



ELECTRICITY CODE CONSULTATIVE COMMITTEE (ECCC)

Opportunity for Interested Parties to Comment

Review of the Code of Conduct (for the Supply of Electricity to Small Use Customers)

Under section 79 of the Electricity Industry Act 2004 the Economic Regulation Authority may, in consultation with the committee (the ECCC), approve a code of conduct to regulate and control the conduct of those holding electricity retail, distribution or integrated regional licences and electricity marketing agents.

The object of the Code is to define standards of conduct and levels of service in the supply and marketing of electricity to customers, provide compensation payments where standards are not met and to protect customers from undesirable marketing conduct. For example, the Code specifies how customers may be billed, the procedures a retailer must follow when disconnecting a customer, under which circumstances a customer is entitled to compensation for breach of service standards, and the standards that apply for pre-payment meters.

The Authority has established the ECCC, as required under section 81 of the Act, to review the Code, as required under section 88 of the Act, and to provide advice to the Authority.

The ECCC has commenced a review of the Code and is seeking comment on the ECCC Draft Review Report. A copy of the Draft Review Report and further information about the code is contained on the Authority web site at this location www.era.wa.gov.au/electricity/electricityLicensingSmallUseInfo.cfm

Submissions should be addressed to:

Mr Paul Kelly
ECCC Chairman
c/o Level 6, 197 St Georges Terrace, PERTH WA 6000
Email: eccc@era.wa.gov.au

Submissions may be provided in hard-copy or electronic form and must be received by the close of business on 5th April 2007.

For further information about the Code or the ECCC Draft Review Report contact ECCC Executive Officer, Ms Lanie Chopping on 9213 1900.