



Notice

14 June 2022

2020 Gas Marketing Code review

Publication of final decision

The Economic Regulation Authority has approved the repeal and replacement of the *Gas Marketing Code of Conduct 2017*. The ERA's decision follows its consideration of the Gas Marketing Code Consultative Committee's (GMCCC) [final advice](#).

The amendments to the Code include:

- Providing more flexibility to retailers and 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 with the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

The amendments to the Code will take effect on 1 July 2022. The ERA's [final decision](#) is available on the ERA website.

The *Gas Marketing Code of Conduct 2022* is in Appendix 2 of the final decision.

Background

The Code regulates and controls the conduct of gas retailers and gas marketing agents in Western Australia. It protects customers from undesirable marketing conduct and defines standards of conduct for how gas is marketed to customers.

The GMCCC is a statutory committee established by the ERA to advise it on matters relating to the Code. The GMCCC must conduct a review of the Code every two years.

The GMCCC consists of three members from industry, three members from consumer representative organisations, two government agency representatives and a non-voting chairperson and executive officer.¹

The GMCCC provided its [final review report](#) to the ERA on 24 May 2021.

¹ More information about the GMCCC is available on the ERA [website](#).

The ERA considered the GMCCC's final review report and decided to propose amendments to the Code. The proposed amendments were provided in the ERA's [draft decision](#) published on 22 February 2022.

The ERA referred its proposed amendments to the GMCCC for its advice, as required under section 11ZPU of the *Energy Coordination Act 1994*.

The GMCCC sought public comment on the ERA's proposed amendments and received two submissions, from Alinta Energy and AGL, which supported the ERA's proposed amendments. The GMCCC provided its final advice to the ERA on 19 April 2022, which endorsed the ERA's proposed amendments.

Further information

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