



Notice

3 April 2024

Amendments to the Compendium of Gas Customer Licence Obligations

Publication of final decision

The Economic Regulation Authority has decided to amend the *Compendium of Gas Customer Licence Obligations* as set out in the [ERA's final decision](#).

The amended Compendium comes into effect on 1 July 2024. Retailers will have a further three months to consult with appropriate consumer representatives on their family violence policy and staff training procedures.

The changes ensure that gas customers receive the same standards and level of protection as electricity customers, by aligning with the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*.¹ The Compendium also includes amendments raised by gas industry stakeholders.

The amended Compendium:

- Introduces new protections for customers experiencing family and domestic violence, such as privacy protections, a nine-month moratorium on disconnections, and a requirement for retailers to have a family violence policy.
- Sets a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.
- Extends assistance measures, such as payment extensions and payment plans, to all customers who request them.
- Requires retailers to provide advance notice to customers of variations to tariffs, fees and charges so that customers can make timely decisions about their gas supply.
- Prohibits paper billing charges to vulnerable customers and customers receiving concessions or experiencing financial hardship.

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

Background

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.

¹ The *Code of Conduct for the Supply of Electricity to Small Use Customers 2022* was extensively reviewed and updated in February 2023.

Further information about the 2023 Compendium review is available on the [ERA's website](#).

Further information

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