

News Release

1 September 2006

New Committee to Review Electricity Customer Protection

The Economic Regulation Authority has appointed an Electricity Code Consultative Committee to advise it on industry issues and to review the Code of Conduct (for the supply of electricity to small use customers).

Authority Chairman Mr Lyndon Rowe said the code regulated the conduct of electricity licensees and electricity marketing agents.

“The object of the code is to define standards of conduct in the supply and marketing of electricity to customers, provide for compensation to be paid to customers when standards of conduct are not met and protect customers from undesirable marketing conduct.

“The Code has been in effect since January 2005 and is therefore due for review, as per the legislation,” said Mr Rowe.

The Authority has appointed the following nominees:

- Synergy – Mr Simon Thackray (Industry Representative)
- Horizon Power – Mr Grant Stacy (Industry Representative)
- Chamber of Commerce and Industry – represented by Mr Steve Gould, Perth Energy (Industry Representative)
- Western Australian Council of Social Service (WACOSS), Ms Irina Cattalini (Consumer Representative)
- Geraldton Resource Centre, Mr France Radford (Consumer Representative)
- Consumer Credit Legal Service, Ms Alison Pidgeon (Consumer Representative)
- Office of Energy – Mr Jeff Dzodz (Government Representative)
- Department of Consumer and Employment Protection – Mr Gary Milford (Government Representative)

Authority staff will fulfil the roles of Committee Chair and Executive Officer.

“The Code deals with issues including electricity marketing, connection, billing, payment, payment difficulties, financial hardship, disconnection, reconnection and prepayment meters in remote communities.

“When reviewing the Code, the Committee will provide ample opportunity for public comment by inviting submissions on the draft report from those who are interested in it or affected by it.

“The Authority looks forward to receiving the results of the review and advice from the ECCC regarding the Code in mid-2007,” Mr Rowe said.

ENDS

LYNDON ROWE
CHAIRMAN

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