



# CONSULTATION

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

### AMENDMENTS TO LIFE SUPPORT PROVISIONS PROPOSED BY THE AUTHORITY

The Electricity Code Consultative Committee (**ECCC**) is a statutory committee appointed by the Economic Regulation Authority (**Authority**).

The *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code**) covers a variety of customer related matters, such as marketing, billing, connection, disconnection, complaints handling and compensation payments where standards are not being met. The Authority recently approved a new Code to be gazetted to take effect from 1 January 2013.

The *Electricity Industry Act 2004* (**Act**) sets out the procedure to be followed in order to amend the Code. The Act requires that the Authority consult with the ECCC and obtain the ECCC's advice prior to amending the Code. The Act further requires that the ECCC provide interested parties with an opportunity to comment before providing that advice to the Authority.

The ECCC recently held a forum to discuss issues surrounding life support and the relevant provisions in the Code. Following that forum, the ECCC requested that the Authority consider proposed amendments to the life support provisions in the Code, and made a number of recommendations in this regard.

The Authority has considered the ECCC's request and has decided to exercise its power under the Act to propose these amendments, along with some further amendments to clauses 1.5 (definitions) and 7.7 (life support) of the Code. The Authority's proposed Code amendments are included in the Authority's [Draft Decision](#).

Interested parties are invited to make submissions regarding the Authority's proposed amendments by **4:00 pm (WST) on Tuesday 27 November 2012**.

Submissions should be addressed to Mr Paul Kelly, Chairman ECCC

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For general queries please contact Cathryn Greville, Assistant Director Customer Protection, on (08) 6557 7900.

For media queries please contact Paul Kelly, Chairman ECCC, on (08) 6557 7900.

PAUL KELLY  
**CHAIRMAN ECCC**

6 November 2012