

NOTICE

Decision on Amendment of the Code of Conduct for the Supply of Electricity to Small Use Customers

RESPONSE TO THE ECCC FINAL REVIEW REPORT (MAY 2007)

The Economic Regulation Authority today released its response to the Electricity Code Consultative Committee's (ECCC) Final Review Report which was released in May.

The Authority has accepted all but three of the recommendations made by the ECCC in its Final Review Report.

The Authority will propose alternative amendments for recommendations 2 and 33 and has rejected recommendation 34. The Authority has asked the ECCC to provide advice regarding these alternative amendments .

Section 79 of the *Electricity Industry Act 2004* allows the Authority (in consultation with the Committee) to approve or amend a code to regulate and control conduct of electricity retail, distribution and integrated regional licensees and electricity marketing agents in relation to small use customers (those consuming less than 160MWh per annum).

The Code defines standards of conduct and levels of service in the supply and marketing of electricity to small use customers, provides for compensation payments where standards are not met and protects customers from undesirable marketing conduct. It specifies how customers may be billed, the procedures a retailer must follow when disconnecting a customer, the circumstances under which a customer is entitled to compensation for breach of service standards, and the standards that apply for pre-payment meters.

The amended Code will be gazetted when the Authority has received further advice from the ECCC and decided on the matters for which alternative amendments have been proposed.

A copy of the [ECCC Final Review Report \(May 2007\)](#) is available on the Authority's web site.

A copy of each of the [submissions](#) received by the ECCC is available on the Authority's web site.

A copy of the Authority's [decision](#) is available on its web site.

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