



CONSULTATION

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

2017 REVIEW

The Electricity Code Consultative Committee (**ECCC**) seeks public comment on its draft recommendations to amend the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (Code)*.

The ECCC is appointed by the Economic Regulation Authority (**ERA**) under the *Electricity Industry Act 2004* to review the Code every two years, and provide advice to the ERA on any proposed amendments to the Code.

The Code applies to distributors and retailers that supply to small use residential and business customers. That is, customers whose annual electricity consumption is no more than 160 megawatt hours.¹

The Code defines standards of conduct and levels of services in the supply and marketing of electricity to customers, provides for compensation payments where standards are not met, and protects customers from undesirable marketing conduct. It covers a broad range of areas including billing, connection, disconnection, financial hardship and complaints.

A copy of the ECCC's Draft Review Report, dated 26 September 2017, is available on the [ERA website](#).

The ECCC invites written submissions from interested parties on the recommendations, and any other matters relevant to the Code.

Submissions, addressed to Mr Paul Kelly, Chairman ECCC are due by **4:00 pm (WST) Tuesday, 24 October 2017. Late submissions will not be considered.**

Postal address: PO Box 8469, PERTH BC WA 6849

Office address: Level 4, Albert Facey House, 469 Wellington St, PERTH WA 6000

Online: www.erawa.com.au/consultation

Email address: publicsubmissions@erawa.com.au

For general queries, please contact Alex Kroon, Executive Officer ECCC, on (08) 6557 7989.

For media enquiries, please contact Sinéad Mangan, on (08) 6557 7912.

PAUL KELLY

CHAIRMAN ECCC

¹ Currently, 160 megawatt hours of electricity equates to an annual electricity bill of approximately \$42,536 (residential) or \$56,084 (business).