



24 February 2022

Public submissions

ERA draft decision to repeal and replace the *Code of Conduct for the Supply of Electricity to Small Use Customers*

The Electricity Code Consultative Committee (ECCC) recently [invited](#) comments on the Economic Regulation Authority's draft decision to make 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 ECCC received submissions from:

- Alinta Energy.
- Synergy.
- Dr Lee White and Ms Sally Pearson (Australian National University's School of Regulation and Global Governance); Mr Brad Riley and Dr Lily O'Neill (Australian National University's Centre for Aboriginal Economic Policy Research); and Dr Thomas Longden (Australian National University's Crawford School of Public Policy).

The submissions are available on the [ERA website](#).

The ECCC will take the submissions into account when preparing its final advice for the ERA.

Background

The *Code of Conduct for the Supply of Electricity to Small Use Customers* covers issues such as marketing, billing, payment, payment difficulties and financial hardship, disconnection, life support and complaints.

On 9 December 2021, the ERA published a draft decision that proposed various changes to the Code. The changes were consistent with those recommended by the ECCC in its final review report on the 2019 to 2022 review of the Code.

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).

Following publication of the draft decision, the ERA requested advice from the ECCC on the proposed changes. Before giving its advice, the ECCC invited comments on the ERA's draft decision.

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.