



Notice

27 August 2015

Electricity Code Consultative Committee

APPOINTMENT OF NEW MEMBER FOR 2015 - 2017

The Economic Regulation Authority (**ERA**) has appointed Ms Melanie Gordon, Regulatory Manager Natural Gas and Electricity at Wesfarmers Kleenheat Gas Pty Ltd (Kleenheat), as an industry representative on the Electricity Code Consultative Committee (**ECCC**) for the 2015 - 2017 membership term. Ms Gordon's appointment replaces Ms Jodie McDonnell, Manager Electricity at Kleenheat on the ECCC.

The ERA established the ECCC in 2006 to provide advice to the ERA on matters relating to the *Code of Conduct for the Supply of Electricity to Small Use Customers (Code)*. The Code applies to residential and non-residential small use customers (customers who consume no more than 160 MWh of electricity per year).

The object of the Code is to define standards of conduct and levels of service in the supply and marketing of electricity to customers, to provide for compensation payments where standards are not met and to protect customers from undesirable marketing conduct. The Code covers a broad range of areas including billing, connection, disconnection, financial hardship and complaints.

As required under the *Electricity Industry Act 2004*, the ECCC undertakes a review of the Code and provides advice to the ERA every two years.

Further information about the ECCC, including a list of all ECCC members, can be found on the ERA [website](#).

For further information contact:

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