



# Notice

1 July 2024

## Compendium of Gas Customer Licence Obligations

### Commencement of new obligations

The amended [Compendium of Gas Customer Licence Obligations](#) comes into effect today, following the Economic Regulation Authority's [2023 Review](#) and final decision.

The changes to the Compendium substantially improve protections and increase access to assistance for gas customers by:

- Including new protections for residential customers experiencing family and domestic violence, such as privacy protections, a nine-month moratorium on disconnections, and a requirement for retailers to have a family violence policy.
- Setting a minimum bill debt of \$300 before a residential customer can be disconnected for non-payment.
- Extending assistance measures, such as payment extensions and payment plans, to all customers who request them.
- Requiring retailers to provide advance notice to customers of variations to tariffs, fees and charges so that customers can make timely decisions about their gas supply.
- Prohibiting charging vulnerable customers, customers experiencing financial hardship and those receiving concessions for paper bills.

The ERA has updated its [Financial Hardship Policy Guidelines](#) and [Gas Compliance Reporting Manual](#) to reflect the changes to the Compendium. These documents assist gas retailers to understand their compliance obligations, and also take effect from 1 July 2024.

Licensees are encouraged to review the changes to the Compendium, Financial Hardship Guidelines and the Compliance Manual for the obligations applying to their licence.

The ERA checks retailers and distributors' implementation of the Compendium through periodic compliance audits.

The ERA has also approved amendments to the [standard form contracts](#) for the eight gas retailers supplying residential and small business customers in Western Australia.

### Background

The Compendium regulates the conduct of retailers and distributors that supply gas to residential and small business customers, and sets service standards in areas such as billing, payments, financial hardship, disconnections, reconnections and complaints handling.

A licensee that retails gas to small use customers is required to have an ERA-approved standard form contract.<sup>1</sup>

Gas retailers who supply gas to residential customers must have a financial hardship policy to assist their customers in meeting their financial obligations and responsibilities to the retailer.

The [Gas Compliance Reporting Manual](#) assists gas licensees to understand and comply with their licence obligations.

### **Further information**

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<sup>1</sup> Clause 11WE - *Energy Coordination Act 1994* ([online](#)).