



15 December 2021

Public consultation

Proposed repeal and replacement of the *Code of Conduct for the Supply of Electricity to Small Use Customers*

Have your say on proposed changes to the standards of conduct for electricity providers

The Economic Regulation Authority recently released a [draft decision](#) that proposes major changes to the standards of conduct that apply to electricity retailers, distributors and marketing agents that supply electricity to residential and small business customers.¹

The ERA has requested advice from the Electricity Code Consultative Committee (ECCC) on the proposed changes. Before giving its advice, the ECCC invites your comments on the new standards set out in the [amended *Code of Conduct for the Supply of Electricity to Small Use Customers*](#).

Background

The Code covers issues such as marketing, billing, payment, payment difficulties and financial hardship, disconnection, life support and complaints.

The changes proposed by the ERA are consistent with those recommended by the ECCC in its [final review report](#) on the 2019 to 2022 review of the Code. The ERA has also proposed various additional changes to improve the readability of the Code.

The changes include:

- New protections for customers experiencing family and domestic violence, including privacy protections, a nine-month moratorium on disconnections, and retailer staff training.
- Setting a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.

¹ The *Code of Conduct for the Supply of Electricity to Small Use Customers 2018* 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 \$47,300 (residential) or \$62,600 (business).

- Extending the assistance measures offered to customers experiencing payment difficulties to all customers who request them. This assistance includes payment extensions and instalment plans.
- Better aligning the Code with the National Energy Customer Framework, to match customer protections in Western Australia to the national standard.

How to make a submission

Submissions are due by Friday, 11 February 2022.

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: Level 4, 469 Wellington Street, Perth WA 6000

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.