



# Notice

22 August 2014

## Comment invited on proposed amendments to the Compendium of Gas Customer Licence Obligations (gas customer protections)

The Economic Regulation Authority is seeking public comment on proposed amendments to the *Compendium of Gas Customer Licence Obligations* (**Compendium**).

- [Compendium \(marked up\)](#)
- [Compendium \(clean\)](#)

The Compendium forms Schedule 2 of gas trading and gas distribution licences. It sets service standards for the supply of gas to residential and small business customers. The Compendium addresses issues such as billing, payment, financial hardship, disconnection and reconnection.

To ensure both gas and electricity customers receive the same level of protection, the protections provided to gas customers under the Compendium mirror, to the extent possible, those provided to electricity customers under the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Electricity Code**).

Following the amendment of the Electricity Code on 1 July 2014, the Authority proposes similar amendments to the Compendium to retain consistency between customer protections for the electricity and gas industries.

Some further minor amendments are proposed to improve readability and clarity. The Authority also proposes amendments to the provisions dealing with limitations on disconnection for failure to pay a bill (clause 7.2(1)(b)) and disconnection under dual fuel contracts (clause 7.3).

Drafting notes are included in the marked-up Compendium to assist readers to understand the proposed changes. Changes shown without drafting notes are those that flow from the recent changes to the Electricity Code.

Interested parties are invited to make submissions on the proposed amendments by **4:00 pm (WST) on Wednesday 17 September 2014**.

Submissions should be marked to the attention of the Assistant Director Customer Protection.

Postal address: PO Box 8469, PERTH BC WA 6849  
Office address: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000  
Email address: [publicsubmissions@erawa.com.au](mailto:publicsubmissions@erawa.com.au)

### CONFIDENTIALITY

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of *Economic Regulation Authority Act 2003*.



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The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

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