



INFORMATION

Compendium of Gas Customer Licence Obligations

APPROVED AMENDMENTS

The Economic Regulation Authority (**Authority**) has approved amendments to the *Compendium of Gas Customer Licence Obligations* (**Compendium**).

The Compendium contains licence conditions made by the Authority under section 11(M)(1) of the *Energy Coordination Act 1994* (**Act**). The Compendium forms Schedule 2 of gas trading and gas distribution licences.

The Authority introduced these conditions in 2009 to ensure that gas customers received, where possible, protection equal to that provided for electricity customers under the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Electricity Code**).

Following a review of the Electricity Code, the Authority has approved a number of amendments to that Code which will take effect on 1 January 2013.

To ensure that protection remains as consistent as possible across the electricity and gas industries, the Authority proposed similar amendments be made to the Compendium. The proposed amendments also included changes to the title of the Compendium, the dual fuel contracts clause, limitations on disconnection and some definitions.

The Authority undertook public consultation regarding the proposed amendments between 14 September and 5 October 2012. The Authority received two submissions, which are available on the Authority's website.

Upon consideration of the submissions, the Authority has made additional amendments to the Compendium to:

- include a note regarding the applicability of the *Gas Marketing Code of Conduct* to small use customers;
- amend the definitions of “billing/credit complaints”, “other complaints” and “not provided on or before the agreed date”;
- amend clause 5.2 regarding minimum payment methods to require payment to be available by both debit facility and credit card; and
- address minor discrepancies in the Compendium.

A copy of the [Decision and amended Compendium](#) are available on the Authority's website.

The Authority intends to amend all gas licences, in accordance with section 11W of the Act, to replace Schedule 2 of the licences with the new Compendium.

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