



# Notice

2 September 2025

## Amendments to the Electricity Code of Conduct

### Final decision

The Economic Regulation Authority has amended the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#), effective 1 January 2026.

The Electricity Code establishes minimum standards for retailers and distributors who supply electricity to residential and small business customers. The amendments include:

- Streamlined confirmation requirements for people using life support equipment, helping to reduce the administrative burden on people with significant health conditions when they register with their retailer.
- Embed choice by allowing vulnerable customers experiencing family violence to opt out of the disconnection moratorium and opt back in at any time.
- Improved protections by prohibiting paper billing charges for certain customers and increasing the value of service standard payments that retailers pay to customers.

Our final decision makes minor edits to the draft decision in response to stakeholder feedback and advice from the Electricity Code Consultative Committee (ECCC). The final decision will be published on [the ERA website](#) with guidance material to clarify the new obligations for licensees and to communicate the streamlined confirmation requirements for life support equipment to customers.

### Background

The ECCC is a statutory committee established by the ERA and provides advice on matters related to the Code. Under the *Electricity Industry Act 2004*, the ECCC reviews the Code every two years.

The ECCC includes representatives from consumer groups, industry and government, with a non-voting Chair and Executive Officer. Member details are available on [the ERA website](#).

### Further information

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