



Economic Regulation Authority

 WESTERN AUSTRALIA

Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth Western Australia 6000

GPO Box 8469
Perth Business Centre
Western Australia 6849

Telephone 61 8 9213 1900
Facsimile 61 8 9213 1999
Website www.era.wa.gov.au

Promoting fair prices, quality services and choice.

NOTICE

New Code of Conduct for the Supply of Electricity to Small Use Customers

ECCC CODE REVIEW 2009

The Economic Regulation Authority has announced that it will make a new *Code of Conduct for the Supply of Electricity to Small Use Customers* (Code) to come into effect on 1 July 2010.

The new Code includes a significant number of amendments made by the Authority following consideration of the ECCC Final Review Report 2009.

A copy of the Authority's decision, including a copy of the Code, is available on the Authority's [web site](#).

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

The Act requires that the Electricity Code Consultative Committee review the Code every two years. The ECCC reviewed the Code in 2009 and provided the ECCC Final Review Report 2009 to the Authority after considering the public submissions it had received. A copy of the submissions and the ECCC Final Review Report 2009 are available on the Authority's [web site](#).

The Authority considered the report and endorsed the majority of the recommendations made by the ECCC. In addition, the Authority proposed a series of amendments related to wrongful disconnection. The Authority sought advice from the ECCC regarding the proposed new Code. The ECCC undertook public consultation on the proposed new Code and received a total of 4 submissions. The ECCC considered these submissions before providing its final advice to the Authority in December 2009. A copy of the submissions and the ECCC final advice are available on the Authority's [web site](#).

The Authority agreed with the advice of the ECCC and has approved a new Code to take effect from 1 July 2010.

The Authority may make further amendments to the Code prior to this date as a result of its deliberations regarding the pre-payment meter related amendments. Further information about these proposed amendments is available on the Authority's [web site](#).

For further information contact:

General Enquiries

Ms Lanie Chopping
Assistant Director Customer Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

The Communications Branch Pty Ltd
Ph: 61 8 9472 4411
Mb: 0424 196 771 (Sue McKenna)
0408 878 817 (Joanne Fowler)

LYNDON ROWE
CHAIRMAN

29 January 2010