



Notice

8 December 2022

New Code of Conduct for the Supply of Electricity to Small Use Customers 2022

Publication of final decision

The Economic Regulation Authority has published its [final decision](#) on the 2019-22 review of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*.

The Code will be repealed and replaced by the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*. The 2022 Code will come into effect on 20 February 2023.

The changes to the Code include:

- New protections for customers experiencing family and domestic violence, including privacy protections, a nine-month moratorium on disconnections, and retailer staff training.
- Extending the assistance measures offered to customer experiencing payment difficulties to all customers who request them. This assistance includes payment extensions and instalment plans.
- Setting a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.
- Better aligning the Code with the National Energy Customer Framework, to match customer protections in Western Australia to the national standard.

Further information on the changes to the Code is available in the [media statement](#).

The ERA will monitor retailers and distributors' implementation of the Code changes.

Background

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

Further information about the 2019-22 Code Review is available on the ERA's [website](#).

Further information

General enquiries

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

Media enquiries

Danielle Asarpota
Mob: 0428 859 826
media@erawa.com.au