



Notice

27 September 2022

Electricity Code review 2019 to 2022

Publication of ECCC advice on ERA draft decision

The Economic Regulation Authority has received the Electricity Code Consultative Committee's (ECCC) *Advice on the ERA's draft decision to repeal and replace the Code of Conduct for the Supply of Electricity to Small Use Customers 2018*. The ERA has published the [ECCC's advice](#) on its website.

The ERA will consider the ECCC's advice on the draft decision and expects to publish its final decision on amendments to the code later this year.

Background

The ECCC is a statutory committee established by the ERA to advise it on matters relating to the *Code of Conduct for the Supply of Electricity to Small Use Customers*. The ECCC must review the code every two years. The ECCC consists of consumer, industry and government representatives and is chaired by the ERA.

The code regulates the conduct of retailers and distributors who supply electricity to residential and small business customers. It covers a broad range of areas, including billing, payment, financial hardship, disconnection and complaints.

On 9 December 2021, the ERA published a [draft decision](#) that proposed changes to the code. The changes were consistent with those recommended by the ECCC in its final review report on the [2019-22 review of the code](#).

Further information

General enquiries

Alex Kroon
Ph: 08 6557 7989
info@erawa.com.au

Media enquiries

Danielle Asarpota
Ph: 08 6557 7923 | Mob: 0428 859 826
media@erawa.com.au