



Notice

7 September 2026

Electricity Code of Conduct review 2026

Draft review report

The Economic Regulation Authority has received the Electricity Code Consultative Committee's (ECCC's) [Draft review report – 2026 Electricity Code review](#) of the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#).

The ECCC has reviewed all parts of the Code and is now seeking feedback on 4 areas of change to retailers' obligations.

Overpayments and overcharging

Differentiating overpayments from overcharging and requiring retailers to respond consistently, reach out to customers promptly and be responsive to the customer's choice when returning outstanding money.

Entitlement to consumption data

Introducing a new obligation on retailers to make bulk-downloads of consumption data available to all small use customers.

Family violence provisions – Vulnerable customers

Improving protections to customers experiencing family violence by restricting debt referral and removing the currently very limited ability for retailers to request written evidence of family violence.

Increasing the obligation on retailers to provide training on family violence to staff.

Allowing any customer to request additional account protections. This will benefit those who have chosen not to disclose their experience of family violence to their retailer.

Pre-payment meters

Requiring retailers to offer more than one recharge (or payment top-up) option to pre-payment meter customers.

Background

The Code regulates and controls the conduct of retailers and distributors who supply electricity to small use customers. It sets minimum standards across a broad range of areas including billing, payment, financial hardship, disconnection and complaints. The ERA monitors compliance with the Code as a condition of the licences that it issues to electricity retailers and distributors.

The ECCC is a statutory committee appointed by the ERA to advise on matters related to the Code. Under the *Electricity Industry Act 2004* the ECCC must review the Code every 2 years and report to the ERA. The review must assess the suitability of the Code's provisions for its purpose of defining standards of conduct.

Information on the ECCC is available on our [website](#).

Next steps

The ECCC will consider feedback received during the public consultation before providing its final review report to the ERA in late November 2026.

The ERA will refer any proposal to amend the Code to the ECCC in early 2027 for advice, and the ECCC will conduct additional public consultation before providing final advice to the ERA. Any amendments to the Code are likely to take effect from 1 January 2028.

Queries about the review can be directed to the ECCC executive officer: ecccc@erawa.com.au.

Invitation for submissions

The ECCC invites interested parties to make submissions on the Draft review report.

Submissions close 4:00pm (WST) Wednesday, 30 September 2026.

Submissions to the ECCC can be lodged using the form on our [Current Consultation webpage](#).

Further information

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