



8 March 2022

## **Public consultation**

### **Proposed repeal and replacement of the *Gas Marketing Code of Conduct***

The Economic Regulation Authority has published its [draft decision](#) to repeal and replace the *Gas Marketing Code of Conduct 2017*.

The ERA has requested advice from the Gas Marketing Code Consultative Committee (GMCCC) on the proposed changes. Before giving its advice, the GMCCC invites your comments on the new standards set out in the [amended Gas Marketing Code of Conduct](#).

#### **Background**

The Code protects customers from undesirable marketing conduct and defines standards of conduct in the marketing of gas to customers.

The changes proposed by the ERA are consistent with those recommended by the GMCCC in its [final review report](#) on the 2020 to 2022 review of the Code. The ERA has also proposed various additional changes to improve the readability of the Code.

The changes include:

- Providing more flexibility to retailers or gas marketing agents in how they wear or display their identity card.
- Giving gas retailers access to a wider range of services to assist customers with a speech or hearing impairment.
- Redrafting the Code to, where applicable, align the provisions in the Code with the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

#### **How to make a submission**

Submissions are due by Friday, 25 March 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](mailto:publicsubmissions@erawa.com.au)  
Post: Level 4, 469 Wellington Street, Perth WA 6000

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



**Further information**

For general queries please contact Shane Riebeling, Executive Officer GMCCC, on (08) 6557 7920.

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