



## Economic Regulation Authority

 WESTERN AUSTRALIA

*Promoting fair prices, quality services and choice*

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The issues paper presents case studies to give an insight into the types of water resource management and planning activities carried out by the Department of Water.

## Paper gives clarity on water inquiry issues

**The Authority is seeking public input into its inquiry into water resource management and planning charges, which is being conducted at the request of Treasurer Troy Buswell.**

It has produced an issues paper to help interested parties understand the matters being reviewed and make submissions.

There are two opportunities

for interested parties to make submissions. The first of these closes on 12 June and the second follows the release of the Authority's draft report, anticipated in September 2009.

The inquiry is to provide the State Government with a range of options and recommendations to recover costs efficiently incurred by the Department of Water in the sustainable management and planning of the State's water resources.

"The issues paper presents numerous case studies to give readers an insight into the types of water resource management and planning activities carried out by the department," said Greg Watkinson, the Authority's Director of References and Research, who is managing the inquiry.

### Cost recovery

"We'll examine from whom the costs of each activity should be

recovered, whether it be from water licence holders or the broader community, and how any charges should be designed."

The Authority must also consider the most appropriate regulatory arrangement for setting service standards for the resource manager.

### Questions

The issues paper contains a series of questions to prompt respondents' opinions on the issues being investigated.

They included:

- what were the key elements of water resource management and planning?;
- which of the Department of Water's activities fell within the scope of water resource management and planning?;
- which of its planning and management expenses were for the sustainable management of the State's water resources?;
- which of the department's activities should be recovered from water users?;
- how would the charges impact on different types of users?; and
- what was the appropriate method of cost recovery?

The issues paper and information on how to make a submission can be obtained from the Authority's **web site**.

After considering submissions, the Authority expects to



release a draft report in September for further public consultation.

The final report for the inquiry is due to be delivered to the Government by the end of 2009.

## Pre-paid electricity meters proposed

**The Authority has proposed that pre-paid electricity meters be allowed across Western Australia providing that customers are offered better standards of consumer protection.**

The Authority has recommended to the Electricity Code Consultative Committee (ECCC) that the existing barriers to the operation of pre-paid meters be removed while ensuring an improved level of consumer protection.

The ECCC is responsible for providing the Authority with advice on proposed amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers*, which regulates the conduct of retailers who have installed or intend to install pre-payment meters.

The Authority's request for advice from the ECCC followed independent research commissioned from the Allen Consulting Group into the current and possible future operation and regulation of pre-paid meters in WA. The research included a cost benefit analysis.

Pre-paid, or "pay as you go",

meters require customers to pay for electricity before using it. A customer must purchase "credit" from a designated outlet and download the credit onto the meter, which then allows electricity to the credit's value to be used. Once it runs out, the electricity is disconnected until further credit is downloaded.

The meters are currently only used in communities and towns in the Aboriginal and Remote Communities Power Supply Program and Town Reserve Regularisation Program prescribed areas in WA. In practice, the code prohibits their use outside these areas.

The Authority's proposed amendments to the code are aimed at addressing the customer protection issues raised in the research report, as well as providing a level of protection similar to that enjoyed elsewhere in Australia, including in the National Energy Market where similar provisions are proposed.

### Public interest

The Allen Consulting report said the meters were in the public interest mainly because the benefits for retailers and the WA community outweighed their costs to customers.

However, whether a pre-paid meter is installed is always to be at the discretion of the customer.

The report recognised several customer protection issues and the potential for some customers to be significantly worse off.

To prevent this, it said mechanisms to ensure that customers using the meters had access to hardship assistance payments could be considered.

Disadvantages identified in-

cluded the opportunity for coercion by retailers; issues of affordability and the capacity to pay for an essential service being hidden; greater risk of disconnection; and health, safety and well-being issues, such as a lack of customer access to hardship policies and schemes.

Greater use of pre-paid meters is recognised as a significant issue for stakeholders.

The Authority will ask the ECCC to advise it on the proposed amendments and whether more, or others, were needed.

### Public comment

The ECCC must provide interested parties with the opportunity to comment on the proposed amendments and the Authority has required the ECCC to undertake at least six weeks public consultation before providing its advice.

The Authority has yet to make a final decision on the expanded use of the meters in WA.

## 2009/10 electricity prices approved for network

**The Authority has approved Western Power's 2009/10 price list for the South West Interconnected Network (SWIN), which comes into effect on 1 July.**

The changes in individual reference tariff charges (from

The tariff increases approved by the Authority will not directly affect retail electricity prices for residential and small business customers.



those applying in 2008/09) are within the range of CPI plus or minus five per cent, as allowed for under Western Power's current access arrangement for the SWIN.

The changes mean increases of:

- between 6.5 and 7.5 per cent for distribution reference tariffs; and
- 7.5 per cent for transmission reference tariffs.

The Authority approved the new prices, in accordance with the access code, after determining they complied with the price control and pricing methods of the current access arrangement.

The increases will not directly affect retail electricity prices for residential and small business customers.

These customers will, however, experience price increases resulting from the State Government's decision in February to increase electricity retail tariffs, following recommendations from the Office of Energy.

Western Power submitted its proposed 2009/10 price list to the Authority on 24 April and it was approved on 18 May. The submission was made under clause 3.10 of the current ac-

cess arrangement, which was approved by the Authority in April 2007.

#### Revisions

This access arrangement remains in effect until proposed revisions to it are assessed and approved by the Authority, and the revised access arrangement starts.

Western Power submitted its proposed revisions to the Authority on 1 October 2008 with a target start date of 1 July 2009. The Authority is currently assessing these revisions and, based on existing timeframes, the assessment process will not be completed until after 1 July.

#### Required revenue

A value of required revenue for the 2009/10 year will be determined as part of the Authority's assessment of Western Power's proposed access arrangement revisions.

If the 2009/10 price list results in an under or over-recovery of revenue relative to the value of required revenue, there will be a compensating correction to the required revenue and prices following the approval of access arrangement revisions.

## Roundtable on water tariffs

About 20 stakeholders attended a roundtable meeting in Perth to discuss the Authority's draft recommendations from its inquiry into the tariffs of the Water Corporation, Aqwest (in Bunbury) and Busselton Water.

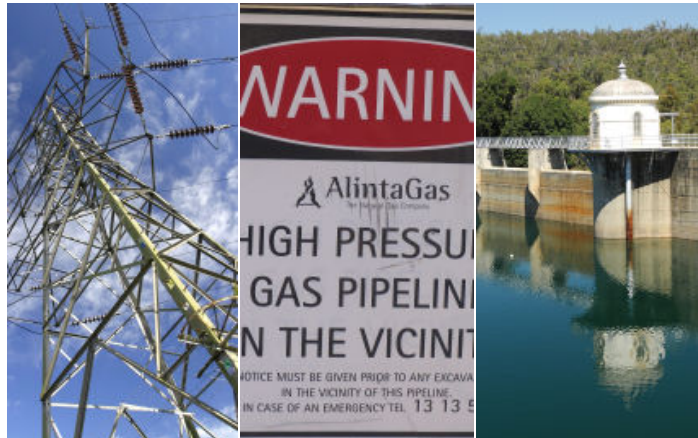
The five-hour forum covered a wide range of issues identified by attendees as those that most interested them.

These included the methods used to estimate the value of water, the Authority's recommended tariffs, their impacts on different customer groups, the pricing of drainage and wastewater services, developer contributions and efficiency incentives.

"The roundtable gave the Authority the opportunity to hear from stakeholders about their concerns and the questions they have about the draft recommendations," said Greg Watkinson, the Authority's Director References and Research,

## Review of audit guidelines for licences

The Authority has called for public comment on draft audit guidelines that have



## Pilbara rail instruments approved

**T**he Authority has delivered two draft determinations for The Pilbara Infrastructure's (TPI) Train Path Policy and Train Management Guidelines, approving both with amendments.

The Authority said that the Train Path Policy would require 15 amendments and the Train Management Guidelines would require 20.

A Train Path Policy is a "Part Five instrument" (meaning its requirements are laid out in that section of the *Railways Access Code*) and describes a railway owner's policies on allocating capacity to users on the network and the reallocation of unused capacity.

TPI's proposed policy indicated the company would consider its overall supply chain when looking to maximise the efficient use of its railway network.

This issue raised concerns, expressed in public submissions, about potentially adverse impacts on the company's railway priorities if there were conflicting priorities at its port.

The Authority agreed that it was not appropriate for such references to be included and required their removal.

### Capacity

The proposed Train Path Policy also included an approach to allocating capacity which was based on applications which were most favourable to TPI, or on a com-

been developed as part of its administration of the State's electricity, gas and water licensing schemes.

The new guidelines will replace a document developed in 2006 to inform the three industries and external auditors about the Authority's requirements in conducting licence audits and asset management effectiveness reviews of licensees.

The major differences between the 2009 and the 2006 guidelines were:

- revised criteria for the professional and technical skills of individual auditors and their experience in conducting audits/reviews;
- expanded criteria for auditor independence based on the framework in section 324 of the *Corporations Act 2001* (Cth);
- the introduction of a policy on rotating auditors, limiting the number of consecutive audits or reviews that can be conducted by the same auditor to a total aggregate period not greater than six years;
- clarification on the requirements for audit plans provided by auditors; and
- improvements to the rating scales to be used in audits and reviews.

Legislation requires all licen-

sees to conduct independent audits of their licence compliance at least once every 24 months, or any longer period that the Authority allows.

Licensees (other than electricity retail and gas trading licensees) must also conduct independent reviews of the effectiveness of their asset management systems at least once every 24 months, or any longer period that the Authority allows.

The Authority approves the appointment of auditors.

The Authority's 2006 guidelines were designed to promote consistency in the conduct of audits and reviews by setting out a framework, based on Australian Auditing Standards.

Since 2006, the guidelines have been applied to 59 audits and 47 reviews.

### Revised guidelines

In March, the Authority circulated draft revised guidelines to a reference group of 19 licensees and nine auditors who had used the 2006 guidelines.

In April, the Authority invited the reference group to a roundtable meeting to discuss the comments received and agree, where possible, on resolutions to outstanding issues.

The new guidelines will come into effect for audits that start on or after 1 January 2010.

mercial basis. Submissions outlined concerns about the transparency and fairness of this approach.

The Authority considered that access seekers were entitled to be dealt with in a way that was consistent with the access code's requirements.

Submissions also raised several matters not included in TPI's proposed Train Path Policy. These included the rights of an operator to on-sell a train path, its rights to cancel train services without penalty, and compliance and review issues.

The Authority noted in its draft determination that it had referred to WestNet Rail's current Train Path Policy, approved by the Authority in 2006, when assessing the TPI's proposed policy.

#### Scheduling

TPI's proposed Train Management Guidelines – also a Part Five instrument describing a railway owner's policies on managing day-to-day scheduling and forward planning of train schedules – also indicated the company would consider its overall supply chain when maximising the efficient use of its railway.

Concerns were expressed in submissions about the appropriateness of this approach, similar to those expressed on the proposed Train Path Policy.

The Authority agreed and required the removal of references to the overall supply chain.

The draft determination also required that TPI provide for fortnightly train plans and three-monthly preliminary train plans in place of a proposed weekly train plan.

This amendment to TPI's proposed approach reflected

comments in public submissions and will help ensure the company manages non-timetabled train paths more transparently.

#### Submissions

Submissions also raised matters not included in the proposed Train Management Guidelines, including performance monitoring, protocols for consultation with operators, and compliance and review issues.

The public submission period for comment on the Authority's draft determination for the Train Management Guidelines closes on 11 June.

Draft determinations for TPI's Costing Principles and Overpayment Rules are expected in the next few months.

## Third WEM report being prepared

**The Authority will soon release a discussion paper and seek public comment as part of its annual review of the effectiveness of the wholesale electricity market (WEM) in Western Australia.**

The Authority recently invited market participants and industry stakeholders to take part in preliminary discussions to highlight any WEM issues and to identify key issues and provide their initial comments on the effectiveness of the market.

These included issues identified in the Authority's second report published last

December.

The consultation was to give the Authority a better understanding of key issues facing industry stakeholders in the WEM, to help with market analysis and preparation of the discussion paper.

The Authority expects to present its report to the Minister for Energy later this year, with a public version also scheduled to be released before the end of 2009.

#### Market rules

Under the Wholesale Electricity Market Rules, the Authority must provide the Minister with a report on the market's effectiveness at least annually, and more frequently where it considers that the market is not meeting its objectives. The 2009 report will be the third.

The inaugural report in 2007, prepared with eight months data from the market's start until 31 July 2007, said that although the WEM outcomes were both positive and promising, the amount of data was not sufficient to assess whether key objectives had been comprehensively achieved.

The second report in 2008 (the public version was published on the Authority's web site on 18 December) concluded that the market appeared to be performing well.

#### Recommendations

The Authority made 17 recommendations on issues ranging from those which could be addressed under the current market design, to longer term market design issues to be addressed through the development of a 'road map' laying out a strategy for the WEM's future development. The report also considered broader structural and regulatory issues affecting the market.

The Authority expects to publish the discussion paper in June and invite written submissions.

## Industry Briefs

### Electricity

#### Proposed SWIN access arrangement revisions

The Authority is progressing with its assessment of Western Power's proposed access arrangement revisions for the South West Interconnected Network, which were initially submitted by the utility on 1 October 2008, with a target start date of 1 July 2009.

Based on the assessment process and timeframes, the Authority's assessment will not be completed until after 1 July, and so the current access arrangement will remain in effect.

A draft decision on Western Power's proposed revisions is expected by the end of June.

Information about the access arrangement review, including public submissions and related documents, are available from the Authority's [web site](#).

#### Western Power's revised technical rules

The utility submitted revisions to its technical rules for the Authority's approval under the *Electricity Networks Access Code 2004* last October.

The Authority's process for assessing proposed amendments includes establishing a committee to consider and advise it.

In early April, the committee submitted its report to the Authority.

Following the assessment of this report, the Authority expects to approve the revised technical rules in the third quarter of 2009.

Further information is available on the Authority's [web site](#).

#### Western Power's Communication Rules

The Authority is considering proposed amendments to communication rules submitted by Western Power in April.

The communication rules were originally approved in February 2006 under the *Electricity Industry Metering Code 2005*.

The Authority is considering the assessment process to be followed under the metering code.

It is expected the amended communication rules will be approved in the third quarter of 2009.

### Rail

#### WestNet Rail reviews

The Authority is considering a late submission received from WestNet Rail (WNR) in early May on the draft determination for the railway's proposed floor and ceiling costs, issued by the Authority in March.

The public comment period on the determination closed on 15 April and no submissions were received by then. A final determination will be issued by the end of this month.

On 2 June, the Authority approved amendments proposed by WNR to its Part 5 Instruments (Train Path Policy, Train Management Guidelines, Costing Principles and Overpayment Rules) to reflect changes in compliance arrangements subsequent to a review by the Authority. No pub-

lic submissions were received on these amendments.

#### PTA Floor and Ceiling cost review

The Authority expects to issue a draft determination on the Public Transport Authority's proposed floor and ceiling costs in the near future.

The Authority raised several issues with the PTA in relation to the review. No submissions were received in response to the call for public comment before the consultation period closed in early January.

### WACC Reviews

The Authority will issue its determinations on the weighted average cost of capital (WACC) to apply to the WNR and PTA rail networks over the 2009-10 year by the end of this month.

The Authority is also currently considering the submissions received on its draft determination of the WACC for TPI's rail network and will be issuing its final determination by the end of this month.

### Gas

#### Proposed changes to gas law

The Authority is working with service providers anticipating that the *National Gas Access (WA) Bill 2008*, a modified version of the National Gas Law which came into effect in the Eastern States on 1 July 2008, will be enacted in Western Australia after the bill's passage through Parliament.

It is currently before the Legislative Council.

#### Access arrangement reviews

- [Goldfields Gas Pipeline](#)  
The proposed revisions to the

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Goldfields Gas Pipeline access arrangement were submitted by Goldfields Gas Transmission Pty Ltd (GGT), on behalf of Southern Cross Pipelines Australia Pty Ltd, Southern Cross Pipelines (NPL) Australia Pty Ltd and Alinta DEWAP Pty Ltd, on 23 March. The Goldfields Gas Pipeline services the Pilbara and Goldfields-Esperance regions.

The Authority has published GGT's proposed revisions, plus an issues paper it prepared to help parties making submissions, for an eight week public consultation period that closed on 29 May.

The revisions will be assessed under the *The National Third Party Access Code for Natural Gas Pipeline Systems* and are expected to come into effect on 1 January 2010.

- Mid-West and South-West Gas Distribution Systems

In February, the Authority approved an application by Western Australian Gas Networks (WAGN) for a six-month extension to the time for it to submit revisions for the proposed revised access arrangement for the Mid-West and South-West Gas Distribution Systems.

The extension from 31 March to 30 September 2009.

This will mean the anticipated completion date for the review of the revisions will be 1 July 2010 instead of 1 January 2010.

WAGN said its main reason for the extension was to allow it to submit the access arrangement revisions after the proposed new national gas legislation comes into effect in Western Australia.

The company said the extension would also allow it to better take account of the recent significant changes in the state economic conditions which were likely to affect the domestic gas market.

The Authority has published a public version of WAGN's application for the extension of time and a notice approving this application on its **web site**.

### Gas quality

Following consultation with stakeholders by the Office of Energy, the Government has announced plans for legislation to regulate the make up of gas in the State's pipeline network and broaden gas characteristics for the domestic market.

The changes were expected to increase the ability of gas producers to supply the domestic market, producing greater competition among suppliers and, ultimately, lower gas supply prices.

The Government also planned a program to make pre-1980 gas appliances safe if operated on the altered gas supply.

The status of the proposed legislation to give effect to these changes is available on the Office of Energy "Broadening the Gas Specification" web page [http://www.energy.wa.gov.au/2/3256/64/broadening\\_the\\_pm](http://www.energy.wa.gov.au/2/3256/64/broadening_the_pm)

### Licensing

#### Licence amendments

The Authority has approved 67 amendments across electricity, gas and water licences, since 1 January, with a further 86 pending.

This unusually high number of amendments was due to changes that have affected most licensees as utility groups.

In January, the Authority approved the Gas Marketing Code of Conduct 2008 and the repeal of the Gas Marketing Standard, resulting in the amendment to all nine gas licences.

In March, the Authority approved an amendment to the definition of customer in all 46 electricity licences to match the definition in the *Electricity Industry Act 2004*.

For amendments pending, the Authority has approved the removal of the incident reporting clause and sub clauses from 30 water licences.

The Authority has also approved the Compendium of Gas Customer Licence Obligations referred to as the Gas Customer Code. This will affect nine gas licences.

The Authority is also considering a change to the terms section of all electricity licences to accommodate code revisions without requiring further amendments each time code revisions are made.

For more information contact Mick Geaney on (08) 9213 1946.

### Monitoring

#### Licence audits

Between March and June this year, the Authority approved reports on the performance audits and asset management system reviews of the following electricity and water licences:

- Alcoa – generation licence;
- Alinta Cogeneration

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(Pinjarra) – generation and transmission licences;

- Alinta Cogeneration (Wagerup) – generation and transmission licences;
- BHP Billiton Nickel West – distribution and retail licences;
- EDL NGD (WA) Ltd – integrated regional licence;
- Shire of Dalwallinu – sewerage and non-potable water licence;
- Shire of Dowerin – sewerage and non-potable water licence;
- Shire of East Pilbara – sewerage and non-potable water licence;
- Shire of Goomalling – sewerage and non-potable water licence;
- Shire of Koorda – sewerage and non-potable water licence;
- Shire of Moora – sewerage and non-potable water licence;
- Shire of Morawa – sewerage and non-potable water licence;
- Rottneest Island Authority – water, sewerage and drainage licence;
- Shire of Yilgarn – sewerage and non-potable water licence.

For more information contact Paul Reid on (08) 9213 1976.

### Notices served on licensees

The Authority has served notices on BHP Billiton Nickel West (BHP) and the Rottneest Island Authority (RIA), directing them to address issues with their asset management systems and, in the case of BHP,

rectify non-compliances identified in licence audits.

On 20 May, the Authority served a notice on BHP under section 32 of the *Electricity Industry Act 2004*.

The audit of the electricity distribution and retail licences disclosed several non-compliances with the *Electricity Industry Metering Code 2005* and the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* as well as other obligations.

The review of the asset management system revealed that BHP did not have a formal asset management plan to manage the assets covered by the licence. The section 32 notice required BHP to rectify the non-compliance and address the asset management issues by 30 March 2010.

On 31 March, the Authority served a notice on the RIA under section 39 of the *Water Services Licensing Act 1995*.

The review of the asset management system disclosed several deficiencies with the RIA's asset management system for its water services system. The notice required the deficiencies to be addressed by 30 June.

The notices served on both licensees were published on the Authority's web site.

For more information contact Paul Reid on (08) 9213 1976.

### Draft incident reporting manual withdrawn

The Authority has decided to withdraw the draft incident reporting manual for electricity, gas and water licensees.

The decision came after it considered the public submissions and other relevant factors as part of its approval process for introducing the manual.

It was released for public comment on 6 February and submissions were received from Alinta Sales, Verve Energy, Aqwest, the Water Corporation, Department of Water, Westnet Energy, Horizon Power, Western Power, Synergy, WorleyParsons Asset Management and TransAlta Energy

The Authority published its decision on 15 May.

The Authority noted that water operating licences included a clause requiring licensees to report specified incidents.

Consistent with its decision not to require licensees to report incidents, the Authority has also approved the amendment of water operating licences to remove the clause requiring licensees to report incidents to the Authority.

For more information contact Paul Reid on (08) 9213 1976.

### 2008 Water, Wastewater and Irrigation Performance Report

The Authority has published the 2008 Water, Wastewater and Irrigation Performance Report.

The report was in four parts:

- Part A provided water performance data on 32 major Western Australian towns and small potable and non-potable water licensees;
- Part B provided wastewater performance data for 22 major WA towns and small wastewater licensees;
- Part C provided perform-

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ance data for major towns or schemes where the data is applicable to both water and wastewater services; and

- Part D provides performance data for the four Western Australian irrigators.

The objectives were to report on the performance of water, wastewater and irrigation supply schemes operated by WA's water delivery agencies; highlight comparative performance outcomes for the different towns served within WA; and examine service performance variations over time.

For more information contact Paul Reid on (08) 9213 1976.

### **2007/08 electricity licence performance reports**

The Authority has published the 2007/08 Annual Performance Report – Electricity Distributors (7 April 2009) and the 2007/08 Annual Performance Report – Electricity Retailers (17 March 2009).

It was the third year that the Authority reported on the performance of electricity distributors and retailers who supply small use customers (those who consume less than 160MWh of electricity a year).

The distributor report presented performance in relation to access to establishing customer connections, network reliability, streetlight repairs, customer service (complaints handling and contact centre performance) and compensation payments.

The retailer report presented performance in relation to access to an electricity supply, affordability, customer service (complaints handling and con-

tact centre performance) and compensation payments.

The report benchmarked the performance of WA retailers against those in South Australia and Victoria for disconnections, complaints and contact centre call handling.

For more information contact Paul Reid on (08) 9213 1976.

### **2007/08 Gas Licence Performance Reports**

The Authority has published the 2007/08 Annual Performance Report – Gas Distributors (16 April 2009) and the 2007/08 Annual Performance Report - Gas Trading Licences (23 March 2009).

These were the first reports released by the Authority on the performance of gas distributors and retailers who supply small use customers (consumers of less than one terajoule of gas a year) since completing the review of gas licences in 2007.

The distributor report presented performance in relation to customer connections, gas consumption, leaks, network reliability, customer service (complaints handling and contact centre performance) and guaranteed service level payments.

The retailer report (for trading licences) showed performance in relation to access to a gas supply, affordability and customer service (complaints handling and contact centre performance).

The report benchmarked the performance of WA retailers against those in South Australia and Victoria for disconnections, complaints

and contact centre call handling.

For more information contact Paul Reid on 08 9213 1976.

### **Customer Protection**

#### **Customer Service Charters**

The Authority is responsible for approving customer service charters for all water licensees and receives amended or reviewed electricity and gas customer service charters.

#### Water

The Authority has approved the Shire of Ravensthorpe's customer service charter for its water licence.

For more information contact Caroline Coutts-Kleijer on (08) 9213 1900.

#### Electricity

Electricity retailers and distributors are required to produce a charter, provide a copy to the Authority and review it every 36 months. The Authority publishes an assessment of the review and the reviewed charter.

The Authority has issued an assessment regarding the review of the Western Power charter and expects it will shortly assess the charter reviews of Synergy, Horizon Power and the Rottnest Island Authority.

#### Gas

The Authority has received and published the Alinta customer service charter.

#### **Gas Customer Code**

A range of customer protection licence conditions approved by the Authority last December will come into effect from 1 July.

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In May last year, the Authority released the Draft Gas Customer Code, based on the format of the *Code of Conduct for the Supply of Electricity to Small Use Customers*, for public consultation.

In December, the Authority approved a range of customer protection licence conditions under section 11M of the *Energy Coordination Act 1994*. These licence conditions were contained in parts 3 – 13 of the *Compendium of Gas Customer Licensing Obligations (also known as the Gas Customer Code 2008)*.

These conditions, with the exception of some parts of clause 4.5 (which will come into effect on 1 July 2011) will, subject to licence amendments, be effective from 1 July.

For more information contact Lanie Chopping on (08) 9213 1928.

### **Code review for electricity supply**

The Electricity Code Consultative Committee (ECCC) is currently considering submissions it received as part of its review of the *Electricity Code of Conduct for the Supply of Electricity to Small Use Customers (2008)*, which was gazetted on 26 February last year.

The ECCC is also considering whether a second round of public consultation is necessary for the review, which is required under the *Electricity Industry Act 2004*. The act requires the committee to review the code as soon as practicable after the first anniversary of its start and then every two years.

The review is to reassess the code's suitability to regulate and control the conduct of the holders of retail, distribution and integrated regional licences; and electricity marketing agents.

For more information contact Lanie Chopping on (08) 9213 1928.

### **ERACCC seminar on essential services**

More than 60 participants from industry, government and consumer representative groups attended a seminar for essential services on financial

hardship and debt recovery, held in Perth in March.

Organised by the Authority's Consumer Consultative Committee (ERACCC), the seminar was held in partnership with the the Energy Ombudsman WA and the Department of Commerce.

The positive feedback received through evaluation and informally has prompted suggestions of another seminar in late 2010, after consultation with the ERACCC.

For more information contact Lanie Chopping on (08) 9213 1928.

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