



Notice

4 November 2019

Amendments to the Compendium of Gas Customer Licence Obligations

Final decision

The Economic Regulation Authority has decided to amend the *Compendium of Gas Customer Licence Obligations*. The amendments are set out in the ERA's [final decision](#).

The Compendium forms part of all gas licences and regulates the conduct of retailers and distributors who supply gas to residential and small business customers. It also sets service standards in areas such as billing, payments, financial hardship, disconnections, reconnections and complaints handling.

The provisions in the Compendium are, to the extent possible, consistent with those in the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

The ERA reviews the Compendium approximately every two years, following the review of the Electricity Code. The ERA amended the Electricity Code in July 2018.

On 26 August 2019, the ERA published its [draft decision](#) on proposed amendments to the Compendium and invited public submissions. To make its final decision, the ERA has considered these submissions, which are available on the ERA [website](#).

The amendments to the Compendium strengthen protections for small use gas customers and ensure that both gas and electricity customers receive the same level of protection.

The amended Compendium will come into operation on 1 January 2020.

All gas licensees will be advised of the decision to replace Schedule 2 of their licences with the amended Compendium. Licensees will be given 15 business days to comment on the amendment to their licence.

Further information

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