



**WACOSS**

**WA COUNCIL of  
SOCIAL SERVICE**

*Ways to make  
a difference*

Western Australian  
Council of Social Service Inc.  
ABN 32 201 266 289

City West Lotteries House  
2 Delhi Street  
West Perth  
Western Australia 6005

Phone (08) 9420 7222  
Fax (08) 9486 7966  
Email [info@wacoss.org.au](mailto:info@wacoss.org.au)  
[www.wacoss.org.au](http://www.wacoss.org.au)

Mr Paul Kelly  
Chair  
Electricity Code Consultative Committee  
Level 4, Albert Facey House  
469 Wellington St, PERTH WA 6000  
[publicsubmissions@erawa.com.au](mailto:publicsubmissions@erawa.com.au)

26 March 2018

Dear Mr Kelly

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

The Western Australian Council of Social Service Inc. (WACOSS) welcomes the opportunity to comment on the Economic Regulation Authority's Draft Decision on the proposed amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

WACOSS is the peak body of community service organisations and individuals in Western Australia. WACOSS stands for an inclusive, just and equitable society. We advocate for social and economic change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist people on low incomes and experiencing disadvantage Australia wide.

WACOSS has been actively involved in the review process through our membership of the Electricity Consultative Committee and previous submission on the ERA's Draft Review Report.

WACOSS is pleased to see that all concerns raised in our previous submission have been addressed in the Draft Decision and the inclusion of recommendations that we supported.

In particular, we wish to highlight the importance of the recommendations around bill smoothing (1-3), interest-free and fee-free instalment plans (7), the treatment of consumer data (9), consultation with consumer representatives (10), and notification of changes to fees and charges (16), which we believe will have a significant material benefit for electricity consumers in Western Australia. We look forward to the inclusion of these amendments in the Code of Conduct.

If you would like to discuss this submission further, please feel free to contact WACOSS Deputy CEO Dr Jennie Gray at [jennie@wacoss.org.au](mailto:jennie@wacoss.org.au) or on 9420 7222.

Yours sincerely,

Louise Giolitto  
Chief Executive Officer  
WACOSS