



# **ELECTRICITY CODE CONSULTATIVE COMMITTEE (ECCC)**

## **Opportunity for Interested Parties to Comment**

### **Review of the *Code of Conduct for the Supply of Electricity to Small Use Customers***

Under section 79 of the *Electricity Industry Act 2004* the Economic Regulation Authority may, in consultation with the committee (the ECCC), approve a code of conduct to regulate and control the conduct of those holding electricity retail, distribution or integrated regional licences and electricity marketing agents.

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

The Authority has established the ECCC to review the Code and to provide advice to the Authority.

The ECCC has commenced the review of the Code and is seeking comment on the ECCC Draft Review Report 2009. A copy of the report and further information about the Code is contained on the Authority [web site](#).

Submissions should be addressed to:

Mr Paul Kelly  
ECCC Chairman  
c/o Level 6, 197 St Georges Terrace, PERTH WA 6000  
Email: [eccc@era.wa.gov.au](mailto:eccc@era.wa.gov.au)

Submissions may be provided in hard-copy or electronic form and must be received by the close of business on 20 March 2009.

For further information about the Code or the ECCC Draft Review Report 2009 contact ECCC Executive Officer, Ms Lanie Chopping on 9213 1900.