

Australian Capital Territory

Utilities (Approval of Variation of Industry Code) 2002 (No 1)

Disallowable Instrument DI2002-204

made under the

Utilities Act 2000, s 61(Variation)

The ICRC has approved the following variations to the Consumer Protection Code:

1. “customer charters” have been renamed as “summaries of rights and obligations”;
2. utilities that have negotiated contracts with their customers are not required to develop summaries;
3. utilities that have franchise customers are required to send copies of summaries to new customers, and if and when the summary is substantially amended to all customers.

Paul Baxter
Senior Commissioner
Independent Competition and Regulatory Commission
12 November 2002