



Public Submissions to ECCC Draft Review Report

Code of Conduct for the Supply of Electricity to Small Use Customers 2016

On 27 September 2017, the Electricity Code Consultative Committee (ECCC) published its [Draft Review Report](#) containing recommendations to amend the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (Code)*.

The ECCC invited written submissions from interested parties on the Draft Review Report, and any other matters relevant to the Code, by 24 October 2017.

The following parties provided a submission by the due date:

- Alinta Energy
- Midland Information Debt and legal Advocacy Services
- Synergy
- Western Australian Council of Social Services
- Western Power

The submissions are available on the [ERA website](#).

Background

The ECCC is appointed by the Economic Regulation Authority (ERA) under the *Electricity Industry Act 2004* to review the Code every two years, and provide advice to the ERA on any proposed amendments to the Code.

The Code applies to distributors and retailers¹ that supply electricity to small use residential and business customers. That is, customers whose annual electricity consumption is no more than 160 megawatt hours.²

The Code defines standards of conduct and levels of services in the supply and marketing of electricity to customers, provides for compensation payments where standards are not met, and protects customers from undesirable marketing conduct. It covers a broad range of areas including billing, connection, disconnection, financial hardship and complaints.

For general queries, please contact Alex Kroon, Executive Officer ECCC, on (08) 6557 7989.

For media enquiries, please contact Sinéad Mangan, on (08) 6557 7912 or 0428 859 826.

PAUL KELLY

CHAIRMAN ECCC

¹ The Code also applies to marketing agents that act on behalf of retailers.

² Currently, 160 megawatt hours of electricity equates to an annual electricity bill of approximately \$42,000 (residential) or \$56,000 (business).