



Public Submissions on the ERA Draft Decision

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

On 23 February 2018, the Economic Regulation Authority (**ERA**) published its [Draft Decision](#) containing recommendations to amend the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016* (**Code**).

The *Electricity Industry Act 2004* (**Act**) requires that, whenever the ERA proposes amendments to the Code, it must refer the proposed amendments to the [Electricity Code Consultative Committee](#) (**ECCC**) for its advice. The Act also requires that the ECCC undertake consultation before providing its advice to the ERA.

Therefore, on 1 March 2018, the ECCC published a [notice](#) seeking public comment on the ERA's Draft Decision by 26 March 2018.

The following parties provided a submission by the due date:

- Mr Sean Christie
- Perth Energy
- Western Australian Council of Social Service
- Western Power

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

Background

Under the Act, the ECCC is appointed by the ERA 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 Paul Kelly, Chairman ECCC, on (08) 6557 7925.

PAUL KELLY
CHAIRMAN ECCC

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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).