



Notice

12 May 2017

New Gas Marketing Code of Conduct

FINAL DECISION

The Economic Regulation Authority (**ERA**) has approved a new code of conduct for gas retailers and marketing agents, which will come into effect on 1 July 2017.

The code protects customers from undesirable marketing conduct and defines standards of conduct in the marketing of gas to customers.

Under the *Energy Coordination Act 1994 (Act)*, the Gas Marketing Code Consultative Committee (**GMCCC**) carries out a review of the Gas Marketing Code of Conduct (**Code**) every two years. The committee provided its most recent [report](#) to the ERA on 19 January 2017.

The ERA considered the committee's review and released a [draft decision](#) containing proposed amendments to the Code. As required by the Act, the ERA referred the proposed amendments to the GMCCC for further advice.

The GMCCC sought public comment on the amendments proposed by the ERA and received one submission, from Mr Stephen Stockwell. Mr Stockwell's submission recommended amendments to both the *Energy Coordination (Customer Contracts) Regulations 2004* and *Electricity Industry (Customer Contracts) Regulations 2005* to remove outdated references.

The GMCCC subsequently provided its [final advice](#) to the ERA, which supported the ERA's proposed amendments and the recommendations in Mr Stockwell's submission.

The ERA has now issued its final decision on the amendments to the Code. A copy of the [decision](#) and the new Code is available on the ERA website.

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