



Notice

23 August 2023

Draft decision - 2023 review of the Compendium of Gas Customer Licence Obligations

Public consultation

The ERA has published its [draft decision](#) on the 2023 review of the Compendium of Gas Customer Licence Obligations for public comment.

The Compendium regulates the conduct of retailers and distributors that supply gas to residential and small business customers, and sets service standards in areas such as billing, payments, financial hardship, disconnections, reconnections and complaints handling.

The proposed amendments will align the Compendium, to the extent possible, with the *Code of Conduct for the Supply of Electricity to Small Use Customers*, which was extensively reviewed and updated in February 2023. In addition, the ERA is proposing amendments that have been raised by stakeholders or identified by the ERA.

The changes will ensure that gas customers receive the same standards and level of protection as electricity customers, including:

- New protections for residential customers experiencing family and domestic violence, including privacy protections, a nine-month moratorium on disconnections and retailer staff training.
- Setting a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.
- Extending the assistance measures offered to customers experiencing payment difficulties to all customers who request them, including payment extensions and instalment plans.

Invitation for submissions

The ERA is inviting stakeholders, including gas customers, to comment on the draft decision.

Submissions close 4:00 pm (WST) Wednesday, 20 September 2023.

Submissions should be lodged online using the form on our website:
www.erawa.com.au/consultation.

Further information

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