



# Notice

6 October 2023

## 2023 review of the Compendium of Gas Customer Licence Obligations

### Publication of submissions on draft decision

The ERA has [published submissions](#) received in response to its draft decision on the 2023 review of the Compendium of Gas Customer Licence Obligations.

The Compendium regulates the conduct of retailers and distributors that supply gas to small use customers, and sets service standards in areas such as billing, payments, financial hardship, disconnections, reconnections and complaints handling.<sup>1</sup>

The ERA published its draft decision on proposed amendments to the Compendium on 23 August 2023 for public comment.

The ERA received submissions from the following stakeholders:

- AGL (late submission)
- Alinta Energy
- ATCO Gas Australia
- Simply Energy
- Synergy
- WA Expert Consumer Panel
- Western Australian Council of Social Service
- Wesfarmers Kleenheat Gas.

The ERA will take the submissions into account when preparing its final decision.

### Further information

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<sup>1</sup> Small use customers are residential and small business customers who consume no more than one terajoule of gas per year.