



# Notice

23 February 2018

## ***Code of Conduct for the Supply of Electricity to Small Use Customers***

### **ERA PROPOSED AMENDMENTS**

The Economic Regulation Authority (**ERA**) has proposed amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code**).

The Code regulates and controls the conduct of electricity retailers and electricity marketing agents, with the object of defining standards of conduct with respect to the supply and marketing of electricity to customers, providing for compensation payments to be made to customers when standards of conduct are not met and protecting customers from undesirable marketing conduct.

In accordance with the requirements of the *Electricity Industry Act 2004* (**Act**), the ERA established a committee to advise it on matters relating to the Code. This committee is known as the Electricity Code Consultative Committee (**ECCC**).

The ECCC must carry out a review of the Code every two years and provide a report to the ERA. The ECCC commenced its 2017 review in August 2017 and, after consultation with interested parties, provided its Final Review Report to the ERA in December 2017. Upon consideration of the Final Review Report, the ERA has accepted all of the ECCC's recommendations.

A copy of the ECCC's [Final Review Report](#) is available on the ERA's website. A copy of the ERA's [Draft Decision](#), including the proposed new Code, is also available on the ERA's website.

The Act requires that, whenever the ERA proposes amendments to the Code, it must refer the proposed amendments to the ECCC for its advice. The Act also requires that the ECCC undertake consultation before providing its advice to the ERA. Therefore, the ECCC will soon invite public comment on the ERA's Draft Decision. The ERA will take into consideration the advice it receives from the ECCC regarding the proposed amendments when making its final decision about these amendments.

For further information contact:

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