



# Notice

7 November 2014

## Amendments approved to the Compendium of Gas Customer Licence Obligations

The Authority has approved amendments to the [Compendium of Gas Customer Licence Obligations \(Compendium\)](#).

The Compendium regulates and controls the conduct of gas licensees who supply gas to residential and small business customers. It covers topics such as billing, payment, financial hardship, disconnection and reconnection of gas supply.

The Compendium offers gas customers, to the extent possible, protection equal to that 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 proposed similar amendments to the Compendium to ensure that protections remain as consistent as possible across the electricity and gas industries.

The proposed amended version of the Compendium was released for a four week public consultation period on 22 August 2014. No public submissions were received.

In addition to the public consultation process, the Authority consulted with relevant stakeholders on the proposed amendments. Taking into account stakeholder feedback, the Authority has made the following additional amendments to the Compendium:

- Maintaining the original wording of clause 4.6(1) so that a retailer does not require a distributor's consent to use a customer self-read for billing purposes.
- Amending clause 5.2 to be consistent with clause 5.2 of the Electricity Code, and adding the words "or debit card" to new clause 5.2(e).
- Amending clause 8.2 by expanding the circumstances under which the two-day reconnection timeframe does not apply and prescribing alternative maximum reconnection timeframes for those circumstances.
- Amending clause 10.10 by removing the obligation on distributors to make copies of the Gas Marketing Code available to customers, as this code does not apply to distributors.

A copy of the [Decision](#) and amended Compendium (both a [clean](#) and [marked-up](#) version) are available on the Authority's website.

As the Compendium forms Schedule 2 of all gas trading and distribution licences, the Authority will now commence the process of amending all gas licences by replacing Schedule 2 with the new Compendium.



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