



Notice

19 May 2025

Amendments to the code of conduct for gas marketing

Final decision

The Economic Regulation Authority has amended the [Gas Marketing Code of Conduct 2022](#).

The Gas Marketing Code regulates how retailers advertise gas to consumers throughout Western Australia. A statutory committee reviews the ongoing suitability of the Gas Marketing Code every two years.

The amendments will come into effect on 1 January 2026 and include:

- New standards of conduct for marketing claims that compare electricity and gas.
- New protections to make it easier for customers to compare different gas plans using standardised basic plan information documents. The documents will use the same general layout between different retailers and will include the most important plan details, so that customers can make easier side by side comparisons.
- Streamlined identification requirements that apply equally to all types of retailer marketing.

Our final decision details each of the changes, including stakeholder feedback, and is published alongside Frequently Asked Questions for retailers and consumers. We have also published three templates to assist retailers to prepare their basic plan information documents.

We will monitor retailer implementation of the changes.

Further information

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