

## NOTICE

### Launch of the Guide to the Code of Conduct for the Supply of Electricity to Small Use Customers

The Economic Regulation Authority has launched a Guide to the Code of Conduct for the Supply of Electricity to Small Use Customers, copies of which are available on its [web site](http://www.era.wa.gov.au).

The guide was developed by the Authority to help customers understand the basics of the Code of Conduct which, as a legal document, is drafted in a detailed manner.

The Code of Conduct was originally developed by Government to ensure that businesses (marketing agents, retailers and distributors) supplying and selling electricity to small use customers were properly regulated and controlled.

The Code's objectives are to:

- set standards of conduct in supplying and marketing electricity; and
- protect customers from undesirable commercial and/or marketing practices.

The *Electricity Industry Act 2004* enables the Authority to develop or amend the Code in consultation with a committee. In 2006, the Authority appointed the Electricity Code Consultative Committee (ECCC) which, as required under the Act, reviewed the Code and presented its recommendations to the Authority in mid 2007. In early 2008, a new Code was issued which included several amendments. Further information about the Code, the ECCC and the review can be obtained from the Authority's web site.

Printed copies of the guide to the Code have been distributed to all electricity retailers and distributors, a selection of government agencies and relevant community organisations.

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