



# Notice

23 February 2016

## Compliance Enforcement Policy: Electricity, Gas and Water Licences

### PUBLICATION OF THE UPDATED VERSION OF THE POLICY

The Economic Regulation Authority (**ERA**) has approved the publication of the revised [Compliance Enforcement Policy: Electricity, Gas and Water Licences](#) (**Compliance Enforcement Policy**). The revised Compliance Enforcement Policy replaces the June 2011 version of the Policy.

The purpose of the Compliance Enforcement Policy is to:

- outline the general compliance enforcement provisions in the electricity, gas and water licensing legislation;
- inform licensees, consumers and other stakeholders about the ERA's approach to compliance and compliance enforcement;
- describe how the ERA investigates compliance issues;
- guide decision making and action taken by the ERA in response to proven instances of non-compliance; and
- ensure consistency of compliance enforcement across electricity, gas and water sectors.

The 2016 version has been issued to reflect the changes in legislation and regulations (following the commencement of the *Water Services Act 2012*) and changes to other reference material (e.g. Australian standards). In addition, minor changes to wording and layout have been made throughout the document to improve readability.

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