



ELECTRICITY CODE CONSULTATIVE COMMITTEE (ECCC)

Opportunity for Interested Parties to Comment

Amendments as a result of the 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.

The Act requires that the ECCC review the Code every two years and provide its advice to the Authority. The ECCC commenced the second review of the Code early this year. The ECCC undertook public consultation in February / March 2009 and provided its Final Review Report 2009 in August 2009. A copy of the [Final Review Report 2009](#) and the [public submissions](#) received are available on the Authority's web site.

The Authority has accepted 49 of the 50 recommendations made by the ECCC in its Final Review Report 2009. The Authority has rejected recommendation 50, in relation to street light service standard payments, and provided additional proposed amendments to Part 14 regarding wrongful disconnection.

After consideration of the ECCC Final Review Report 2009, the Authority has proposed a range of amendments to the Code. A copy of the Authority's Decision and its proposed amendments is available on the Authority's [web site](#).

The Act requires that, when the Authority proposes amendments to the Code, the ECCC, in accordance with s89, gives any interested person an opportunity to offer comments on the amendment.

Submissions regarding the Authority's proposed amendments to the Code 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

Submissions may be provided in hard-copy or electronic form and must be received by the close of business on Friday 6 November 2009.

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