

Resource pack

Electricity Code of Conduct provides new protections to customers

The Economic Regulation Authority has approved new protections for electricity customers. Our final decision on the review of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018* was published in December and the new protections will apply from 20 February 2023.

The Code regulates the conduct of retailers and distributors that supply electricity to residential and small business customers. The amendments include new protections for residential customers who are vulnerable because they are experiencing family and domestic violence.

Under the new Code, electricity retailers, including Synergy and Horizon Power, must:

- publish a family violence policy and implement measures to protect the privacy of customers experiencing family and domestic violence.
- train staff on how to identify customers who may be affected by family and domestic violence and provide assistance to those customers.
- not disconnect customers who are affected by family and domestic violence for a period of nine months.
- extend assistance in managing payments to all customers who request it, including payment extensions and instalment plans.
- set a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.
- provide targeted support and additional flexibility for customers on pre-payment meters, who are usually located in remote areas.

How to use this resource pack

These resources have been designed for organisations such as government agencies, consumer advocacy groups and peak bodies to use directly on your website, social media, or however you see fit.

Below you will find a range of resources which can be used in your communication channels. We have developed messaging for two types of audience: electricity customers generally and electricity customers who are experiencing family and domestic violence. Of course, tailor the messages to suit your platforms.

For any questions about the resources, please contact Danielle Asarpota: danielle.asarpota@erawa.com.au.

CONTACT US

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Factsheets

People who are experiencing family and domestic violence

Download the factsheet [here](#).

This factsheet instructs customers who are experiencing family and domestic violence to call their retailer for assistance to keep their power on, keep their identity and information safe and manage bill payments and access payment support.

Social media

Electricity customers generally

Electricity customers in Western Australia can now access additional support from their retailer, thanks to a recent decision by the Economic Regulation Authority.

This includes expanded access to payment extensions and instalment plans. Contact your retailer to find out more:

Synergy: 1800 637 985 or <https://www.synergy.net.au/Your-home/Manage-account/Need-help-with-your-bill/Family-domestic-violence-support>

Horizon Power: 1800 267 926 or <https://www.horizonpower.com.au/utilities/contact-us/>

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Suggested newsletter / email copy

Electricity customers generally

We're pleased to share that electricity customers in Western Australia can now access additional support from their retailer, thanks to a recent [decision](#) by the Economic Regulation Authority.

This includes expanded access to payment extensions and instalment plans. These changes are welcome at a time when [data published by the ERA](#) shows Western Australians are facing increasing bill energy debt.

Electricity customers should contact their retailer to find out more:

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A [fact sheet](#) is available on the ERA's website to inform customers of how to access the assistance.

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