



Media Statement

5 May 2025

Streamlined life support protections for electricity customers planned

The Economic Regulation Authority intends to make it simpler for customers using life support equipment to access protections, through [proposed changes](#) to the Code of Conduct for the Supply of Electricity to Small Use Customers 2022.

The Code provides protections to small use electricity customers, which include households and some small businesses, by setting standards for billing and payment, connections and disconnections, and complaints.

Under the Code, customers using life support equipment in their home can register to receive additional protections, including earlier notice of planned outages, priority reconnection after outages, and no disconnections for non-payment.

Customers must complete a registration process with their retailer and medical specialist to access the protections, and then re-submit medical evidence every three years confirming their ongoing need for life support equipment.

ERA Chair Steve Edwell said the ERA proposed to expand the range of professionals that can provide that three-yearly confirmation, including general practitioners, nurses and pharmacists.

“It is vital for people using medical equipment such as a dialysis machine or an oxygen concentrator to remain connected to the power supply,” Mr Edwell said.

“Needing to access a specialist to confirm that this equipment is still required places a high burden on vulnerable customers in terms of cost, and time spent securing and then waiting for an appointment.”

Mr Edwell said the ERA also proposed to reduce confusion for customers and medical professionals by streamlining registration requirements between metropolitan and regional areas. The ERA also proposes to simplify the process for households where more than one customer requires life support equipment, and for businesses like nursing homes where life support equipment is routinely required.

“The proposed changes in our draft decision strike the right balance between making things easier for vulnerable customers, while ensuring that these protections are extended only to those that need it,” Mr Edwell said.

The ERA’s draft decision is informed by the work of the Electricity Code Consultative Committee – an independent statutory body set up to review the code every two years. The Committee includes representatives from industry and consumer groups, and well as government agencies.

Interested parties have until 23 May 2025 to respond to the draft decision [via the ERA website](#).

About the ERA

The ERA is Western Australia's independent economic regulator. We aim to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

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