**Energy Coordination Act 1994**

**Gas Marketing Code of Conduct Amendment Code 2019**

Approved by the Economic Regulation Authority.

1. **Citation**
   This code is the *Gas Marketing Code of Conduct Amendment Code 2019*.

2. **Commencement**
   This code comes into operation as follows —
   (a) clauses 1 and 2 — on the day on which this code is published in the Gazette;
   (b) the rest of the code — 1 January 2020.

3. **Code amended**
   This code amends the *Gas Marketing Code of Conduct 2017*.

4. **Clause 1.5 amended**
   In clause 1.5 insert in alphabetical order:
   
   _verifiable confirmation_ means confirmation that is given —
   (a) expressly; and
   (b) in writing or orally; and
   (c) by the _customer_ or a nominated person competent to give the confirmation on the _customer’s_ behalf.
5. **Clause 2.2 amended**

In clause 2.2(2):

(a) delete "a retailer or gas marketing agent must give the following information to a customer no later than on or with" and insert:

if a customer enters into a contract described in subclause (1), the retailer or gas marketing agent must give the following information to the customer before or at the time of giving

(b) delete paragraph (e) and insert:

(e) with respect to a residential customer, a statement that the residential customer may be eligible to receive concessions and how the residential customer may find out about their eligibility for those concessions;

(c) delete paragraph (g) and insert:

(g) with respect to a residential customer —

(i) the telephone number for interpreter services, identified by the National Interpreter Symbol; and

(ii) the telephone number for TTY services;

(d) in paragraph (h) delete "retailer; and" and insert:

retailer.

(e) delete paragraph (i).

6. **Clause 2.3 amended**

(1) In clause 2.3(1)(a) delete "that the non-standard contract has been entered into, and" and insert:

    to entering into the non-standard contract; and

(2) In clause 2.3(2)(c) delete "contract;" and insert:

    contract.
(3) Delete clause 2.3(2)(d) to (l) and insert:

(2A) Subject to subclause (3), if a customer enters into a non-standard contract, the retailer or gas marketing agent must give the following information to the customer before or at the time of giving the customer’s first bill —

(a) how the customer may obtain —
   (i) a copy of the Code and the Compendium; and
   (ii) details on all relevant tariffs, fees, charges, alternative tariffs and service levels that may apply to the customer;

(b) the scope of the Code;

(c) that a retailer and gas marketing agent must comply with the Code;

(d) how the retailer may assist if the customer is experiencing payment difficulties or financial hardship;

(e) with respect to a residential customer, a statement that the residential customer may be eligible to receive concessions and how the residential customer may find out about their eligibility for those concessions;

(f) the distributor’s 24 hour telephone number for faults and emergencies;

(g) with respect to a residential customer —
   (i) the telephone number for interpreter services, identified by the National Interpreter Symbol; and
   (ii) the telephone number for TTY services;

(h) how to make an enquiry of, or complaint to, the retailer.

(4) In clause 2.3(3) delete “subclauses (2)(d)-(l),” and insert:

subclause (2A),

(5) Delete clause 2.3(4) and insert:

(4) A retailer or gas marketing agent must obtain the customer’s verifiable confirmation that the information referred to in subclause (2) has been given.
7. **Clause 2.10 amended**

In clause 2.10 delete the note.

Economic Regulation Authority

The Common Seal of the Economic Regulation Authority was hereto duly affixed by the Chairman of the Economic Regulation Authority on 4 September 2019—

NICOLA CUSWORTH, Chair.

In the presence of—

RAY CHALLEN, Member.