



Notice

26 August 2019

Proposed amendments to the Gas Compendium

Consultation on draft decision

The Economic Regulation Authority invites comment on its proposed amendments to the [Compendium of Gas Customer Licence Obligations](#) detailed in the ERA's [draft decision](#).

The Compendium forms part of all gas licences and regulates the conduct of retailers and distributors who supply gas to residential and small business customers. It also sets service standards in areas such as billing, payments, financial hardship, disconnections, reconnections and complaints handling.

The provisions included in the Compendium are, to the extent possible, consistent with those included in the *Code of Conduct for the Supply of Electricity to Small Use Customers* to ensure that both gas and electricity customers receive the same level of protection. The proposed amendments include aligning it with amendments made to the Electricity Code during its last review, and also allowing a retailer to:

- Send a bill to a customer who is on a deemed contract without having to include the customer's name on the bill, provided the retailer has first given certain information to the customer.
- Set a maximum payment amount that they must accept in advance, subject to it being at least \$100.

The ERA reviews the Compendium approximately every two years. The current version of the Compendium came into operation on 1 January 2017.

Invitation for submissions

The ERA invites interested parties to make submissions on the draft decision.

Submissions close 4:00 pm (WST) Friday, 13 September 2019.

Submissions should be lodged online using the form on our website www.erawa.com.au/consultation.

Further information

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