



30 September 2024

## Public consultation

### Draft review report – 2024 review of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*

The [Electricity Code Consultative Committee](#) (ECCC) invites comment on its [2024 review](#) of the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#).

The Code regulates the conduct of electricity retailers, distributors and marketing agents regarding the supply of electricity to residential and some small business customers. The Code sets standards of conduct on marketing, billing, payment options, payment difficulties, financial hardship, connections, pre-payment meters, life support equipment, service standard payments, complaints and customers affected by family violence.

The ECCC is a statutory committee appointed by the Economic Regulation Authority to advise on matters related to the Code. Under the *Electricity Industry Act 2004* the ECCC must review the Code every two 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.

As part of its review, the ECCC has published a [draft review report](#) for public consultation. The 13 draft recommendations in the report include:

- Prohibiting paper billing charges for customers on concessions, vulnerable customers and customers experiencing financial hardship.
- Requiring retailers to regularly advise households of available tariff plans.
- Increasing compensation payments to customers where retailers have failed to meet standards in the Code.
- Simplifying ongoing access to life support equipment protections for residential customers.
- Allowing hardship customers to roll future bills into a payment plan.

During this consultation process, the ECCC is also seeking evidence to understand if the Code should be changed to:

- Prescribe a longer notice period for planned outages for life support customers
- 'Door knock' residential customers before disconnecting for non-payment
- Require retailers to pay interest on certain overcharges
- Prevent disconnections for non-payment during heatwaves and extreme fire danger.

The consultation period closes at **5 pm (AWST) on Monday, 21 October 2024**.

Submissions can be lodged online using the form on our [current consultations webpage](#).

Queries about the review can be sent to the ECCC executive officer: [eccc@erawa.com.au](mailto:eccc@erawa.com.au).

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