significant changes that appears at the end of the Code.

For further information contact:

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