



Notice

13 September 2019

Gas Marketing Code of Conduct Review 2018

Final Decision

The Economic Regulation Authority (ERA) has approved amendments to the *Gas Marketing Code of Conduct 2017*.

The Code regulates and controls the conduct of gas retailers and gas marketing agents in Western Australia, with the intent to protect customers from undesirable marketing conduct and define standards of conduct in how gas is marketed to customers.

The *Energy Coordination Act 1994* requires that the ERA establish the Gas Marketing Code Consultative Committee (GMCCC) to advise it on matters relating to the Code. The GMCCC is comprised of consumer and government representatives and gas retailers.

The GMCCC reviews the Code every two years and provides a report to the ERA. On 9 April 2019 the GMCCC provided its report on its 2018 review of the Code to the ERA.

The ERA considered the GMCCC's report and released a [draft decision](#) agreeing to five amendments proposed by the GMCCC and proposing three additional amendments. As required by the Act, the ERA referred its proposed amendments to the GMCCC for further advice.

The GMCCC sought public comment on the ERA's proposed amendments and received four submissions. The GMCCC then provided its [final advice](#) to the ERA, which supported the ERA's proposed amendments and proposed two further amendments to the Code.

The further amendments strengthen protections for customers requiring interpreter services by requiring retailers to use the nationally recognised National Interpreter Symbol when giving customers information on how to access these services. Retailers are also required to inform customers on how they can find information on their eligibility for concessions.

The regulatory burden for retailers has been reduced by removing the requirement to provide certain safety information to customers following the introduction of a new Australian Standard that makes gas distributors responsible for ensuring customers receive appropriate safety awareness information.

The ERA has accepted the GMCCC's advice and will amend the Code accordingly. The amendments to the Code will take effect on 1 January 2020. The ERA's [final decision](#) and [amended Code](#) are available on the ERA website.

Further information

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