



Notice

22 May 2018

New Code of Conduct for the Supply of Electricity to Small Use Customers 2018

FINAL DECISION

The Economic Regulation Authority (ERA) has released its [final decision](#) on the 2017-18 review of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016*.

This Code will be repealed and replaced by the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*. The 2018 Code will come into effect on 1 July 2018.

The ERA's final decision and the 2018 Code take into account the [public submissions](#) from stakeholders in response to the ERA's [draft decision](#), as well as a [letter](#) of advice received from the [Electricity Code Consultative Committee](#).

Background

The Code applies to distributors and retailers that supply electricity to small-use residential and business customers (customers who consume no more than 160 megawatt hours of electricity a year). The Code also applies to marketing agents that act on behalf of electricity retailers.

The Code defines standards of conduct and service levels in the supply and marketing of electricity to customers. It covers a broad range of areas, including billing, connection, disconnection, financial hardship, complaints and compensation payments.

For further information contact:

Media Enquiries

Natalie Warnock
(08) 6557 7933
0428 859 826
communications@erawa.com.au

General Enquiries

Alex Kroon
(08) 6557 7989
records@erawa.com.au