



INFORMATION

New Code of Conduct for the Supply of Electricity to Small Use Customers

FINAL DECISION

The Economic Regulation Authority has approved a new *Code of Conduct for the Supply of Electricity to Small Use Customers 2012 (Code)* to come into effect on 1 January 2013.

The Code is made under the *Electricity Industry Act 2004 (Act)* and its objective is to:

...regulate and control the conduct of electricity retail, distribution and integrated regional licensees and electricity marketing agents with the object of defining standards of conduct in the supply and marketing of electricity to customers, providing for compensation payments to be made to customers when standards of conduct are not met and protecting customers from undesirable marketing conduct.

Under the Act, the Electricity Code Consultative Committee (**ECCC**) must carry out a review of the Code every two years.

The ECCC commenced its 2011 review in September 2011. As part of its review, the ECCC sought public comment on its Draft Review Report. Following consultation with interested parties, as required under the Act, the ECCC provided its Final Review Report to the Authority in April 2012. Copies of the Draft Review Report, Final Review Report and the submissions received are available on the Authority's website (submissions are attachments to the Final Review Report).

The Authority considered the Final Review Report and released a Draft Decision regarding its decision to accept all of the ECCC's recommendations in the Final Review Report and to propose some additional recommendations. As required by the Act, the Authority referred its Draft Decision to the ECCC for further advice.

The ECCC sought public comment on the Code amendments proposed by the Authority in its Draft Decision. The ECCC received seven public submissions on the proposed amendments. Copies of the submissions are available on the Authority's website (as attachments to the ECCC's Advice).

Upon consideration of the submissions received, the ECCC provided its Advice to the Authority. A copy of the ECCC's Advice is available on the Authority's [website](#).

The Authority agreed with the ECCC's Advice and issued its Final Decision on the amendments to the Code. A copy of the Authority's Final Decision and the new Code is available on the Authority's [website](#).

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