



30 November 2020

Public consultation

2019-22 Review of the *Code of Conduct for the Supply of Electricity to Small Use Customers*

Have your say on the standards of conduct for electricity providers

The Electricity Code Consultative Committee (ECCC) is currently reviewing the standards of conduct that apply to electricity retailers, distributors and marketing agents who supply electricity to residential and small business customers.¹ The standards are set out in the [Code of Conduct for the Supply of Electricity to Small Use Customers 2018](#) and cover issues such as marketing, billing, payment, payment difficulties and financial hardship, disconnection, life support and complaints.

The ECCC has published a [draft review report](#) that makes 104 draft recommendations for change. Many of the draft recommendations would improve alignment with the National Energy Customer Framework, improve customer access to payment assistance, and introduce protections for customers affected by family violence.

The report also includes 11 questions for matters on which the ECCC has not yet formed a preliminary view. The questions aim to help the ECCC better understand if the matter should be regulated and, if so, how.

The ECCC has published a two-page [fact sheet](#) that summarises some of the report's main questions and draft recommendations.

The ECCC invites your comments on the draft recommendations and questions included in the report. The ECCC also welcomes any other comments on the Code's standards of conduct.²

How to make a submission

Submissions are due by Friday, 29 January 2021.

¹ The Code applies to retailers and distributors that supply electricity to customers whose annual electricity consumption is no more than 160 megawatt hours. Currently, 160 megawatt hours of electricity equates to an annual electricity bill of approximately \$46,493 (residential) or \$64,183 (business).

² The statutory objective of the review is to re-assess the suitability of the provisions of the Code for the purposes of the *Electricity Industry Act 2004*.

Submissions can be lodged via the Economic Regulation Authority's online submission form:
<https://www.erawa.com.au/consultation>

You can also send submissions to:

Email: publicsubmissions@erawa.com.au

Post: PO Box 8469, PERTH BC WA 6849

Submissions should be addressed to Mr Paul Kelly, Chairman ECCC.

Further information

For general queries please contact Caroline Coutts-Kleijer, Executive Officer ECCC, on (08) 6557 7962.

For media inquiries please contact Paul Kelly, Chairman ECCC, on (08) 6557 7925.