



INFORMATION

New Gas Marketing Code of Conduct

FINAL DECISION

The Economic Regulation Authority has approved a new *Gas Marketing Code of Conduct 2014 (Code)* to come into effect on 1 January 2014.

- [Authority Final Decision](#)
- [Gas Marketing Code of Conduct 2014](#)

The Code regulates and controls the conduct of gas retailers and gas marketing agents, with the object of protecting customers from undesirable marketing conduct; and defining standards of conduct in the marketing of gas to customers.

Under the *Energy Coordination Act 1994 (Act)*, the Gas Marketing Code Consultative Committee (**GMCCC**) must carry out a review of the Code every two years and provide a report to the Authority. The GMCCC commenced its 2013 review in April 2013 and, after consultation with interested parties, provided its [Final Review Report](#) to the Authority in September 2013. Copies of the Final Review Report and the submissions received are available on the Authority's website (submissions are attachments to the Final Review Report).

Action by the Authority

The Authority considered the Final Review Report and released a [Decision](#) regarding its decision to accept all of the GMCCC's recommendations in the Final Review Report. As required by the Act, the Authority referred its Decision to the GMCCC for further advice.

The GMCCC sought public comment on the Code amendments proposed by the Authority in its Decision. The GMCCC received three public submissions on the proposed amendments. Upon consideration of the submissions received, the GMCCC provided its Advice to the Authority. A copy of the [GMCCC's Advice](#) is available on the Authority's website, and copies of the submissions are attachments to the GMCCC's Advice. The GMCCC supported the Authority's proposed Code amendments, and proposed two related additional amendments.

The Authority agreed with the GMCCC's Advice and has now issued its Final Decision on the amendments to the Code.

For further information contact:

General Enquiries

David Leith
A/Assistant Director Customer Protection
Ph: 08 6557 7928
Fax: 08 6557 7999

Media Enquiries

Richard Taylor
Riley Mathewson Public Relations
Ph: 08 9381 2144
Fax: 08 9381 3877

LYNDON ROWE
CHAIRMAN

26 November 2013