

Gas Compliance Reporting Manual

Energy Coordination Act 1994

~~February-March~~ 2013

Economic Regulation Authority

 WESTERN AUSTRALIA

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1 INTRODUCTION

The licensing of gas supply in Western Australia is provided for under the *Energy Coordination Act 1994 (Act)*. The Act creates two licence classifications: distribution and trading.

The Authority is responsible for administering the licensing scheme under the Act, including determining the terms, conditions and issuing of licences. An entity licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations and codes.

It is the Authority's responsibility under the Act to monitor and report to the Minister on the operation of the licensing scheme and to inform the Minister of any failure by a licensee to comply with its licence conditions including compliance with the relevant regulations and codes.

~~In October 2006, the Authority published a discussion paper on best practice regulation, which sets out its interpretation of best practice regulation, particularly in relation to utility licensing, and proposed mechanisms for achieving it¹. In line with that discussion paper, the Authority places priority on developing a compliance culture among licensees through a framework that encourages licensees to self-assess compliance with licence conditions and to report breaches on a self-reporting basis.~~

~~A business licensed by the Authority is required to comply with a range of obligations prescribed by the Act and in the licence itself. In the future, it is also expected that licensees will need to comply with various associated regulations and codes as they are developed by the Government and imposed upon licensees by way of licence conditions. It is anticipated that the Authority will update this manual from time to time to take account of any new obligations with which licensees are required to comply.~~

~~It is the Authority's responsibility under the Act to monitor, and report to the Minister on, the operation of the licensing scheme and to inform the Minister of any failure by a licensee to comply with its licence conditions.~~

It is important that there is a shared understanding amongst all stakeholders in respect of licence terms and conditions applicable to a licensee and the way in which the Authority will fulfil its responsibilities under the Act including in monitoring and reporting on licence compliance. In support of this objective, the Authority has issued this Gas Compliance Reporting Manual (**Reporting Manual**) in order to provide:

- a consolidated list of the terms and conditions of distribution and trading licences to assist licensees with identifying the compliance obligations relevant to the licence(s) they have been granted;
- a categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliance to the Authority on a self-reporting basis; and
- the reports that licensees must provide to the Authority and the timing of these reports.

This Reporting Manual aims to identify all the compliance requirements for both distribution and trading licensees. The Authority notes that many of the compliance requirements may only come into play in certain circumstances (for example the dispute resolution obligations). Licensees are encouraged to assess the compliance requirements that apply to their business based on their licence type and circumstances.

While the Authority has taken care to compile the compliance requirements for distribution and trading licensees, the omission of a compliance requirement in this Reporting Manual does not imply a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this Reporting Manual, licensees are required to ensure they are aware of the statutory obligations relevant to their licence and take measures to comply with these obligations.

The Authority separately issues datasheets in Microsoft Excel format for the reporting of operational and performance information to the Authority, including statistics or performance information required under licence conditions, for each financial year. The Authority also makes handbooks available to assist licensees in completing the datasheets. [The datasheets and handbooks are available on the Authority's website.²](#) In addition, the National Energy Retail Performance Indicators published by the Steering Committee on National Regulatory Reporting Requirements (**SCONRRR**) in its 2007 report (**2007 SCONRRR Report**)³ is included as part of the regulatory reporting requirements applying to gas trading licences.

The datasheets and handbooks will be available to licensees prior to the end of each financial year and licensees will be given three months to complete the datasheets and return them to the Authority.

This Reporting Manual is structured as follows:

- Section 2 details the factors that might give rise to future amendments to this Reporting Manual.
- Section 3 details the nature of licensees' performance reporting requirements, including the timing of reports.
- Section 4 details the nature of licensees' compliance reporting requirements, including the timing and format of reports.
- Section 5 details the lodging requirements for immediate notification, performance reports and compliance reports.
- Section 6 details the format of the compliance report template.
- Section 7 details the format for reporting non-compliances with licence conditions.
- Section 8 details the Type 1 reporting obligations for all licence types.
- Sections 9 to 15 detail the licence compliance requirements applicable to each licence under the Act, other regulations and applicable codes.
- Section 16 details the performance reporting obligations for gas trading licensees and gas distribution licensees.

² <http://www.erawa.com.au/licensing/gas-licensing/regulatory-guidelines/>

³ May 2007 'National Energy Retail Performance Indicators' Utility Regulators Forum: Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, which is available on the Authority's website: <http://www.erawa.com.au/about-us/annual-report/era-20072008-regulatory-guidelines-issued/http://www.erawa.com.au/2/281/51/regulatory-guidelines-issued/>

2 AMENDING THIS REPORTING MANUAL

The Authority may amend this Reporting Manual from time to time to:

- reflect amendments to the Act, Regulations and Codes;
- include references to new licence obligations;
- delete references to licence obligations that are no longer relevant or that have been replaced with a new obligation;
- amend the performance information that must be provided to the Authority; and
- improve the compliance and reporting process.

The Authority will undertake consultation with licensees, and other stakeholders as appropriate, prior to making any significant revisions to this Reporting Manual.

~~2.1 Current and Planned Amendments to this Reporting Manual~~

~~In January 2009, the Authority announced that it had approved a range of customer protection licence conditions under section 11M of the Act. These licence conditions were in parts 3–13 of the *Compendium of Gas Customer Licensing Obligations* also known as the *Gas Customer Code 2008*. In 2009, the Authority amended gas distribution and trading licences such that the *Gas Customer Code 2008* would take effect from 1 July 2009.~~

~~Following a review of the *Code of Conduct for the Supply of Electricity to Small Use Customers* the Authority made a number of amendments to that Code, applicable from 1 July 2010. The Authority introduced the *Gas Customer Code 2008* in 2009 to ensure that gas customers received, where possible, protection equal to that provided for electricity customers under the *Code of Conduct for the Supply of Electricity to Small Use Customers*. To ensure that customer protection remains as consistent as possible across the electricity and gas industries, the Authority has made the same types of amendments to the *Gas Customer Code*.⁴~~

~~The *Gas Customer Code* forms Schedule 2 of the Gas Trading and Distribution Licences and contains licence conditions made by the Authority under section 11M(1) of the Act. The Authority amended all gas licences, in accordance with section 11W of the Act, in July 2010 and the previous Reporting Manual dated 15 July 2010 incorporated those amendments.~~

~~In September 2010 the Authority identified a drafting error in the *Gas Customer Code* that resulted in the unintentional deletion of obligations related to distributors only.~~

~~On 6 October 2010 the Authority released the corrected version of the *Gas Customer Code*, replacing the version previously published on 21 June 2010.~~

~~The corrected version includes the distributor only provisions that were contained in the original version of the *Gas Customer Code 2008* and some new provisions.~~

⁴ ~~The *Gas Customer Code 2008* was re-named the *Gas Customer Code* in June 2010~~

~~The new provisions have been included to reflect the changes made to the Code of Conduct for the Supply of Electricity to Small Use Customers as a result of the 2009 review of that code.~~

~~The new provisions to the Gas Customer Code include:~~

- ~~• A new clause 13.8(2) requiring distributors to record the number of reconnections not provided within the required timeframes.~~
- ~~• A new definition within clause 13.8 regarding the phrase "within the prescribed timeframe".~~
- ~~• A new clause 13.10(1)(e) requiring distributors to record the percentage of customer complaints resolved within 15 business days and 20 business days.~~
- ~~• An amendment of clause 13.12 to replace "operator" with "call centre".~~

~~On 9 November 2010 the Authority substituted all gas licences with licences incorporating the changes and corrections.~~

~~This version of the Reporting Manual incorporates the corrections and amendments to the Gas Customer Code reflected in the new gas licences.~~

2.1 Current and Planned Amendments to this Reporting Manual

The format of this Reporting Manual has been amended, where applicable, to provide consistency with the current versions of both the *Electricity Compliance Reporting Manual* and the *Water Compliance Reporting Manual*.

The Reporting Manual has also been edited to correct minor errors and remove redundant information.

2.2 Amendments to the Act, Regulation and Codes

Section 11M(1) of the Act provides powers to the Authority to establish licence conditions. The Authority has established a series of licence obligations related to the conduct of retailers and distributors in relation to the supply of gas. These licence obligations are known as the *Compendium of Gas Customer Licence Obligations (Compendium)*⁵ and compliance with these provisions is a condition of the gas trading and distribution licences.

The current Compendium took effect on 1 January 2013.

Section 11ZPM of the Act gives the Authority the power to approve a Code in consultation with the Gas Marketing Code Consultative Committee (the Committee). Under the Act, the Authority may, in consultation with the Committee, approve a code of conduct to regulate and control the conduct of the holders of trading licences and gas marketing agents, with the object of protecting customers from undesirable marketing conduct and defining standards of conduct in the marketing of gas to customers.

The Act requires that the Authority establish the committee to undertake the statutory review of the Code every two years and to advise the Authority regarding proposed amendments to the Code. The current Code (known as the *Gas Marketing Code of*

⁵ The Compendium forms Schedule 2 of gas trading and distribution licences.

~~Conduct~~) took effect on 1 July 2012. These amendments have been reflected in this Reporting Manual.

3 PERFORMANCE REPORTING

3.1 Format and Timing of Performance Reporting

Licensees are required to provide the non-financial performance information specified in section 16 of this Reporting Manual no later than 30 September for the reporting year ending 30 June.

~~As noted in section 1, the Authority will make data sheets available to licensees to facilitate the collection of annual performance information prior to the end of each reporting year. As noted in section 1, the Authority makes datasheets and handbooks available to assist licensees in completing the datasheets. Separate datasheets and handbooks are provided for both Gas Trading and Gas Distribution licensees. Both datasheets and handbooks are available on the Authority's website, prior to the end of each reporting year.~~⁶

4 CLASSIFICATION OF NON-COMPLIANCES

~~Table 1 sets out a suite of criteria which seek to balance:~~

~~The Authority considers that there is a need to develop and publish transparent criteria for the classification of regulatory obligations in this Reporting Manual. Table 1 proposes a suite of criteria which seek to balance:~~

- ~~• The cost to licensees of monitoring and reporting against their compliance obligations – for example, through recognition and appropriate classification of obligations which are inherently immeasurable or which have minimal impact. This objective has been realised through the introduction of a more high-level and 'exception-based' reporting framework for Type 2 breaches.~~
- ~~• This objective will also be supported through the introduction of a more high-level and 'exception-based' reporting framework for Type 2 breaches.~~
- The provision of appropriate incentives to licensees to ensure that regulatory obligations are adhered to and that non-compliances do not become systemic – for example, through a weighting towards the classification of obligations as Type 2 and the ability to reclassify non-compliances in circumstances where, although the impact may not be significant, the incidence of non-compliance has become systemic.

Table 1: Criteria for classification

Type	Classification of Non-compliance	Criteria for Classification
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⁶ The datasheets and handbooks are available at:
<http://www.erawa.com.au/licensing/gas-licensing/regulatory-guidelines/>

Type	Classification of Non-compliance	Criteria for Classification
1	Major	Classified on the basis that: - the consequences of non-compliance would cause major damage, loss or disruption to customers; or - the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.
2	Moderate	Classified on the basis that: - the consequences of non-compliance impact the efficiency and effectiveness of the licensee's operations or service provision but do not cause major damage, loss or disruption to customers; or - the regulatory obligation is not otherwise classified as Type 1 or Type NR non-compliance. Reclassification of Type 2 to Type 1 may occur in circumstances of systemic non-compliance.
NR (not reportable) ⁷	Minor	Classified on the basis that: - the consequences of non-compliance are relatively minor + i.e. non-compliance will have minimal impact on the licensee's operations or service provision and do not cause damage, loss or disruption to customers; or - compliance with the obligation is immeasurable; or - the non-compliance is required to be reported to the Regulator under another instrument, guideline or code; or - the non-compliance is identified by a party other than the licensee; or - the licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance or where the obligation does not otherwise impose a firm obligation on the licensee. Reclassification of Type NR to Type 2 may occur in circumstances of: systemic non-compliance; or a failure to resolve non-compliance promptly.

The Authority will, in general, apply the criteria in Table 1 to determine the appropriate rating for a compliance obligation. However, the Authority reserves the right, at its absolute discretion, to apply a higher rating to a compliance obligation where it considers it is in the public interest to apply a higher level of regulatory oversight to the matters covered by the obligation.

5 COMPLIANCE REPORTING

Compliance reporting covers both the immediate notification of Type 1 non-compliances and the submission of annual compliance reports to the Authority.

⁷ Compliance obligations classified as Type 'NR' are not reportable for purposes of the annual compliance report, but will be assessed during the independent audit.

5.1 Notification of Type 1 Non-Compliances

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation. Type 1 obligations are listed in section 8 of this Reporting Manual. This notification must include:

- a telephone call to the Executive Director - Licensing, Monitoring & Customer Protection or the Assistant Director Monitoring on (08) ~~9213 1900~~6557 7900 to explain the nature and impact of the breach; and
- a letter from the licensee's Senior Executive Officer to the Authority's Chairman within 5 business days of the breach, which details:
 - the licence obligation that has been breached;
 - the nature and extent of the breach;
 - the impact of the breach including the number of customers and other licensees affected;
 - the reasons for the breach;
 - the actions that the licensee has taken to rectify the breach;
 - the actions taken to prevent recurrence of the breach; and
 - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

A licensee must lodge any Type 1 immediate notification in writing to the following address:

Chairman
Economic Regulation Authority
PO Box 8469
Perth Business Centre
Western Australia 6849

5.2 Format and Timing of Annual Compliance Reports

The licensee is required to submit an annual compliance report to the Authority by 31 August for the year ending 30 June. The template for the annual compliance report is provided in section 6 of this Reporting Manual. Section 7 of this Reporting Manual provides a template (referred to as Schedule A) for reporting non-compliances. The annual compliance report requires a licensee to:

~~Compliance reporting by gas licensees is based on the financial year ending 30 June. Licensees are required to submit to the Authority a compliance report in respect of their Type 1 and Type 2 licence obligations, as defined in Table 1, for the year ending 30 June by 31 August immediately following the year that is the subject of the report. The template for the compliance report is provided in section 5. Section 6 provides a template (referred to as Schedule A) for reporting non-compliances.~~

~~The annual compliance report provided to the Authority must:~~

- confirm that the licensee has to the best of their knowledge, and after making all reasonable enquiries, complied with all applicable Type 1 and 2 licence obligations during the period, other than those specifically referred to in Schedule A;
- identify any Type 1 or Type 2 licence obligations that have been breached during the period and provide details of:
 - the licence obligation that has been breached;
 - the nature and extent of the breach;
 - the impact of the breach including the number of customers and other licensees affected;
 - the reasons for the breach;
 - the actions that the licensee has taken to rectify the breach;
 - The actions taken by the licensee to prevent recurrence of the breach; and
 - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

It is mandatory for licensees to address all six information elements in the template set out in Section 7 for each non-compliance that is included in the annual compliance report.

The annual compliance report must be approved by the licensee's CEO, or senior executive officer responsible for the activities covered by the licence. An original, signed copy of the annual compliance report must be provided to the Authority by 31 August following the year ending 30 June.

~~The compliance report must be approved by the licensee's senior Executive Officer and an original signed copy provided to the Authority by 31 August. Please note that the compliance report is a statutory declaration of compliance with the licence during the stated reporting period.~~

5.3 Lodgement of Annual Compliance Report

A licensee must lodge an original signed copy of the annual compliance report to the following address:

____ Chairman
 ____ Economic Regulation Authority
 ____ PO Box 8469
 ____ Perth Business Centre
 ____ Western Australia 6849

Annual compliance reports may also be delivered by hand to the Authority's offices. Please refer to the Authority's website <http://www.erawa.com.au> to find the Authority's current address.

~~The Authority will only accept compliance reports that~~

- ~~• are provided in hard copy only (emailed scanned copies are not acceptable);~~
- ~~• are originally signed and dated by the licensee's senior Executive Officer; and~~
- ~~• are provided in the correct format.~~

A licensee can send the original signed compliance report to the following postal address:

Chairman
Economic Regulation Authority
PO Box 8469
Perth Business Centre
Western Australia 6849

Compliance reports may also be hand delivered to the Authority.⁸

6 COMPLIANCE REPORT TEMPLATE

Licensees must use the following format for the annual compliance report.

Compliance Report

Time period: 1 July 20__ to 30 June 20__

Submitted by: [Licensee name]

ACN: [Number]

To: Chairman

Economic Regulation Authority

[Name of signing officer] reports as follows:

- a) This report documents compliance during [Time period] with all obligations classified as Type 1 and Type 2 obligations in the Authority's current Electricity Compliance Reporting Manual.
- b) This report has been prepared by [Licensee name] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the *Electricity Industry Act 2004* and in compliance with the current [Licence Name/type]⁹.
- c) Schedule A to this report provides information on all obligations with which [Licensee name] did not comply during [Time period] as required by the current [Licence name/type].
- d) Other than the information provided in Schedule A, [Licensee name] has complied with all Type 1 and Type 2 obligations to which it is subject.
- e) This compliance report has been approved and signed by [Licensee]'s [CEO/senior executive officer].

Date:

Signed

Name

⁸ The Authority's physical address may change over the period this Reporting Manual is in force. Licensees should view the Authority's website (www.crawa.com.au) to confirm the physical address.

⁹ One annual compliance report may be used for compliance reporting on one or more licences that are held by the same licensee provided the compliance report clearly identifies each licence that has been included.

Position

The format of Schedule A (referred to in points c and d of the above template), is provided in section 7 of this Reporting Manual. **Note:** If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. "No non-compliances to report").

~~Licensees must use the following format for their compliance reports.~~

~~The format of Schedule A referred to below in points (c) and (d) is detailed in section 6 of this Reporting Manual.~~

~~If there are no reportable non-compliances, the Compliance Report (and Schedule A) must still be completed. If the licensee considers that there are no reportable non-compliances, a positive statement to this effect should be included in Schedule A.~~

~~Compliance Report~~

~~Period: [Date] 201_ to [Date] 201_~~

~~Submitted by: [Licensee]~~

~~ACN: [Number]~~

~~To: — Chairman~~

~~Economic Regulation Authority~~

~~PO-Box 8469~~

~~Perth Business Centre~~

~~Western Australia 6849~~

~~[Name of signing officer] reports as follows:~~

- ~~a) This report documents compliance during [Period] with all obligations classified as Type 1 and Type 2 obligations in the Authority's current Gas Compliance Reporting Manual.~~
- ~~b) This report has been prepared by [Licensee] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the Energy Coordination Act 1994 and in compliance with the Authority's current "[Licence Name]".~~
- ~~c) Schedule A to this report provides information on all obligations with which [Licensee] did not comply during [Period] as required by the Authority's current "[Licence Name]".~~
- ~~d) I confirm that to the best of my knowledge and after making all reasonable enquiries, [Licensee] has complied with all Type 1 and Type 2 obligations to which it is subject other than the information provided in Schedule A.~~
- ~~e) This compliance report has been approved and signed by [Licensee]'s senior Executive Officer.~~

~~DATE:~~

Signed

Name

Position

7 FORMAT FOR SCHEDULE A (TO REPORT NON-COMPLIANCES)

Licensees must use the following format (Schedule A) for reporting non-compliances to the Authority. The information in Schedule A should be provided for each non-compliance that is being reported. The compliance report template in Section ~~5-6~~ should be completed with Schedule A provided as an Attachment. Note: If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. "No non-compliances to report").

Table 2: Schedule A Format

Schedule A		
Licence obligation # from sections 7 <u>8 to 1415</u>	Brief description of licence obligation that has been breached	Describe: 1. The nature and extent of the breach. 2. The impact of the breach including the number of customers and other licensees affected. 3. The reasons for the breach. 4. The actions that the licensee has taken to rectify the breach. 5. The actions taken to prevent recurrence of the breach. 6. The date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

8 TYPE 1 REPORTING OBLIGATIONS FOR ALL LICENCE TYPES

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
25	Energy Coordination Act section 11Z	Distribution Licence Clause 5.1	A licensee must comply with the applicable standards of the <i>Gas Standards Act 1972</i> .	Distribution, Trading	1
26	Energy Coordination Act section 11Z; Gas Standards Act 1972 Section 8(1)	Distribution Licence Clause 5.1	A licensee must not supply gas at less than the relevant approved minimum heating value.	Distribution	1
27	Energy Coordination Act section 11Z; Gas Standards Act 1972 Section 9(1)	Distribution Licence Clause 5.1	A licensee shall not cause or permit any alteration to be made in the specific gravity, flame speed or other prescribed characteristic of gas supplied by him unless he has first applied for, and obtained, the written approval of the Minister.	Distribution	1
28	Energy Coordination Act section 11Z; Gas Standards Act 1972 Section 13(1)	Distribution Licence Clause 5.1	A licensee shall not commence to supply gas to a consumer's gas installation unless that installation meets the requirements prescribed in respect of that installation.	Distribution	1
92	Energy Coordination Act section 11M	Distribution Licence clause 12	The licensee must continuously operate those parts of the distribution system required to meet its obligations to supply gas, except to the extent necessary for compliance with the <i>Gas Standards (Gas Supply and System Safety) Regulations 2000</i> .	Distribution	1

224	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer <u>Code Compendium</u> clause 7.6	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.	Distribution, Trading	1
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9 LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION ACT 1994

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
1.	Energy Coordination Act section 11Q(1-2)	Distribution Licence clause 4.1 Trading Licence clause 4.1	A licensee must pay the applicable fees in accordance with the Regulations. (Energy Coordination (Licensing Fees) Regulations Clause 4 & 5)	Distribution, Trading	2
2.	Energy Coordination Act section 11WG(1)	Trading Licence clause 12.1	A licensee must, subject to the regulations, not supply gas to a customer other than under a standard form or non-standard contract.	Trading	2
3.	Energy Coordination Act section 11WG(2)	Trading Licence clause 13.1	A licensee must comply with a direction given to the licensee under section 11WI.	Trading	2
4.	Energy Coordination Act section 11WK(1-2)	Trading Licence clause 5.1	Gas is deemed to be supplied under the standard form contract if a customer commences to take a supply of gas at premises without entering into a contract with the holder of a trading licence.	Trading	NR
5.	Energy Coordination Act section 11WK(3)	Trading Licence clause 5.1	A standard form contract continues in force until it is terminated or supply becomes subject to a non-standard contract with the supplier.	Trading	NR
6.	Energy Coordination Act section 11X(3)	Trading Licence clause 5.1, Distribution Licence clause 5.1	A licensee must take reasonable steps to minimise the extent of the duration of any interruption, suspension or restriction of the supply of gas due to an accident, emergency, potential danger or other unavoidable cause.	Distribution, Trading	NR
7.	Energy Coordination Act section 11Y(1)(a)	Distribution Licence clause 14.1	A licensee must provide for an asset management system in respect of its assets within 2 business days from the commencement date, or from the completion of construction of the distribution system, whichever is later.	Distribution	NR
8.	Energy Coordination Act section 11Y(1)(b)	Distribution Licence clause 14.1 and 14.2	A licensee must notify details of the asset management system and any substantial changes to it to the Authority within 10 business days.	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensor	Type
9.	Energy Coordination Act section 11Y(1)(c)	Distribution Licence clause 14.3	A licensee must provide the Authority with a report by an independent expert acceptable to the Authority within 24 months of commencement and every 24 months thereafter (or longer if the Authority allows) as to the effectiveness of the asset management system.	Distribution	NR
10.	Energy Coordination Act section 11ZA(1)	Distribution Licence clause 15.1 Trading Licence clause 16.1	A licensee must provide the Authority with a performance audit by an independent expert acceptable to the Authority within 24 months of commencement and every 24 months thereafter (or longer if the Authority allows).	Distribution, Trading	2
11.	Energy Coordination Act section 11ZAF(a)	Trading Licence clause 14.1	A licensee must submit a draft last resort supply plan to the Authority within 3 months (or longer if the Authority allows) of being designated with that role.	Trading	NR
12.	Energy Coordination Act section 11ZAF(b)	Trading Licence clause 14.1	A licensee must consult with the Authority with a view to obtaining approval of its draft last resort supply plan.	Trading	NR
13.	Energy Coordination Act section 11ZAF(c)	Trading Licence clause 14.1	A licensee must carry out the arrangements and other provisions in the approved last resort supply plan if it comes into operation.	Trading	2
14.	Energy Coordination Act section 11ZAH(2)	Trading Licence clause 14.1	A licensee must submit any proposed amendment to its last resort supply plan to the Authority for approval.	Trading	NR
15.	Energy Coordination Act section 11ZAJ	Trading Licence clause 14.1	A licensee, who is designated as a supplier of last resort, must perform the functions of the supplier of last resort and carry out the arrangements and provisions of the last resort supply plan if it comes into operation.	Trading	2
16.	Energy Coordination Act section 11ZAJ Energy Coordination (Customer Contracts) Reg 38A (4)	Trading Licence clause 14.1	A licensee, (supplier of last resort) must supply a transferred customer for at least 3 months after the date of transfer unless the transferred customer terminates the contract.	Trading	NR
17.	Energy Coordination Act section 11ZK(3)	Trading Licence clause 5.1, Distribution Licence clause 5.1	A licensee must pay the costs and expenses incurred in the taking of an interest or easement in respect of land held by a public authority.	Distribution, Trading	NR
18.	Energy Coordination Act section 11ZOR(1)	Distribution Licence clause 17.1	A licensee that transports gas through a distribution system must be a member of an approved retail market scheme if a scheme is in force.	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
19.	Energy Coordination Act section 11ZOR(2)	Trading Licence clause 18.1	A licensee that sells gas that is transported through a distribution system must be a member of an approved retail market scheme if a scheme is in force.	Trading	2
20.	Energy Coordination Act section 11ZOV(1)	Distribution Licence clause 5.1 Trading Licence clause 5.1	A licensee must not engage in prohibited conduct relating to the operation of a retail market scheme.	Distribution, Trading	2
21.	Energy Coordination Act section 11ZOV(2)	Distribution Licence clause 5.1 Trading Licence clause 5.1	A licensee must not assist another party to engage in prohibited conduct relating to the operation of a retail market scheme.	Distribution, Trading	2
22.	Energy Coordination Act section 11ZOZ(3)	Distribution Licence clause 5.1 Trading Licence clause 5.1	A licensee, as a member of a retail scheme, must comply with a direction given to it by the Authority to amend the scheme, and to do so within a specified time.	Distribution, Trading	2
23.	Energy Coordination Act schedule 3, section 2(1)	Distribution Licence clause 5.1	A licensee, as the operator of a supply system, must notify the Minister if a state of emergency exists in relation to a supply system as soon as practicable after becoming aware of it.	Distribution	2
24.	Energy Coordination Act section 11ZQH	Distribution Licence clause 17, Trading Licence clause 18.1	The licensee must not supply gas to customers unless the licensee is a member of an approved Gas Industry Ombudsman Scheme and is bound by any decision or direction of the ombudsman under the Scheme.	Distribution, Trading	2

810 LICENCE COMPLIANCE REQUIREMENTS – GAS STANDARDS ACT 1972

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
25.	Energy Coordination Act section 11Z	Trading Licence clause 5.1, Distribution Licence clause 5.1	A licensee must comply with the applicable standards of the <i>Gas Standards Act 1972</i> .	Distribution, Trading	1
26.	Energy Coordination Act section 11Z Gas Standards Act 1972 Section 8(1)	Distribution Licence clause 5.1	A licensee must not supply gas at less than the relevant approved minimum heating value.	Distribution	1
27.	Energy Coordination Act section 11Z Gas Standards Act 1972 Section 9(1)	Distribution Licence clause 5.1	A licensee shall not cause or permit any alteration to be made in the specific gravity, flame, speed or other prescribed characteristic of gas supplied by him unless he has first applied for, and obtained, the written approval of the Minister.	Distribution	1
28.	Energy Coordination Act section 11Z Gas Standards Act 1972 Section 13(1)	Distribution Licence clause 5.1	A licensee shall not commence to supply gas to a customer's gas installation unless that installation meets the requirements prescribed in respect of that installation.	Distribution	1

11 LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION (GAS TARIFFS) REGULATIONS 2000

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
29.	Energy Coordination Act section 11M Energy Coordination (Gas Tariffs) Regulations 2000 reg. 5(1)	Trading Licence clause 5.1	A licensee supplying gas in an area referred to in Regulation 3(a), (b), or (c) is required to have at least one capped tariff for any supply of gas in that area.	Trading	2
30.	Energy Coordination Act section 11M Energy Coordination (Gas Tariffs) Regulations 2000 reg. 6(2)	Trading Licence clause 5.1	A licensee is required to offer to supply gas to each of its existing standard contract customers under the terms of the customer's existing contract but at a capped tariff unless the existing contract already entitles the customer to be supplied at a capped tariff.	Trading	2
31.	Energy Coordination Act section 11M Energy Coordination (Gas Tariffs) Regulations 2000 reg. 6(4)	Trading Licence clause 5.1	When offering to supply gas to a new customer <u>under a standard form contract</u> , a licensee is to offer to supply gas under an approved contract but at a capped tariff.	Trading	2

912 LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION (CUSTOMER CONTRACTS) REGULATIONS 2004

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
32.	Energy Coordination (Customer Contracts) Reg 12 (2)	Trading Licence clause 5.1	Except in prescribed circumstances, a licensee must not disconnect or cause disconnection to occur if — (a) a customer has provided to the licensee a written statement from a medical practitioner to the effect that supply is necessary in order to protect the health of a person who lives at the customer's supply address; and (b) the customer has entered into arrangements acceptable to the licensee in relation to payment for gas supplied.	Trading	NR
33.	Energy Coordination (Customer Contracts) Reg 12 (4)(a)	Trading Licence clause 5.1	Before disconnecting supply for non-payment of a bill, a licensee must give a written reminder notice to a customer not less than 14 business days after the day on which a bill was issued advising the customer that payment is overdue and requiring payment to be made on or before the day specified in the reminder notice (being a day not less than 20 business days after the billing day).	Trading	NR
34.	Energy Coordination (Customer Contracts) Reg 12 (4)(b)	Trading Licence clause 5.1	Before disconnecting supply for non-payment of a bill, a licensee must give a disconnection warning to a customer not less than 22 business days after the billing day advising the customer that disconnection will occur unless payment is made on or before the day specified in the disconnection warning (being a day not less than 10 business days after the day on which the disconnection warning is given).	Trading	NR
35.	Energy Coordination (Customer Contracts) Reg 12 (5)(a)	Trading Licence clause 5.1	A licensee must reconnect supply to a customer within 10 business days after disconnection for non-payment of a bill if the customer pays the overdue amount or makes an arrangement for its payment and the customer has paid any applicable reconnection fee.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
36.	Energy Coordination (Customer Contracts) Reg 12 (5)(b)	Trading Licence clause 5.1	A licensee must reconnect supply to a customer within 10 business days after disconnection for denial of access to a meter, if the customer provides access to the meter and the customer has paid any applicable reconnection fee.	Trading	NR
37.	Energy Coordination (Customer Contracts) Reg 12 (5)(c)	Trading Licence clause 5.1	A licensee must reconnect supply to a customer within 10 business days after disconnection for unlawful consumption of gas, if the customer pays for the gas consumed and the customer has paid any applicable reconnection fee.	Trading	NR
38.	Energy Coordination (Customer Contracts) Reg 12 (5)(d)	Trading Licence clause 5.1	A licensee must reconnect supply to a customer within 10 business days after disconnection for refusal to pay a refundable advance, if the customer pays the refundable advance and the customer has paid any applicable reconnection fee.	Trading	NR
39.	Energy Coordination (Customer Contracts) Reg 12 (5)(e)	Trading Licence clause 5.1	A licensee must reconnect supply to a customer within 20 business days after disconnection in an emergency situation or for health, safety or maintenance reasons, if the situation or problem giving rise to the need for disconnection has been rectified, and if the customer has paid any applicable reconnection fee.	Trading	NR
40.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.1.2 AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply to a customer who is unable to pay until: alternative payment options have been offered to the customer; the customer is given information on government funded concessions; it has used its best endeavors to contact the customer; and it has provided the customer a written notice of its intention to disconnect at least 5 business days prior to the disconnection date, and the customer has refused to accept the alternative payment option or failed to make payments under it.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
41.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.1.3 AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply to a business customer until: it has used its best endeavors to contact the customer; it has offered the customer an extension of time to pay the bill; and it has provided the customer a written notice of its intention to disconnect at least 5 business days notice prior to the disconnection date, and the customer has refused to accept the alternative payment option or failed to make payments under it.	Trading	NR
42.	Energy Coordination (Customer Contracts) Reg 12 (6), Clauses 5.1.2.1 & 5.1.2.2 AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply to a customer who denies access to a meter until: the customer has refused access on at least 3 concurrent billing cycles, the customer is given the option to offer alternative access arrangements; the customer is provided written advice on each occasion access was denied; it has used its best endeavors to contact the customer; and it has provided the customer a written notice of its intention to disconnect at least 5 business days prior to the disconnection date.	Trading	NR
43.	Energy Coordination (Customer Contracts) Reg 12 (6), Clauses 5.1.3.1 & 5.1.3.2 AGA Code	Trading Licence clause 5.1	A licensee who disconnects in the event of an emergency must provide a 24 hour information service, estimate the time when gas supply will be restored and use best endeavors to restore supply when the emergency is over.	Trading	NR
44.	Energy Coordination (Customer Contracts) Reg 12 (6), Clauses 5.1.4.1 & 5.1.4.2 AGA Code	Trading Licence clause 5.1	A licensee who disconnects supply for health and safety reasons must provide the customer written notice of the reason; allow the customer 5 business days to remove the reason where the customer is able to; and after the 5 business days issued a notice to the customer of its intention to disconnect supply at least 5 business days notice prior to the disconnection date.	Trading	NR
45.	Energy Coordination (Customer Contracts) Reg 12 (6), Clauses 5.1.5.1 & 5.1.5.2 AGA Code	Trading Licence clause 5.1	A licensee who disconnects supply for planned maintenance must provide the customer 4 days written notice; and used best endeavors to minimise disruption and restore supply.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
46.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.7.2 AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply for failure by a customer to pay a refundable advance without giving a written notice to the customer of its intention to disconnect at least 5 business days prior to the disconnection date.	Trading	NR
47.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.8.1(a) AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply where the bill owing is less than the average bill over the past 12 months and the customer has agreed to pay.	Trading	NR
48.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.8.1(b) AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply where the issue is the subject of complaint by the customer and is being reviewed externally and is not resolved.	Trading	NR
49.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.8.1(c) AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply where an application for a government concession has not been decided.	Trading	NR
50.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.8.1(d) AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply where a customer has failed to pay a debt that is not a direct service charge.	Trading	NR
51.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.1.8.1(e) and (f) AGA Code	Trading Licence clause 5.1	A licensee must not disconnect supply after 3pm on any day; and not on a Friday, weekend or public holiday or on a day before a public holiday unless it is a planned interruption.	Trading	NR
52.	Energy Coordination (Customer Contracts) Reg 12 (6), Clause 5.2.2.2 AGA Code	Trading Licence clause 5.1	If a licensee is under an obligation to reconnect supply and the customer makes a request for reconnection after 3pm on a business day, the licensee shall use best endeavours to reconnect the customer as soon as possible on the next business day.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
53.	Energy Coordination (Customer Contracts) Reg 13 (1), Clause 4.4.6.2 AGA Code	Trading Licence clause 5.1	If a licensee uses a refundable advance to offset an amount owed, it must provide to the customer an account of its use and pay any balance within 10 business days to the customer.	Trading	NR
54.	Energy Coordination (Customer Contracts) Reg 13 (3)	Trading Licence clause 5.1	A licensee must place refundable advances in separate trust accounts and separately identify the amounts in its accounting records.	Trading	NR
55.	Energy Coordination (Customer Contracts) Reg 13 (4)	Trading Licence clause 5.1	A licensee must return interest earned on refundable advances accounts to customers.	Trading	NR
56.	Energy Coordination (Customer Contracts) Reg 14 (2),	Trading Licence clause 5.1	A licensee must inform customers that the supply charge is either for residential or non residential supply; includes a specified fixed component and specified usage component; and describes the circumstances a customer needs to meet to qualify for residential tariffs.	Trading	NR
57.	Energy Coordination (Customer Contracts) Reg 14 (3), Clauses 4.1.2.1 & 4.1.2.2 AGA Code	Trading Licence clause 5.1	A licensee must give notice of the tariffs charged and provide these notices to customers without charge upon request.	Trading	NR
58.	Energy Coordination (Customer Contracts) Reg 14, Clause 4.1.3.1 & 4.1.3.2 AGA Code	Trading Licence clause 5.1	A licensee must give notice of a variation in tariffs charged and provide these notices to customers affected by the change no later than the next bill.	Trading	NR
59.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.1 AGA Code	Trading Licence clause 5.1	A licensee must issue a bill to a customer at least once every 3 months, unless agreed otherwise.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
60.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.3.1, 4.2.3.2 & 4.2.3.3 AGA Code	Trading Licence clause 5.1	A licensee must prepare a bill in accordance with the terms specified in the AGA code, including the inclusion of any refundable advance.	Trading	NR
61.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.3.2 AGA Code	Trading Licence clause 5.1	A licensee must apply payments received from a customer as directed by the customers (if the bill includes charges for other goods and services).	Trading	NR
62.	Energy Coordination (Customer Contracts) Reg 15 (1) and (2)	Trading Licence clause 5.1	If a customer does not direct how a payment is to be allocated, a licensee must apply the payment — (i) to charges for the supply of gas before applying any portion of it to such goods or services; or (ii) if such goods or services include electricity, to the charges for gas and the charges for electricity in equal proportion before applying any portion of it to any other such goods or services.	Trading	NR
63.	Energy Coordination (Customer Contracts) Reg 15 (1) and 47 (2) and (4), Clause 4.2.3.4 AGA Code	Trading Licence clause 5.1	A licensee must provide available bill data to customers upon request free of charge subject to clause 47 (2) and (4) of the <i>Energy Coordination (Customer Contracts) Regulations 2004</i> .	Trading	NR
64.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.4.1 AGA Code	Trading Licence clause 5.1	A licensee must base a customer's bill on a meter reading and meters must be read at least once per year.	Trading	NR
65.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.4.2 AGA Code	Trading Licence clause 5.1	A licensee, who accepts a customer reading of the meter, must not adjust the bill in favour of the licensee if the licensee subsequently discovers the reading was incorrect in favour of the customer.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
66.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.4.4 AGA Code	Trading Licence clause 5.1	A licensee, who provides a customer with an estimated bill and is subsequently able to read the meter, must adjust the estimated bill in accordance with the meter reading.	Trading	NR
67.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.2.4.5 AGA Code	Trading Licence clause 5.1	A licensee must read a customer's meter upon request and may impose a fee for doing so.	Trading	NR
68.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.3.2.1 AGA Code	Trading Licence clause 5.1	A licensee must offer payment in person and payment by mail.	Trading	NR
69.	Energy Coordination (Customer Contracts) Reg 15 (1), Clause 4.3.2.2 AGA Code	Trading Licence clause 5.1	A licensee must offer customers who are absent for a long period, payment in advance facilities and the option of redirecting the bill.	Trading	NR
70.	Energy Coordination (Customer Contracts) Reg 16 (3)	Trading Licence clause 5.1	A licensee must not terminate a contract if a customer commits a breach of the contract (other than a substantial breach) unless — (a) the licensee has a right to disconnect supply under the contract, a written law or a relevant code; and (b) the licensee has disconnected supply at all supply addresses of the customer covered by the contract.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
71.	Energy Coordination (Customer Contracts) Reg 19	Trading Licence clause 5.1	A licensee must provide a customer (a) a copy of their customer service charter ¹⁰ ; (b) copies of regulations or any relevant code; (c) information about fees and charges payable under the contract; (d) with information on energy efficiency; (e) billing data; and (f) with information on Government Assistance Programs and Financial Counseling Services if requested by the customer.	Trading	NR
72.	Energy Coordination (Customer Contracts) Reg 20 (2) Clause 4.3.5.1 AGA Code	Trading Licence clause 5.1	A licensee must offer a customer who is experiencing payment difficulties: installment plan options; right to have bill redirected to third person; information or referral on government assistance programs; and information on independent financial counseling services.	Trading	NR
73.	Energy Coordination (Customer Contracts) Reg 27 (4) and 40 (3)	Trading Licence clause 5.1	A licensee must not supply gas to the customer under a door to door contract during the cooling-off period unless the customer requests supply.	Trading	NR
74.	Energy Coordination (Customer Contracts) Reg 20 (3) and 48	Trading Licence clause 5.1	A licensee must not commence legal action in relation to a customer debt if the customer has entered into arrangements to pay and is maintaining this arrangement.	Trading	NR
75.	Energy Coordination (Customer Contracts) Reg 22 and 49 (2)	Trading Licence clause 5.1	A licensee must only provide a credit reporting agency with default information relevant to one of their bills.	Trading	NR
76.	Energy Coordination (Customer Contracts) Reg 49 (3)	Trading Licence clause 5.1	A licensee must notify a credit reporting agency immediately if a customer has cleared their debt.	Trading	NR
77.	Energy Coordination (Customer Contracts) Reg 49 (4)	Trading Licence clause 5.1	If a customer remedies a default and demonstrates extenuating circumstances, a licensee must request the credit reporting agency to remove the default record.	Trading	NR
78.	Energy Coordination (Customer Contracts) Reg 49 (5)	Trading Licence clause 5.1	A licensee must not refer a default to a credit reporting agency that is the subject of a complaint or matter of review.	Trading	NR

¹⁰ Please note that the format and contents of the Customer Service Charter is not defined in the *Energy Coordination (Customer Contracts) Regulations 2004*.

No	Obligations Under	Licence Condition	Description	Licensee	Type
79.	Energy Coordination (Customer Contracts) Reg 50	Trading Licence clause 5.1	A licensee must include information about its complaint handling process and contact details of the energy ombudsman on any disconnection warning given to a customer.	Trading	NR
80.	Energy Coordination (Customer Contracts) Reg 44	Trading Licence clause 5.1	When a non-standard contract is due to expire, a licensee must issue a notice in writing to a customer <u>not more than 2 months and not less than one month before the day on which the contract is due to expire</u> at least 2 months prior to the expiry date (or at the commencement of the contract if the contract is less than 1 month) with information about: the expiry date; alternative supply options, and the terms and conditions for continued supply post contract expiry.	Trading	NR
81.	Energy Coordination Act section 11M, Energy Coordination (Customer Contracts) Reg 45 (1)	Trading Licence clause 5.1	Upon request, a licensee must provide a customer free of charge with a copy of its customer service charter ¹¹ within 2 business days of the request.	Trading	NR
82.	Energy Coordination Act section 11M, Energy Coordination (Customer Contracts) Reg 45 (2)	Trading Licence clause 5.1	A licensee must from time to time provide the customer with advice with their bill that a customer service charter is available free of charge.	Trading	NR
83.	Energy Coordination (Customer Contracts) Reg 46 (1) & (2)	Trading Licence clause 5.1	Upon request, a licensee must provide a customer with a copy of the <i>Energy Coordination (Customer Contract) Regulations 2004</i> or a relevant code.	Trading	NR
84.	Energy Coordination (Customer Contracts) Reg 46 (4)	Trading Licence clause 5.1	A licensee must ensure that a copy of the <i>Energy Coordination (Customer Contract) Regulations 2004</i> or a relevant code is available for inspection at its offices at no charge.	Trading	NR

¹¹ Please note that the format and contents of the Customer Service Charter is not defined in the *Energy Coordination (Customer Contracts) Regulations 2004*.

No	Obligations Under	Licence Condition	Description	Licensee	Type
85.	Energy Coordination (Customer Contract) Reg 28, clause 3.1.1(a) AGA Code	Trading Licence clause 5.1	A standard form contract must include a provision that the retailer or distributor must provide, install and maintain equipment for the supply of gas up to the point of supply.	Trading	NR
86.	Energy Coordination (Customer Contract) Reg 28, clause 3.1.1(b) AGA Code	Trading Licence clause 5.1	A standard form contract must include a provision that the retailer or distributor must provide, install and maintain metering and necessary equipment at the supply address.	Trading	NR
87.	Energy Coordination (Customer Contract) Reg 28, clause 3.1.2 AGA Code	Distribution Licence clause 5.1	The licensee must re-connect to a supply address (subject to supply, available gas installations, adherence to regulatory requirements and a meter) within 1 business day or period agreed with the customer from the date of the application and subject to the customer meeting the requirements in clause 3.1.2.2 of the AGA code.	Distribution	NR
88.	Energy Coordination Act section 11M, Energy Coordination (Customer Contract) Reg 28, clause 3.1.3.1 AGA Code	Distribution Licence clause 5.1, Distribution Licence Schedule 3 clause 2	A licensee must connect a new supply address (subject to supply, available gas installations, adherence to regulatory requirements and a meter) within an agreed date, or where no date is agreed then within 20 business days from the date of the application.	Distribution	NR
89.	Energy Coordination (Customer Contract) Reg 33 (3), clause 3.5.2.1 AGA Code	Distribution Licence clause 5.1	A licensee must give at least four days notice to a customer of its intentions to undertake inspections, repairs, testing or maintenance at the customer's supply address.	Distribution	NR
90.	Energy Coordination (Customer Contract) Reg 33 (3), clause 3.5.2.2 AGA Code	Trading Licence clause 5.1, Distribution Licence clause 5.1	A licensee must ensure that any representatives seeking access to the supply address on its behalf wear, carry and show official identification.	Trading, Distribution	NR
91.	Energy Coordination (Customer Contract) Reg 42	Trading Licence clause 5.1	A licensee must notify a customer of any amendment to a non-standard contract.	Trading	NR

1013 LICENCE COMPLIANCE REQUIREMENTS – LICENCE CONDITIONS

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
92.	Energy Coordination Act section 11M	Distribution Licence clause 12	A licensee must continuously operate those parts of the distribution system required to meet its obligations to supply gas, except to the extent necessary for compliance with the <i>Gas Standards (Gas Supply and System Safety) Regulations 2000</i> .	Distribution	1
93.	Energy Coordination Act section 11M	Distribution Licence clause 13	A licensee must give the Authority written notice where it proposes to permanently cease or substantially decrease its activities under the licence 6 months before the cessation or decrease or, if this is not practicable, as soon as possible.	Distribution	2
94.	Energy Coordination Act section 11M	Distribution Licence clause 14.4	A licensee must comply and require its expert to comply with the Authority's standard guidelines dealing with the asset management review.	Distribution	2
95.	Energy Coordination Act section 11M	Distribution Licence clause 14.6	A licensee's independent expert must be approved by the Authority prior to reviewing the effectiveness of the asset management system.	Distribution	NR
96.	Energy Coordination Act section 11M	Distribution Licence clause 15.2 Trading Licence clause 16.2	A licensee must comply and require its expert to comply with the Authority's standard guidelines dealing with the performance audit.	Distribution, Trading	2
97.	Energy Coordination Act section 11M	Distribution Licence clause 15.4 Trading Licence clause 16.4	A licensee's independent auditor must be approved by the Authority prior to the audit.	Distribution, Trading	NR
98.	Energy Coordination Act section 11M	Distribution Licence clause 16 Trading Licence clause 17	A licensee may be subject to individual performance standards.	Distribution, Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
99.	Energy Coordination Act section 11M	Distribution Licence clause 18, Trading Licence clause 20	Unless otherwise specified, all notices must be in writing and will be regarded as having been sent and received in accordance with defined parameters.	Distribution, Trading	NR
100.	Energy Coordination Act section 11M	Distribution Licence clause 19.1, Trading Licence clause 21.1	A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board or equivalent International Accounting Standards.	Distribution, Trading	2
101.	Energy Coordination Act section 11M	Distribution Licence clause 20, Trading Licence clause 22.1	A licensee must report to the Authority if the licensee is under external administration or experiences a significant change in its corporate, financial or technical circumstances that may affect the licensee's ability to meet its obligations under this licence within 10 business days of the change occurring.	Distribution, Trading	2
102.	Energy Coordination Act section 11M	Distribution Licence clause 21.1, Trading Licence clause 23.1	A licensee must provide to the Authority any information that the Authority may require in connection with its functions under the <i>Energy Coordination Act 1994</i> in the time, manner and form specified by the Authority.	Distribution, Trading	2
103.	Energy Coordination Act section 11M	Distribution Licence clause 22, Trading Licence clause 24	A licensee must publish any information it is directed by the Authority to publish, within the timeframes specified.	Distribution, Trading	2
104.	Energy Coordination Act section 11M	Distribution Licence Schedule 3 clause 1	A licensee must, in relation to pipelines not covered by the National Access Code, exchange information with a trading licensee under section 5.9 of the National Access Code as if they were covered pipelines.	Distribution	2
105.	Energy Coordination Act section 11M	Distribution Licence Schedule 3 clause 2	A licensee must offer to connect residential premises located within the licence area to the distribution system if requested by a trader, subject to certain defined conditions.	Distribution	2
106.	Energy Coordination Act section 11M	Trading Licence clause 12.2	A licensee must, if directed by the Authority, review the standard form contract and submit to the Authority the results of that review within the time specified by the Authority.	Trading	NR
107.	Energy Coordination Act section 11M	Trading Licence clause 12.3	A licensee must comply with any direction given by the Authority in relation to the scope, process and methodology of the standard form contract review.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
108.	Energy Coordination Act section 11M	Trading Licence clause 13.1	A licensee must only amend the standard form contract in accordance with the <i>Energy Coordination Act 1994</i> and Regulations.	Trading	2
109.	Energy Coordination Act section 11M	Trading Licence clause 15.1 and 15.2	A licensee must maintain supply to a customer if it supplies, or within the last 12 months supplied, gas to that customer's premises unless another supplier starts supplying the customer.	Trading	2
110.	Energy Coordination Act section 11M	Trading Licence Schedule 3 clause 1.5	A licensee must provide the Authority within 3 business days of a request by the Authority with reasons for refusing to commence supply to a customer if requested by the Authority.	Trading	2
111.	Energy Coordination Act section 11M	Trading Licence Schedule 3 clause 1.7	A licensee must comply with a direction from the Authority to supply a customer, subject to specified conditions.	Trading	2
112.	Energy Coordination Act section 11M	Trading Licence Schedule 3 clause 2.1 to 2.2	A licensee must provide reasonable information relating to its activities under the licence as requested by the holder of a distribution licence to enable for the safe and efficient operation of the relevant distribution system, provided such disclosure does not prejudice the commercial interests of the licensee.	Trading	2
113.	Energy Coordination Act section 11M	Trading Licence Schedule 3 clause 3.1	A licensee must notify the Minister at least one month before a change to any price, price structure, fee or interest rate under the standard form contract is to come into effect.	Trading	2

Licence Compliance Requirements – Gas Marketing Code of Conduct (Code of Conduct)

14 LICENCE COMPLIANCE REQUIREMENTS – GAS MARKETING CODE OF CONDUCT

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
114.	Energy Coordination Act section 11ZPP	Trading Licence clause 19.1.	A licensee must comply with the <i>Gas Marketing Code of Conduct</i> .	Trading	2
115.	Energy Coordination Act sections 11ZPP and 11M	Trading Licence clause 19.2	A licensee must ensure all agents and employees comply with the <i>Gas Marketing Code of Conduct</i> .	Trading	2
116.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.1	Trading Licence clause 19.1	A marketer retailer must ensure that its marketing representative gas marketing agent s comply with Part 2 of the Code of Conduct.	Trading	2
117.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.2	Trading Licence clause 19	A marketer retailer must ensure that standard and non-standard contracts are entered into in the manner and satisfying the conditions specified.	Trading	2
118.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(1)	Trading Licence clause 19	A marketing representative gas marketing agent must ensure that the information specified is provided to the customer before arranging a contract and that the customer is provided with a written copy of the contract on request.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
119.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(2)	Trading Licence clause 19	<u>For a standard form contract that is not an unsolicited consumer agreement or for a non-standard contract in accordance with clause 2.2(2) of the Code of Conduct, the gas marketing agent must obtain and record the customer's verifiable consent that the specified information was given.</u> Where a standard form contract is not entered into as a result of door to door marketing or for a non-standard contract initiated by telephone, a marketing representative must obtain and make a record of the customer's verifiable consent that the specified information has been given.	Trading	2
120.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(3)	Trading Licence clause 19	<u>For a standard form contract that is an unsolicited consumer agreement or a non-standard contract other than in accordance with clause 2.2(2) of the Code of Conduct, the gas marketing agent must obtain the customer's written acknowledgement that the specified information was given.</u> Where a standard form contract is entered into as a result of door to door marketing or for a non-standard contract (other than that initiated by the customer by telephone or electronic means), a marketing representative must obtain the customer's written acknowledgement that the specified information has been given.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
121.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(1)	Trading Licence clause 19	<u>When a customer enters into a new contract that is not an unsolicited consumer agreement with a retailer or gas marketing agent, a retailer or gas marketing agent must, at the time the contract is entered into, offer to give or make available to the customer a copy of the contract. If the customer accepts the offer, the retailer or gas marketing agent must, at the time the contract is entered into, or as soon as possible thereafter, but no more than 28 days later, give or make available to the customer a copy of the contract.</u> Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative must offer to provide the customer with a copy of the contract and, where this offer is accepted by the customer, provide a copy of the contract at that time or as soon as possible thereafter.	Trading	2
122.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(2)	Trading Licence clause 19	Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative <u>gas marketing agent</u> must give the information specified to the customer.	Trading	2
123.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(3)	Trading Licence clause 19	In circumstances where a standard form contract is not entered into as a result of door to door marketing, a retailer or marketing representative must give the specified information no later than with or on the customer's first bill and a copy of the contract if requested by the customer (and the customer has not previously received a copy). <u>For a standard form contract, the retailer must give the information specified to the customer no later than with the customer's first bill. For a non standard form contract or a standard form contract that is an unsolicited consumer agreement, the specified information must be given before the customer has entered into the contract. The gas marketing agent must obtain the customer's written acknowledgement that the specified information has been given.</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
124.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(4)	Trading Licence clause 19	In circumstances where a standard form contract is entered into as a result of door to door marketing or a non standard contract, a retailer or marketing representative must give the specified information and a copy of the contract before the customer has entered into the contract and must obtain a written acknowledgement that the information has been given. The retailer is not obliged to provide the information) to a customer if the retailer has provided the information to that customer within the preceding 12 months; or if the retailer informs the customer how the customer may obtain the information and, if requested, gives the information to the customer.	Trading	2
125.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(1)	Trading Licence clause 19	A gas marketing agent must ensure that the inclusion of concessions is made clear to residential customers and any prices that exclude concessions are disclosed. A marketing representative must not, when marketing, engage in conduct that is misleading, deceptive or likely to mislead or deceive or that is unconscionable.	Trading	2
126.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(2)	Trading Licence clause 19	A gas marketing agent must ensure that all non-standard contracts that are not unsolicited consumer agreements are in writing. A marketing representative must not exert undue pressure on a customer, nor harass or coerce a customer.	Trading	2
127.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(3)	Trading Licence clause 19	A retailer or other party must ensure that a customer is able to contact the retailer or other party on the retailer's or other party's telephone number during the normal business hours of the retailer or other party for the purposes of enquiries, verifications and complaints. A marketing representative must ensure that the inclusion of concessions is made clear to customers and any prices that exclude concessions are disclosed.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
128.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(4)	Trading Licence clause 19	A marketing representative must ensure that all standard form contracts that are entered into as a result of door to door marketing and all non standard contracts are in writing.	Trading	2
129.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(5)	Trading Licence clause 19	A marketer must ensure that a customer is able to contact the marketer on the marketer's telephone number during normal business hours for the purposes of enquiries, verifications and complaints.	Trading	2
130-1	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(1)	Trading Licence clause 19	A marketing representative must provide the information specified to the customer when marketing by means other than face to face and after having identified the purpose of the contact, if the contact is not by electronic means, the marketing representative must ask the customer whether they wish to proceed further. A gas marketing agent must, on request, provide the customer with its and the retailer's complaints telephone number and marketing identification number.	Trading	2
131-1	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(2)	Trading Licence clause 19	A gas marketing agent who meets with a customer face to face must: as soon as practicable tell the customer the purpose of the visit; wear a clearly visible and legible identity card showing the information specified; and as soon as practicable provide the information specified in writing to the customer. A marketing representative must, on request, provide the customer with its and the retailer's complaints telephone number and marketing identification number.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
132-1	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(3)	Trading Licence clause 19	<u>A retailer or other party must keep the specified records each time it initiates contact with a customer for the purposes of marketing.</u> ¹² A marketing representative who meets with a customer face to face must: as soon as practicable tell the customer the purpose of the visit; wear a clearly visible and legible identity card showing the information specified; and as soon as practicable provide the information specified in writing to the customer.	Trading	2
133.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(4)	Trading Licence clause 19	If, when marketing to a customer, the customer indicates that they wish to end the contact, the marketing representative must end the contact as soon as practicable and not attempt to contact the customer for the next 30 days unless the customer agrees otherwise.	Trading	2
134.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(5)	Trading Licence clause 19	Unless requested by the customer, a marketing representative must not make contact with a customer outside the permitted call times, unless the contact is by electronic means or the contact arises outside the customer's premises in circumstances where the customer initiates contact.	Trading	2
135.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6(6)	Trading Licence clause 19	A marketing representative must ensure that contact for the purposes of marketing does not continue for more than 15 minutes past the end of the permitted call times without the customer's verifiable consent unless the contact is by electronic means.	Trading	2

¹² According to clause 2.6(4) of the Code of Conduct, clause 2.6(3) does not apply where a gas marketing agent contacts a customer in response to a customer request or query.

No	Obligations Under	Licence Condition	Description	Licensee	Type
136.	Energy Coordination Act section 11ZPP Code of Conduct clauses 2.6(7) and 2.6(8)	Trading Licence clause 19	Except in response to a customer request or query, a marketer must keep the specified records each time it initiates contact with a customer for the purposes of marketing.	Trading	NR
137.1	Energy Coordination Act section 11ZPP Code of Conduct clause 2.7(1)	Trading Licence clause 19	A person who carries out any marketing activity in the name of or for the benefit of a retailer or a gas marketing agent is to be taken to have been employed or authorised by the retailer or gas marketing agent, unless the contrary is proved. Where the customer requests not to be contacted for the purposes of marketing a marketer must ensure that a customer is not contacted on its behalf in relation to the supply of gas for a period of two years unless: the customer requests contact; or the customer has moved premises; or a marketer has a legal obligation to contact the customer.	Trading	2
138.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.7(2)	Trading Licence clause 19	A marketer must keep a record of each customer who has requested not to be contacted, that includes the name, address and telephone number of the customer at the time the customer made the request.	Trading	2
139.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.7(3)	Trading Licence clause 19	A marketer must give a copy of the record to the Gas Ombudsman or the Authority on request.	Trading	2
140.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.7(4)	Trading Licence clause 19	A marketer must provide the customer on request with written confirmation that the customer will not be contacted for the next two years.	Trading	2
141.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.7(5)	Trading Licence clause 19	A marketing representative must comply with a notice on or near the premises indicating that the customer does not wish to receive unsolicited mail or other marketing information.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
142-11	Energy Coordination Act section 11ZPP Code of Conduct clause 2.8(1)	Trading Licence clause 19	<u>A gas marketing agent must:</u> • <u>keep a record of each complaint made by a customer, or person contacted for the purposes of marketing, about the marketing carried out by or on behalf of the gas marketing agent; and</u> • <u>on request by the gas ombudsman in relation to a particular complaint, give to the gas ombudsman all information that the gas marketing agent has relating to the complaint within 28 days of receiving the request. A retailer and a marketer must comply with the National Privacy Principles as set out in the Privacy Act 1998 in relation to information collected under Part 2 of the Code of Conduct.</u>	Trading	2
133.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.8(2)	Trading Licence clause 19	Any record that a gas marketing agent is required to keep by the Code of Conduct, must be kept for at least 2 years after the last time the person to whom the information relates was contacted by or on behalf of the gas marketing agent.	Trading	2
143.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.11(1)	Trading Licence clause 19	A marketer must keep a record of each complaint made by a customer or a person contacted for the purposes of marketing and, on request, give all information relating to the complaint to the Gas Ombudsman.	Trading	2
144.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.11(2)	Trading Licence clause 19	A marketer must keep a record or other information required by the Code to be kept for at least 2 years.	Trading	2

1115 LICENCE COMPLIANCE REQUIREMENTS – GAS CUSTOMER CODE COMPENDIUM OF GAS CUSTOMER LICENCE OBLIGATIONS (COMPENDIUM)

NOTE: This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No	Obligations Under	Licence Condition	Description	Licensee	Type
CONNECTION					
145-134	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 3.1(1)	If a retailer agrees to sell gas to a customer or arrange for the connection of the customer's supply address, the retailer must forward the customer's request for the connection to the relevant distributor.	Trading	2
146-135	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 3.1(2)	Unless the customer agrees otherwise, a retailer must forward the customer's request for the connection to the relevant distributor <u>that same day, if the request is received before 3pm on a business day; or the next business day, if the request is received after 3pm or on a weekend or public holiday.</u>	Trading	2
BILLING					
147-136	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.1(a)	A retailer must issue a bill no more than once a month unless the conditions specified in subclause 4.1(a)(i)(ii) are met. A retailer must issue a bill no more than once a month and at least once every three months unless the circumstances specified exist.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>137.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.1(b)</u>	<u>A retailer must issue a bill at least every 3 months unless the conditions specified in subclause 4.1(b)(i)-(iii) are met.</u>	<u>Trading</u>	<u>2</u>
<u>138.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.2(1)</u>	<u>Prior to placing the customer on a shortened billing cycle, a retailer is considered to have given a customer notice if the retailer has advised the customer of the information specified in subclause 4.2(1)(a)-(d).</u>	<u>Trading</u>	
<u>148-139</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.2(2)	<u>A retailer must not place a residential customer on a shortened billing cycle without the customer's verifiable consent in circumstances specified in subclause 4.2(2)(a)-(b); and</u> A retailer may only place a residential customer on a shortened billing cycle, without the customer's verifiable consent, in the circumstances specified.	Trading	2
<u>149-140</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.2(3)	A retailer must give the customer written notice of a decision to shorten the customer's billing cycle within 10 business days of making the decision.	Trading	2
<u>150-141</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.2(4)	A retailer must ensure that a shortened billing cycle is for a period of at least 10 business days.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
151-142	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.2(5)	Upon request, a retailer must return a customer who is subject to a shortened billing cycle and has paid three (3) consecutive bills by the due date, to the billing cycle that previously applied to the customer.	Trading	2
152-143	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.2(6)	At least once every three (3) months, a retailer must inform a customer who is subject to a shortened billing cycle of the conditions upon which a customer can be returned to the customer's previous billing cycle.	Trading	2
153-144	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.3(1)	In respect of any 12 month period, on receipt of a request by a customer, a retailer may provide a customer with estimated bills under a bill smoothing arrangement.	Trading	2
154-145	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.3(2)	If a retailer provides a customer with a bill under a bill-smoothing arrangement, the retailer must ensure that the conditions specified <u>in subclause 4.3(2)(a)-(e)</u> are met.	Trading	2
155-146	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.4	A retailer must issue a bill to a customer at the customer's supply address, unless the customer has nominated another address or an electronic address.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
156-147	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.5(1)	Unless the customer agrees otherwise, a retailer must include the minimum prescribed information <u>in subclause 4.5(1)(a)-(cc)</u> on the customer's bill, unless the customer agrees otherwise.	Trading	2
148.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.5(2)	A retailer is not obliged to include a graph or bar chart on the bill, if the bill is not indicative of the customer's actual consumption or based upon a meter reading.	Trading	2
157-149	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.5(3)	If a retailer identifies and wishes to bill a customer for an historical debt, the retailer must advise the customer of the amount of the historical debt and its basis, before, with or on the customer's next bill. A retailer must advise the customer of the amount of historical debt and its basis before, with or on the customer's next bill, if the retailer wishes to bill the customer for the historical debt.	Trading	2
158-150	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.6(1)	A retailer must base a customer's bill on the distributor's or metering agent's reading of the meter at the customer's supply address, or the customer's reading of the meter in the circumstances specified <u>in subclause 4.6(1)(a)(b).</u>	Trading	2
159-151	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.6(2)	Prior to a customer reading a meter, a retailer must give the customer information that explains how to read a meter correctly in clear, simple and concise language.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
160-152	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.7(1)(2)	A retailer must use its best endeavours to ensure that metering reading data is obtained as frequently as is required to prepare its bills and, in any event, at least once every twelve months in accordance with clause 4.6(1)(a) of the Gas Customer Code.	Trading	NR
153.	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 4.7(2)</u>	<u>A retailer must ensure that at least once every 12 months it obtains metering data in accordance with clause 4.6(1)(a).</u>	<u>Trading</u>	<u>NR</u>
161-154	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.8(1)	A retailer must give the customer an estimated bill in the manner specified, if the retailer is unable to reasonably base a bill on a reading of the meter.	Trading	2
162-155	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.8(2)	<u>In circumstances where the customer's bill is estimated,</u> a retailer must specify <u>in a visible and legible manner</u> the stated <u>information specified in subclause 4.8(2)(a)-(c) in circumstances where the customer's bill is estimated.</u> The customer may request a verification of a meter reading and a meter reading.	Trading	2
163-156	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 4.8(3)	<u>Upon request,</u> a retailer must inform a customer of the basis and the reason for the estimation.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
164-157	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.9	If a retailer gives a customer an estimated bill, and the meter is subsequently read, the retailer must include an adjustment on the next bill to take account of the actual meter reading.	Trading	2
165-158	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.10	If a retailer has based a bill upon an estimation because the customer failed to provide access to the meter, and the customer subsequently requests the retailer to provide a bill based on a reading of the meter and provides access to the meter, and pays the retailer's reasonable charge for reading the meter (if any), the retailer must do so. A retailer must replace an estimated bill with a bill based on an actual reading if the customer satisfies the requirements as specified.	Trading	NR
166-159	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.11(1)	If a customer requests the meter to be tested and pays a retailer's reasonable charge (if any) for doing so, a retailer must request the distributor or metering agent to do so. A retailer must request the distributor or metering agent to test the meter if a customer requests the meter to be tested and pays any reasonable charge of the retailer for testing the meter.	Trading	2
167-160	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.11(2)	If the meter is tested and found to be defective, the retailer's reasonable charge for testing the meter (if any) is to be refunded to the customer.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
168-161	Energy Coordination Act section M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.12(1)	If a retailer offers alternative tariffs and a customer applies to receive an alternate tariff (and demonstrates to the retailer that they satisfy the conditions of eligibility), a retailer must change the customer to an alternate tariff within 10 business days of the customer satisfying those conditions. If a retailer offers alternative tariffs, a retailer must change the customer to an alternate tariff within the period specified if the customer applies to receive an alternate tariff and demonstrates to the retailer that the Customer satisfies the conditions of eligibility.	Trading	2
162.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.12(2)	For the purpose of subclause 4.12(1), the effective date of change in the tariff will be the date on which the last meter reading at the previous tariff was obtained; or, if the change requires an adjustment to the meter at the customer's supply address, the date the meter adjustment is completed.	Trading	2
163.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.13	If a customer's gas use changes and the customer is no longer eligible to continue to receive an existing, more beneficial tariff, a retailer must give the customer written notice prior to changing the customer to an alternative tariff.	Trading	2
169-164	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.14(1)	If a customer requests a retailer to issue a final bill at the customer's supply address, a retailer must use reasonable endeavours to arrange for that final bill in accordance with the customer's request. A retailer may recover any amounts undercharged to a customer as a result of a change in the customer's gas use for the period of up to 12 months prior to the date on which the retailer provided notice in the specified manner.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>165.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Gas Customer Code clause 4.14(2)</u>	<u>If the customer's account is in credit at the time of account closure, the retailer must repay the amount to the customer.</u>	<u>Trading</u>	<u>2</u>
170-166	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.15(1)	A retailer must use reasonable endeavours to arrange for a final bill if a customer requests the retailer to issue a final bill at the customer's supply address.	Trading	NR
171.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.15(2)	A retailer must repay the customer any amount in credit at the time of account closure.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
172-167	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.16(1)(a)	<u>If a retailer is satisfied after conducting a review of a bill that the bill is correct, the retailer</u> <u>may require a customer to pay the unpaid amount;</u> <u>must advise the customer that the customer may request the retailer to arrange a meter test in accordance with applicable law; and</u> <u>must advise the customer of the existence and operation of the retailer's internal complaints handling processes and details of any applicable external complaints handling processes.</u> A retailer must review the customer's bill on request by the customer, subject to the customer paying the lesser of the portion of the bill agreed to not be in dispute or an amount equal to the average of the customer's bill over the previous 12 months, and paying any future bills that are properly due.	Trading	2
168.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(1)(b)	<u>If a retailer is satisfied after conducting a review of a bill that the bill is incorrect, the retailer must adjust the bill in accordance with clauses 4.17 and 4.18.</u>	Trading	<u>2</u>
169.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(2)	<u>The retailer must inform a customer of the outcome of the review (of the bill) as soon as practicable.</u>	Trading	<u>2</u>

No	Obligations Under	Licence Condition	Description	Licensee	Type
170.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(3)	If the retailer has not informed a customer of the outcome of the review within 20 business days from the date of receipt of the request for review under clause 4.15, the retailer must provide the customer with notification of the status of the review as soon as practicable.	Trading	2
173.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.17(1)	A retailer must follow the procedures specified if a review of a bill has been conducted and the retailer is satisfied that the bill is correct or incorrect (as applicable).	Trading	2
174.171	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 4.17(2)	If a retailer proposes to recover an amount undercharged as a result of an error, defect or default for which the retailer or distributor is responsible (including where a meter has been found to be defective), the retailer must follow the procedure specified in subclauses 4.17.(2)(a)-(e).A retailer must inform the customer of the outcome of the review of a bill as soon as practicable, but, in any event, within 20 business days from the date of receipt of the request for review.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
175-172	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.18(2)	<u>If a customer (including a customer who has vacated the supply address) has been overcharged as a result of an error, defect or default for which a retailer or distributor is responsible (including where a meter has been found to be defective), the retailer must use its best endeavours to inform the customer accordingly within 10 business days of the retailer becoming aware of the error, defect or default and ask the customer for instructions as to whether the amount should be credited to the customer's account, or repaid to the customer.</u> <u>A retailer must recover an amount undercharged as a result of an act or omission by a retailer or distributor in the manner specified.</u>	Trading	NR
173.	<u>Energy Coordination Act section 11M</u>	Trading Licence clause 2.1 and Schedule 2 <u>Compendium clause 4.18(3), 4.18(5)</u>	<u>If a retailer receives instructions under subclause 4.18(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions. No interest shall accrue to a credit or refund referred to in this subclause.</u>	<u>Trading</u>	<u>2</u>
174.	<u>Energy Coordination Act section 11M</u>	Trading Licence clause 2.1 and Schedule 2 <u>Compendium clause 4.18(4), 4.18(5)</u>	<u>If a retailer does not receive instructions under subclause 4.18(2) within 20 business days of making the request, the retailer must use reasonable endeavours to credit the amount overcharged to the customer's account. No interest shall accrue to a credit or refund referred to in this subclause.</u>	<u>Trading</u>	<u>NR</u>

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>175.</u>			Where the overcharged amount is less than \$75 the retailer may notify the customer of the overcharge by no later than the next bill after the retailer became aware of the error, and - ask the customer for instructions in accordance with subclause 4.18(2); or - credit the amount to the customer's account.	Trading	NR
<u>176.</u>	<u>Energy Coordination Act section 11M</u>	Trading Licence clause 2.1 and Schedule 2 <u>Compendium clause 4.19(1)</u>	If a retailer proposes to recover an amount of an adjustment which does not arise due to any act or omission of the customer, the retailer must follow the procedure specified in subclause 4.19(1)(a)-(d).	Trading	<u>2</u>
176-177	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 4.19(2)	If after the meter reading a retailer becomes aware of an amount owing to the customer, the retailer must use its best endeavours to inform the customer accordingly within 10 business days of the retailer becoming aware of the adjustment and, subject to subclause (5), ask the customer for instructions as to whether the amount should be - credited to the customer's account; - repaid to the customer; or 11.1 included as a part of the new bill smoothing arrangement where the adjustment arises under clause 4.3(2)(a)-(b). A retailer must use its best endeavours to inform the customer (including a customer who has vacated the supply address) of an overcharge, and repay or credit any amount overcharged as a result of an act or omission by a retailer or distributor, in the manner and period specified.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
178.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(3), 4.19(6)	If a retailer received instructions under subclause 4.19(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions. No interest shall accrue to an adjustment amount.	Trading	2
179.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(4), 4.19(6)	If a retailer does not receive instructions under subclause 4.19(2) within 20 business days of making the request, the retailer must use reasonable endeavours to credit the amount of the adjustment to the customer's account. No interest shall accrue to an adjustment amount.	Trading	NR
180.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(5)	Where the adjustment amount owing to the customer is less than \$75, the retailer may notify the customer of the adjustment by no later than the next bill after the meter is read, and ask the customer for instructions in accordance with subclause 4.19(2); or credit the amount to the customer's account.	Trading	NR
177.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.20(1)-(5)	If a customer has been overcharged as result of a bill-smoothing operation, a retailer must use its best endeavours to inform the customer accordingly within 10 business days of the retailer becoming aware of the overcharging, and ask the customer for instructions as to how to correct the situation as stipulated in subclause 4.20(1)-(5).	Trading	NR
PAYMENT					

No	Obligations Under	Licence Condition	Description	Licensee	Type
178-181	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.1	The due date on the bill must be at least 12 business days from the date of that bill. Unless a retailer specifies a later date, the date of dispatch is the date of the bill. The due date on the bill must be at least 12 business days from the date of the bill, with the date of dispatch deemed to be the date of the bill, unless the retailer specifies a later date.	Trading	2
179-182	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.2	<u>A retailer must offer a customer at least the following payment methods:</u> <u>in person at 1 or more payment outlets located within the Local Government District of the customer's supply address;</u> <u>by mail;</u> <u>for residential customers, by Centrepay; and</u> <u>either electronically or by telephone by means of a debit facility or a credit card.</u> A retailer must as a minimum offer the specified payment methods to the customer.	Trading	2
180-183	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.3	<u>Prior to commencing a direct debit, a retailer must obtain the customer's verifiable consent and agree with the customer, wherever possible, on the amount to be debited, and the date and frequency of the direct debit. A retailer must, prior to commencing a direct debit, obtain the customer's verifiable consent and agree to the specified conditions for the direct debit.</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
181-184	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.4	A retailer must accept payment in advance from a customer on request. Acceptance of an advance payment will not require a retailer to credit any interest to the amounts paid in advance. The minimum amount for which a retailer will accept an advance payment is \$20. A retailer must accept payment in advance from a customer on request, in the circumstances specified.	Trading	2
182-185	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.5	If a customer is unable to pay by way of the methods described in clause 5.2, due to illness or absence, a retailer must offer a residential customer a redirection of the customer's bill to a third person, at no charge. A retailer must, at no charge, offer a residential customer a redirection of the customer's bill to a third person, if requested by a customer who is unable to pay by a minimum payment method, due to illness or absence.	Trading	2
183-186	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.6(1)	A retailer must not charge a residential customer a late payment fee in the circumstances specified <u>in subclause 5.6(1)(a)-(d).</u>	Trading	2
184-187	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.6(2)	If a retailer has charged a residential customer a late fee, a retailer must not charge an additional late payment fee in relation to the same bill within 5 business days from the date of receipt of the previous late payment fee notice.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
185-188	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.6(3)	A retailer must not charge a residential customer more than 3 late payment fees in relation to the same bill, and 12 late payment fees in a year.	Trading	2
186-189	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.6(4)	<u>If a residential customer has been assessed by a retailer as being in financial hardship,</u> a retailer must retrospectively waive any late payment fee charged to the residential customer's last bill prior to the assessment being made.	Trading	2
187-190	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.7(1)	A retailer must not require a customer who has vacated a supply address, <u>and who has given the retailer notice,</u> to pay for gas consumed at the customer's supply address in the circumstances specified in subclause 5.7(1).	Trading	2
188-191	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 5.7(2)	<u>If a customer reasonably demonstrates to a retailer that the customer was evicted or otherwise required to vacate a supply address,</u> a retailer must not require a customer to pay for gas consumed at the customer's supply address from the date the customer gave the retailer notice. A retailer must not require a customer who was evicted or otherwise required to vacate a supply address to pay for gas consumed at the customer's supply address in the circumstances specified.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>192.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 5.7(3)</u>	<u>Notice is given if a customer informs a retailer of the date on which the customer intends to vacate, or has vacated the supply address, and gives the retailer a forwarding address to which a final bill may be sent.</u>	<u>Trading</u>	<u>2</u>
189-193	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 5.7(4)	<u>If a retailer and a customer enter into a new contract for the supply address, a retailer must not require the previous customer to pay for gas consumed at the customer's supply address from the date the new contract becomes effective and in circumstances specified in subclause 5.7(4).¹³</u> A retailer must not require a previous customer to pay for gas consumed at the supply address in the circumstances specified. A previous retailer must not require the customer to pay for gas consumed at the supply address in the circumstance specified. A retailer must not require the customer to pay for gas consumed at a disconnected supply address in the circumstances specified.	Trading	2
190-194	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 5.8(1)	A retailer must comply with the Conduct Principles set out in the debt collection guideline issued by the Australian Competition and Consumer Commission <u>concerning section 50 of the Australian Consumer Law (WA).</u>	Trading	2

¹³ In accordance with subclause 5.7(5), notwithstanding subclauses 5.7(1), 5.7(2) and 5.7(4), a retailer's right to payment does not terminate with regard to any payment that was due up until the termination of the contract.

No	Obligations Under	Licence Condition	Description	Licensee	Type
191-195	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.8(2)	A retailer must not commence proceedings for recovery of a debt in the circumstances specified from a residential customer who has informed a retailer that the customer is experiencing payment difficulties or financial hardship; or while a residential customer continues to make payments under an alternative payment arrangement.	Trading	2
192-196	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.8(3)	A retailer must not recover or attempt to recover a debt relating to a supply address from a person other than the customer with whom the retailer has or had entered into a contract for the supply of gas to that supply address.	Trading	2
193-197	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 5.9	Where a retailer and residential customer have entered into a dual fuel contract, or separate contracts for the supply of electricity and gas, the retailer must apply a payment received from a residential customer for charges for the sale of electricity or sale and supply of gas in the circumstances specified <u>in subclause 5.9.</u>	Trading	2
PAYMENT DIFFICULTIES & FINANCIAL HARDSHIP					
194-198	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 6.1(1)	A retailer must assess whether a residential customer is experiencing payment difficulties or financial hardship, within 3 business days from when the residential customer informs a retailer that the customer is experiencing payment problems.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
195-199	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 6.1(2)	When undertaking an assessment regarding payment difficulties or financial hardship, a retailer must give reasonable consideration to the information given by the residential customer and requested or held by the retailer; or advice given by an independent financial counsellor or relevant consumer representative organisation. A retailer must give reasonable consideration to the information and advice specified when undertaking an assessment regarding payment difficulties or financial hardship.	Trading	NR
196-200	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 6.1(3)	A retailer must advise a residential customer on request of the details of an assessment.	Trading	2
197-201	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 6.2(1)	A retailer must not unreasonably deny a residential customer's request for a temporary suspension of actions, if the customer demonstrates to the retailer that the customer has an appointment with a relevant consumer representative organisation to assess the customer's capacity to pay. A retailer may not unreasonably deny a residential customer's request for a temporary suspension of actions in the circumstances specified.	Trading	2
198-202	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 6.2(2)	A retailer must allow a temporary suspension of actions for a period of at least 15 business days.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
199-203	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.2(3)	A retailer must give reasonable consideration to a request by a residential customer or relevant consumer representative organisation in the manner specified to allow a relevant consumer representative organisation additional time to assess a residential customer's capacity to pay.	Trading	NR
200-204	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.3(1)	If the assessment carried out under clause 6.1 indicates to the retailer that the residential customer is experiencing payment difficulties or financial hardship, the retailer must follow the procedure specified in subclause 6.3(1).¹⁴ A retailer must offer the alternative payment arrangements, and advise the residential customers that additional assistance may be available, in circumstances where a residential customer is assessed as experiencing payment difficulties or financial hardship.	Trading	2
201-205	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium Code of Conduct clause 6.4(1)	A retailer must offer a residential customer who is experiencing payment difficulties or financial hardship at least the specified payment arrangements <u>that are specified in subclause 6.4(1).</u>	Trading	2

¹⁴ In accordance with subclause 6.3(2), subclause 6.3(1) does not apply if a retailer is unable to make an assessment under clause 6.1 as a result of an act or omission by a residential customer.

No	Obligations Under	Licence Condition	Description	Licensee	Type
202-206	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.4(2)	When offering an instalment plan to a residential customer experiencing payment difficulties or financial hardship, a retailer must take into account the information and take the specified actions detailed in subclause 6.4(2). A retailer must take into account and specify the stated information and take the specified actions when offering an instalment plan to a residential customer experiencing payment difficulties or financial hardship.	Trading	2
207.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.4(3)	If a residential customer has in the previous 12 months had 2 instalment plans cancelled due to non-payment, a retailer does not have to offer that residential customer another instalment plan, unless the retailer is satisfied that the residential customer will comply with the proposed plan.	Trading	2
203-208	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.6(1)	A retailer must give reasonable consideration to a request by a customer, or a relevant consumer representative organisation, for a reduction of the customer's fees, charges, or debt.	Trading	NR
204-209	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.6(2)	In giving reasonable consideration under clause 6.6(1), a retailer should refer to the guidelines in its hardship policy referred to in clause 6.10(2)(d).	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
205-210	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.7	Where it is reasonably demonstrated to the retailer that the customer, experiencing financial hardship, is unable to meet the customer's obligations under the previously elected payment arrangement, a retailer must give reasonable consideration to offering the customer an instalment plan or offering to revise an existing instalment plan. A retailer must give reasonable consideration to offering a customer an instalment plan or offering to revise an existing instalment plan, in circumstances where it is reasonably demonstrated to the retailer that the customer is unable to meet its previously elected payment arrangement.	Trading	NR
206-211	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.8	A retailer must advise a customer of the specified assistance information experiencing financial hardship of the options specified in subclause 6.8.	Trading	2
207-212	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.9(1)	A retailer must determine the minimum payment in advance amount for residential customers experiencing payment difficulties or financial hardship in consultation with relevant consumer representative organisations.	Trading	2
208-213	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.9(2)	A retailer may apply different minimum payment in advance amounts for residential customers experiencing payment difficulties or financial hardship and other customers.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
209-214	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.10(1)	A retailer must develop a hardship policy to assist customers experiencing financial hardship in meeting their financial obligations and responsibilities to the retailer.	Trading	2
210-215	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.10(2)	A retailer must ensure that its hardship policy complies with the specified —criteria <u>specified in subclause 6.10(2).</u>	Trading	2
211-216	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.10(3)	A retailer must give residential customers, financial counsellors and relevant consumer representative organisations details of the retailer's hardship policy, at no charge. The retailer must provide all residential customers identified as experiencing financial hardship with details of its hardship policy.	Trading	2
212-217	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.10(4)	A retailer must keep a record of the specified information related to the hardship policy following: the relevant consumer representative organisations consulted on the contents of its hardship policy; the date the hardship policy was established; the dates the hardship policy was reviewed; and the dates the hardship policy was amended	Trading	2
213-218	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 6.10(5)	Unless otherwise notified in writing by the Authority, a retailer must review its hardship policy at least annually and submit to the Authority the results of that review within five (5) business days of its completion.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>219.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 6.10(6)</u>	<u>The retailer may, at any time, review its hardship policy and submit to the Authority the results of that review within 5 business days after it is completed</u>	<u>Trading</u>	<u>2</u>
<u>214-220</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 6.10(7)	A retailer must have regard to the Authority's Financial Hardship Policy Guidelines when updating their hardship policy.	Trading	2
<u>215-221</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 6.11	A retailer must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties.	Trading	2
DISCONNECTION					
<u>216-222</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 7.1	A retailer must <u>follow the procedures specified in subclause 7.1(1) give the customer a reminder notice, use its best endeavours to contact the customer and give the customer a disconnection warning, in the manner and timeframes specified,</u> prior to arranging for disconnection of a customer's supply address for failure to pay a bill. <u>A customer has failed to pay a bill in the circumstances specified in subclause 7.1(2).</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
217-223	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 7.2(1)	A retailer must not arrange for disconnection of a customer's supply address for failure to pay a bill in the circumstances specified <u>in subclause 7.2(1).</u>	Trading	2
218-224	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 7.3	In relation to dual fuel contracts or separate contracts for the supply of electricity and the supply of gas, a retailer must not arrange for disconnection of the residential customer's supply address for failure to pay a bill within 15 business days from arranging for disconnection of the residential customer's gas <u>electricity</u> supply.	Trading	2
219-225	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 7.4	A retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter unless the conditions <u>specified in subclause 7.4(1) are satisfied. A retailer may arrange for a distributor to carry out 1 or more of the requirements referred to in subclause 7.4(1) on behalf of the retailer.</u>	Trading	2
220-226	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 7.5	A distributor who disconnects a customer's supply address for emergency reasons must provide a 24 hour emergency line and use its best endeavours to restore supply as soon as possible.	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
221-227	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 7.6	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified <u>in clause 7.6.</u>	Distribution, Trading	1
<u>RECONNECTION</u>					
222-228	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 8.1(1)	<u>In the circumstances specified in clause 8.1(1)(a)-(c),</u> a A retailer must arrange for reconnection of the customer's supply address if the customer has remedied its breach, makes a request for reconnection, <u>and</u> pays the retailer's reasonable charges <u>for reconnection</u> (if any) or accepts an offer of an instalment plan for the retailer's reasonable charges <u>for reconnection.</u>	Trading	2
223-229	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 8.1(2)	A retailer must forward the request for reconnection to the relevant distributor <u>that same business day if the request is received before 3pm on a business day; or no later than the next business day if the request is received after 3pm on a business day, or on the weekend or on a public holiday within the timeframe specified.</u>	Trading	2
224-230	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 8.2	A distributor must reconnect the customer's supply address upon the request of a retailer and subject to the retailer complying with the retail market rules, within the timeframes specified <u>2 business days of receipt of the request. This timeframe does not apply in the event of an emergency.</u>	Distribution Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>INFORMATION & COMMUNICATION</u>					
225-231	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 10.1(1)	A retailer must give notice of any variations in its tariffs to each of its customers affected by thea <u>variation in its tariffs as soon as practicable after the variation is published and no later than the next bill in the customer's billing cycle, a variation, in the timeframes specified.</u>	Trading	2
226-232	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 10.1(2)	A retailer must give a customer on request, at no charge, reasonable information on the retailer's tariffs, including <u>any alternative tariffs that may be available to the customer(if any).</u>	Trading	2
227-233	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 10.1(3)	A retailer must give a customer the information requested on tariffs <u>within 8 business days of the date of receipt of the request and, if requested, a retailer must provide the information in writing, in the manner and within the timeframes specified.</u>	Trading	2
228-234	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 10.2(1)	A retailer must, on request, give a customer their <u>its</u> billing data.	Trading	2
229-235	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 10.2(2)	A retailer must give the requested billing data at no charge <u>if a customer requests their billing data for a period less than the previous 2 years and no more than once a year, or in relation to a dispute with the retailer, in the circumstances specified.</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
230-236	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.2(3)	A retailer must give the requested billing data within 10 business days of <u>the date of receipt of either the receipt of the request, or payment of the retailer's</u> reasonable charge for providing the billing data.	Trading	2
231-237	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.2(4)	A retailer must keep a customer's billing data for seven (7) years.	Trading	2
232-238	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.3	A retailer must give a residential customer on request, at no charge, <u>information on the types of concessions available to the customer, and the names and contact details of the organisation responsible for administering those concessions (if not the retailer), the concession information specified.</u>	Trading	2
233-239	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.4	A retailer must give a customer on request, at no charge, <u>the general information on: cost-effective and efficient ways to utilise gas (including referring a customer to a relevant information source); how a customer may arrange for an energy efficiency audit at the customer's supply address; and the typical running costs of major domestic appliances.</u> energy efficiency information specified.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
234-240	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.5	If a customer asks for information relating to the distribution of gas, a retailer must give the information to the customer or refer the customer to the relevant distributor for a response. A retailer must give information to the customer, or refer the customer to the relevant distributor for a response, if asked by a customer for information relating to the distribution of gas.	Trading	2
235-241	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.5A(1)	The retailer must, within 3 months of being subject to the Compendium, lodge with the Authority, a gas customer safety awareness programme. A retailer must lodge with the Authority a gas customer safety awareness program in the manner and timeframes specified.	Trading	2
242.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.5A(2)	The retailer must consult with the Authority when preparing the gas customer safety awareness programme.	Trading	2
243.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.5A(3)	The gas customer safety awareness programme is to communicate information to customers regarding safety in the use of gas and must address, at a minimum, the information referred to in clause 10.5A(3)(a)-(e).	Trading	2
236-244	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.6	A distributor must give a customer on request, at no charge, or direct the customer to a person or class of persons who can provide, the <u>information specified in clause 10.6(c)-(i).</u> specified information.	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
237-245	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.9	A retailer, and distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer <u>by the retailer, distributor or gas marketing agent</u> under the Gas Customer-Marketing Code <u>and the Compendium</u> is expressed in clear, simple and concise language and is in a format that makes it easy to understand.	Distribution, Trading	NR
238-246	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.10(1)	A retailer and distributor must tell a customer on request how the customer can obtain a copy of the Gas Customer-Marketing Code <u>and the Compendium</u> .	Distribution, Trading	2
239-247	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.10(2)	A retailer and distributor must make electronic copies of the Gas Customer-Marketing Code <u>and the Compendium</u> available, at no charge, on their website.	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
240-248	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.10(3)	A retailer and distributor must make a copy of the Gas Customer Marketing Code and the Compendium available for inspection, at no charge, at their offices.	Distribution, Trading	2
241-249	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.11(1)	A retailer and distributor must make available to a residential customer on request, at no charge, services that assist the residential customer in interpreting information provided by the retailer or distributor <u>(including independent multi-lingual and TTY services, and large print copies).</u>	Distribution, Trading	2
242-250	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 10.11(2)	A retailer and, where appropriate, a distributor, must include <u>on a residential customer's bill and bill related information, reminder notice and disconnection warning:</u> the telephone number for their TTYspecial information services; <u>the telephone number and</u> for independent multi-lingual services; and the National Interpreter Symbol, with the words "Interpreter Services", on the documents specified.	Distribution, Trading	2
<u>COMPLAINTS & DISPUTE RESOLUTION</u>					

No	Obligations Under	Licence Condition	Description	Licensee	Type
243-251	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 12.1(1)	A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes.	Distribution, Trading	2
244-252	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 12.1(2)(a) and (b)	A retailer and distributor must develop, maintain and implement a complaints handling process that meets the specified requirements. The complaints handling process must comply with AS ISO 10002 – 2006 and address, at the least, the criteria specified in clause 10.2(b).	Distribution, Trading	2
253.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 12.1(2)(c) and (d)	The complaints handling process must detail how the retailer will handle complaints about a retailer or marketing, and be available at no cost to customers.	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensor	Type
245-254	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium clause 12.1(3)(a)</u>	A retailer or distributor must at least provide the specified advice to a customer when handling a complaint. <u>A retailer or distributor must advise the customer that the customer has the right to have the complaint considered by a senior employee within the retailer or distributor, when responding to a customer complaint.</u>	Distribution, Trading	2
255.	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Distribution Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 12.1(3)(b)</u>	<u>When a complaint has not been resolved internally in a manner acceptable to the customer, a retailer or distributor must advise the customer of the reasons for the outcome (on request, the retailer or distributor must supply such reasons in writing); and that the customer has the right to raise the complaint with the gas ombudsman or another relevant external dispute resolution body and provide the Freecall telephone number of the gas ombudsman.</u>	<u>Distribution, Trading</u>	<u>2</u>
246-256	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium clause 12.2</u>	A retailer must comply with any guideline developed by the Authority relating to distinguishing customer queries from customer complaints.	Trading	2
247-257	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium clause 12.3</u>	A retailer, distributor and marketer <u>gas marketing agent</u> must give a customer on request, at no charge, information that will assist the customer in utilising the respective complaints handling processes.	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
248-258	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 12.4	A retailer, distributor or marketer who receives a complaint that does not relate to its functions, must refer the complaint to the appropriate entity and inform the customer of the referral. When a retailer, distributor or gas marketing agent receives a complaint that does not relate to its functions, it must advise the customer of the entity that it reasonably considers to be the appropriate entity to deal with the complaint (if known).	Distribution, Trading	2
<u>RECORD KEEPING & REPORTING</u>					
249-259	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 13.1(1)	Unless expressly provided otherwise, Aa retailer, distributor or marketer <u>gas marketing agent</u> must keep a record or other information as required to be kept by the Gas Customer Code <u>Code of Conduct and the Compendium</u> for at least two <u>2</u> years from the last date on which the information was recorded, unless expressly provided otherwise.	Distribution, Trading	2
260.	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Distribution Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.1(2)</u>	<u>For the purposes of clause 13.1(1), a retailer must keep records or other information specified in clause 13.1(2)(a)-(g).</u>	<u>Trading</u>	<u>2</u>

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>261.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Distribution Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.1(3)</u>	<u>For the purposes of subclause 13.1(1), a distributor must keep records or other information specified in clause 13.1(3)(a)-(d).</u>	<u>Distribution</u>	<u>2</u>
<u>250-262</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium clause 13.2(a)(i)-(xv)</u>	A retailer must keep a record of the total number and percentage of <u>its residential customers accounts</u> under the affordability and access indicators specified in <u>clause 13.2(a)(i)-(xv).</u>	Trading	2
<u>263.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.2(b)(i)-(ix)</u>	<u>A retailer must keep a record of the total number and percentage of its business customer accounts under the affordability and access indicators specified in clause 13.2(b)(i)-(ix).</u>	<u>Trading</u>	<u>2</u>
<u>264.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.2(c)</u>	<u>A retailer must keep a record of the actions it undertook, and the responses from the distributor to those actions, to obtain metering data where the retailer has issued a bill outside of the time frame set out in clause 4.1(b).</u>	<u>Trading</u>	<u>2</u>

No	Obligations Under	Licence Condition	Description	Licensee	Type
251-265	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 13.3(1)	A retailer must keep a record of <u>the total number of complaints received from residential and business customers, as well as keeping a record of the customer complaint indicators specified in clause 13.3(1)(b)-(f).</u>	Trading	2
252-266	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 13.3(2)	A retailer must keep a copy <u>record of the details of each complaint referred to in clause 13.3(1) (including complaints made directly to a retailer).</u>	Trading	2
253-267	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 13.5	A retailer must keep a record of the call centre performance indicators specified <u>in clause 13.5(a)-(e).</u>	Trading	2
254-268	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code Compendium clause 13.6	A retailer must keep a record of the total number of residential <u>accounts held by customers</u> and business <u>customer</u> accounts specified held by customers. <u>A retailer must keep a record of the total number of residential and business accounts specified.</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
255-269	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 13.8(1)	A distributor must keep a record of the total number of connections provided and the <u>total number of</u> connections not provided on or before the agreed date.	Distribution	2
256-270	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 13.8(2)	A distributor must keep a record of the total number of reconnections provided, other than those specified <u>in clause 13.8(2)(a)</u> , and the total number of those reconnections not provided within the prescribed timeframe.	Distribution	2
257-271	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 13.10(1)	A distributor must keep a record of the customer complaints received, the action taken to address a complaint and the customer indicators specified <u>in clause 13.10(1)(a)-(e)</u> .	Distribution	2
258-272	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 13.10(2)	A distributor must keep a copy <u>record of the details</u> of each customer complaint referred to in clause 13.10(1).	Distribution	2
259-273	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer CodeCompendium clause 13.12	A distributor must keep a record of the call centre performance indicators specified <u>in clause 13.12(a)-(e)</u> .	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
260-274	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 13.14	A distributor must keep a record of the total number of delivery points on the distributor's distribution system.	Distribution	2
261-275	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium</u> clause 13.15(1)	A retailer and a distributor must prepare a report setting out the information required by Part 13 of the Gas Customer Code, in respect of each reporting year, setting out the information in the records specified in clause 13.15(a)-(d) ending on 30 June. The report must be published no later than the following 1 October.	Trading	2
276.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Compendium <u>clause 13.16</u>	A distributor must prepare a report in respect of each reporting year setting out the information in the records specified in clause 13.16(a)-(d).	Distribution	2
277.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium <u>clause 13.17(1)</u>	The annual retailer and distributor reports specified in clauses 13.15 and 13.16 are to be published not later than the following October 1.	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
<u>278.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Distribution Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.17(2)</u>	<u>A report is published for the purposes of bclause 13.17(1) if copies of it are available to the public, without cost, at places where the retailer or distributor transacts business with the public, and a copy of it is posted on a website maintained by the retailer or distributor.</u>	<u>Distribution, Trading</u>	<u>2</u>
<u>262-279</u>	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Gas Customer Code <u>Compendium clause 13.15(3)</u>	A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.	Distribution, Trading	2
<u>280.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Distribution Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 13.18</u>	<u>A retailer and distributor must provide the information in the records in clauses 13.15 and 13.16 to the Authority in a format acceptable to the Authority no later than the following 23 September.</u>	<u>Distribution, Trading</u>	<u>2</u>

1216 PERFORMANCE REPORTING REQUIREMENTS FOR GAS TRADING AND GAS DISTRIBUTION LICENSEES

Licensees' reporting obligations are encapsulated in a series of indicators.

As shown below, all the indicators that fall under the Reporting Information for Distribution Licensees are prefixed with the letter 'D'. Likewise, all the indicators that fall under the Reporting Information for Trading Licensees are prefixed with the letter 'R'.

In addition, all the indicators are grouped under specific headings such as 'Customer Connections', 'Complaints', 'Network and Asset Information' etc. where each heading is designated by a letter.

That is, any particular indicator will consist of two letters, one that designates whether or not it relates to distribution or retail licensees and one that designates the group it refers to followed by a number. For example, the indicator RA 2 falls under the Reporting Information for Trading Licensees as it is prefixed with the letter 'R' and relates to the grouping 'Customers and Customer Information' as it subsequently contains the letter 'A'.

12.116.1 Performance Information – Trading Licensees

~~Licensees' reporting obligations are encapsulated in a series of indicators. As shown below, all the indicators that fall under the Reporting Information for trading licensees are prefixed with the letter 'R'.~~

~~Data reported in this section relates to small use customers: defined as consuming below 1 TJ per annum.¹⁵~~

Figure 11: Customers and Customer Information

No.	Indicator	
	1317 Reference	
RA 1	Compendium clause 13.6(a)	Total number of residential accounts residential customers
RA 2		Total number of residential customers accounts covered by the Gas Moratorium (Alinta Sales only) ¹⁶
RA 3	Compendium clause 13.6(b)	Total number of non-residential accounts non-contestable residential customers ¹⁷
RA 4		Total number of non-residential customer accounts covered by the Gas Moratorium (Alinta Sales only) ¹⁸
RA 5	Total number of non-residential customers covered by the Gas Moratorium (Alinta Sales only)¹⁹	
RA 6		Total number of non-contestable non-residential customers²⁰
RA 7		Total number of residential and non-residential customers

¹⁵ ~~Refer to the 2011-2012 gas trading performance reporting handbook for more information on indicator data definitions. Available at: http://www.erawa.com.au/licensing/gas-licensing/regulatory-guidelines/http://www.erawa.com.au/2/319/51/gas_licensing_regulatory_guidelines.pm~~

¹⁶ This indicator is only applicable to Alinta Sales for the gas supply areas that are subject to the 2007 Gas Market Moratorium.

¹⁷ ~~This indicator is only applicable to Wesfarmers Kleenheat for supply in towns that cannot be accessed by other gas retailers.~~

¹⁸ ~~This indicator is only applicable to Alinta Sales for the gas supply areas that are subject to the 2007 Gas Market Moratorium.~~

¹⁹ ~~This indicator is only applicable to Alinta Sales for the gas supply areas that are subject to the 2007 Gas Market Moratorium.~~

²⁰ ~~This indicator is only applicable to Wesfarmers Kleenheat for supply in towns that cannot be accessed by other gas retailers.~~

Figure 2: Affordability

14	No.	15	Indicator
16	RB 1	17	Number of residential customers on instalment payment plans
18	RB 2	19	Percentage of residential customers on instalment payment plans
20	RB 3	21	Number of non-residential customers on instalment payment plans
22	RB 4	23	Percentage of non-residential customers on instalment payment plans
24	RB 5	25	Number of residential customer direct debit plans terminated as a result of defaults
26	RB 6	27	Percentage of residential customer direct debit plans terminated as a result of defaults
28	RB 7	29	Number of non-residential customer direct debit plan termination as a result of defaults
30	RB 8	31	Percentage of non-residential customer direct debit plans terminated as a result of defaults

Figure 3: Disconnections

32	No.	33	Indicator
34	RC	35	Number of residential customers disconnected for failure to pay

32	No.	33	Indicator
1	RC	2	Percentage of residential customers disconnected for failure to pay
36	RC	37	Percentage of residential customers disconnected for failure to pay
38	RC	39	Number of non-residential customers disconnected for failure to pay
40	RC	41	Percentage of non-residential customers disconnected for failure to pay
42	RC	43	Number of residential customers disconnected previously on an instalment payment plan
44	RC	45	Percentage of residential customers disconnected previously on an instalment payment plan
46	RC	47	Number of residential customers disconnected within the past 24 months
48	RC	49	Percentage of residential customers disconnected within the past 24 months
50	RC	51	Number of customers disconnected while receiving a concession (residential only)
52	RC	53	Percentage of customers disconnected while receiving a concession (residential only)

Figure 2: Affordability and Access

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RB 1</u>	<u>Compendium clause 13.2(a)(i)</u>	<u>Total number of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium} where the delay is due to fault on the part of the retailer</u>
<u>RB 2</u>	<u>Compendium clause 13.2(a)(i)</u>	<u>Percentage of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium} where the delay is due to fault on the part of the retailer</u>
<u>RB 3</u>	<u>Compendium clause 13.2(a)(i)</u>	<u>Total number of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium} where the delay is due to the retailer not receiving the billing data from the distributor in accordance with subclause 4.1(b)(iii) {of the Compendium}</u>
<u>RB 4</u>	<u>Compendium clause 13.2(a)(i)</u>	<u>Percentage of residential customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium} where the delay is due to the retailer not receiving the billing data from the distributor in accordance with subclause 4.1(b)(iii) {of the Compendium}</u>
<u>RB 5</u>	<u>Compendium clause 13.2(a)(ii)</u>	<u>Total number of residential customer accounts that are subject to an instalment plan under Part 6 {of the Compendium}</u>
<u>RB 6</u>	<u>Compendium clause 13.2(a)(ii)</u>	<u>Percentage of residential customer accounts that are subject to an instalment plan under Part 6 {of the Compendium}</u>
<u>RB 7</u>	<u>Compendium clause 13.2(a)(iii)</u>	<u>Total number of residential customer accounts that have been granted additional time to pay a bill under Part 6 {of the Compendium}</u>
<u>RB 8</u>	<u>Compendium clause 13.2(a)(iii)</u>	<u>Percentage of residential customer accounts that have been granted additional time to pay a bill under Part 6 {of the Compendium}</u>
<u>RB 9</u>	<u>Compendium clause 13.2(a)(iv)</u>	<u>Total number of residential customer accounts that have been placed on a shortened billing cycle under Part 6 {of the Compendium}</u>
<u>RB 10</u>	<u>Compendium clause 13.2(a)(iv)</u>	<u>Percentage of residential customer accounts that have been placed on a shortened billing cycle under Part 6 {of the Compendium}</u>
<u>RB 11</u>	<u>Compendium clause 13.2(b)(i)</u>	<u>Total number of business customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium}</u>
<u>RB 12</u>	<u>Compendium clause 13.2(b)(i)</u>	<u>Percentage of business customer accounts that have been issued with a bill outside the timeframes prescribed in clause 4.1 {of the Compendium}</u>

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RB 13</u>	<u>Compendium clause 13.2(b)(ii)</u>	<u>Total number of business customer accounts that are subject to an instalment plan under Part 6 {of the Compendium}</u>
<u>RB 14</u>	<u>Compendium clause 13.2(b)(ii)</u>	<u>Percentage of business customer accounts that are subject to an instalment plan under Part 6 {of the Compendium}</u>
<u>RB 15</u>	<u>Compendium clause 13.2(b)(iii)</u>	<u>Total number of business customer accounts that have been granted additional time to pay a bill under Part 6 {of the Compendium}</u>
<u>RB 16</u>	<u>Compendium clause 13.2(b)(iii)</u>	<u>Percentage of business customer accounts that have been granted additional time to pay a bill under Part 6 {of the Compendium}</u>
<u>RB 17</u>	<u>Compendium clause 13.2(b)(iv)</u>	<u>Total number of business customer accounts that have been placed on a shortened billing cycle under Part 6 {of the Compendium}</u>
<u>RB 18</u>	<u>Compendium clause 13.2(b)(iv)</u>	<u>Percentage of business customer accounts that have been placed on a shortened billing cycle under Part 6 {of the Compendium}</u>
<u>RB 19</u>	<u>Compendium clause 13.2(a)(xiv)</u>	<u>Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account</u>
<u>RB 20</u>	<u>Compendium clause 13.2(a)(xiv)</u>	<u>Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account</u>
<u>RB 21</u>	<u>Compendium clause 13.2(b)(viii)</u>	<u>Total number of business customer accounts that have lodged security deposits in relation to the business customer account</u>
<u>RB 22</u>	<u>Compendium clause 13.2(b)(viii)</u>	<u>Percentage of business customer accounts that have lodged security deposits in relation to the business customer account</u>
<u>RB 23</u>	<u>Compendium clause 13.2(a)(xv)</u>	<u>Total number of residential customer accounts that have had direct debit plans terminated</u>
<u>RB 24</u>	<u>Compendium clause 13.2(a)(xv)</u>	<u>Percentage of residential customer accounts that have had direct debit plans terminated</u>
<u>RB 25</u>	<u>Compendium clause 13.2(b)(ix)</u>	<u>Total number of business customer accounts that have had direct debit plans terminated</u>

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RB 26</u>	<u>Compendium clause 13.2(b)(ix)</u>	<u>Percentage of business customer accounts that have had direct debit plans terminated</u>

Figure 3: Disconnections for Non-payment

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RC 1</u>	<u>Compendium clause 13.2(a)(v)</u>	<u>Total number of residential customer accounts that have been disconnected in accordance with clauses 7.1 to 7.3 {of the Compendium} for failure to pay a bill</u>
<u>RC 2</u>	<u>Compendium clause 13.2(a)(v)</u>	<u>Percentage of residential customer accounts that have been disconnected in accordance with clauses 7.1 to 7.3 {of the Compendium} for failure to pay a bill</u>
<u>RC 3</u>	<u>Compendium clause 13.2(b)(v)</u>	<u>Total number of business customer accounts that have been disconnected in accordance with clauses 7.1 to 7.3 {of the Compendium} for failure to pay a bill</u>
<u>RC 4</u>	<u>Compendium clause 13.2(b)(v)</u>	<u>Percentage of business customer accounts that have been disconnected in accordance with clauses 7.1 to 7.3 {of the Compendium} for failure to pay a bill</u>
<u>RC 5</u>	<u>Compendium clause 13.2(a)(vi)</u>	<u>Total number of residential customer accounts that have been disconnected under subclause 13.2(a)(v) that were previously the subject of an instalment plan</u>
<u>RC 6</u>	<u>Compendium clause 13.2(a)(vi)</u>	<u>Percentage of residential customer accounts that have been disconnected under subclause 13.2(a)(v) that were previously the subject of an instalment plan</u>
<u>RC 7</u>	<u>Compendium clause 13.2(a)(vii)</u>	<u>Total number of residential customer accounts that have been disconnected under subclause 13.2(a)(v) and that have been disconnected pursuant to clauses 7.1 to 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year</u>
<u>RC 8</u>	<u>Compendium clause 13.2(a)(vii)</u>	<u>Percentage of residential customer accounts that have been disconnected under subclause 13.2(a)(v) and that have been disconnected pursuant to clauses 7.1 to 7.3 at the same supply address on at least 1 other occasion during the reporting year or the previous reporting year</u>
<u>RC 9</u>	<u>Compendium clause 13.2(a)(viii)</u>	<u>Total number of residential customer accounts that have been disconnected under subclause 13.2(a)(v) while the subject of a concession</u>
<u>RC 10</u>	<u>Compendium clause 13.2(a)(viii)</u>	<u>Percentage of residential customer accounts that have been disconnected under subclause 13.2(a)(v) while the subject of a concession</u>

Figure 4: Reconnections

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RD 1</u>	<u>Code of Conduct clause 13.2(a)(ix)</u>	<u>Total number of residential customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected under subclause 13.2(1)(v)</u>
<u>RD 2</u>	<u>Code of Conduct clause 13.2(a)(ix)</u>	<u>Percentage of residential customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the residential customer account to be disconnected under subclause 13.2(1)(v)</u>
<u>RD 3</u>	<u>Code of Conduct clause 13.2(b)(vi)</u>	<u>Total number of business customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected under subclause 13(2)(</u>
<u>RD 4</u>	<u>Code of Conduct clause 13.2(b)(vi)</u>	<u>Percentage of business customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), at the same supply address and in the same name within 7 days of requesting the business customer account be disconnected under clauses 7.1 to 7.3</u>
<u>RD 5</u>	<u>Code of Conduct clause 13.2(a)(xi)</u>	<u>Total number of residential customer accounts that have been reconnected pursuant to subclause 13.2(a)(ix) that were previously the subject of an instalment plan</u>
<u>RD 6</u>	<u>Code of Conduct clause 13.2(1)(a)(xi)</u>	<u>Percentage of residential customer accounts that have been reconnected pursuant to subclause 13.2(a)(ix) that were previously the subject of an instalment plan</u>
<u>RD 7</u>	<u>Code of Conduct clause 13.2(a)(xii)</u>	<u>Total number of residential customer accounts that have also been reconnected pursuant to subclause 13.2(a)(ix) on at least 1 other occasion during the reporting year or the previous reporting year</u>
<u>RD 8</u>	<u>Code of Conduct clause 13.2(a)(xii)</u>	<u>Percentage of residential customer accounts that have also been reconnected pursuant to subclause 13.2(a)(ix) on at least 1 other occasion during the reporting year or the previous reporting year</u>
<u>RD 9</u>	<u>Code of Conduct clause 13.2(a)(xiii)</u>	<u>Total number of residential customer accounts that have been reconnected pursuant to subclause 13.2(a)(ix) and that, immediately prior to disconnection, were the subject of a concession</u>
<u>RD 10</u>	<u>Code of Conduct clause 13.2(a)(xiii)</u>	<u>Percentage of residential customer accounts that have been reconnected pursuant to subclause 13.2(a)(ix) and that, immediately prior to disconnection, were the subject of a concession</u>
<u>RD 11</u>	<u>Code of Conduct clause 13.2(a)(x)</u>	<u>Total number of residential customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), that were not reconnected within the prescribed timeframe</u>

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RD 12</u>	<u>Code of Conduct clause 13.2(a)(x)</u>	<u>Percentage of residential customer accounts that the retailer has requested to be reconnected, pursuant to subclause 8.1(1)(a), that were not reconnected within the prescribed timeframe</u>
<u>RD 13</u>	<u>Code of Conduct clause 13.2(b)(vii)</u>	<u>Total number of business customer accounts that the retailer has requested to be reconnected pursuant to subclause 8.1(1)(a) that were not reconnected within the prescribed timeframe</u>
<u>RD 14</u>	<u>Code of Conduct clause 13.2(b)(vii)</u>	<u>Percentage of business customer accounts that the retailer has requested to be reconnected pursuant to subclause 8.1(1)(a) that were not reconnected within the prescribed timeframe</u>

Figure 5: Complaints

<u>No.</u>	<u>Reference</u>	<u>Complaints</u>
<u>RF 1</u>	<u>Code of Conduct clause 13.3(1)(a)</u>	<u>Total number of complaints received from residential customers and business customers</u>
<u>RF 2</u>	<u>Code of Conduct clause 13.3(1)(b)(i)</u>	<u>Total number of the complaints in subclause 13.3(1)(a) that relate to billing/credit complaints</u>
<u>RF 3</u>	<u>Code of Conduct clause 13.3(1)(b)(ii)</u>	<u>Total number of the complaints in subclause 13.3(1)(a) that relate to transfer complaints</u>
<u>RF 4</u>	<u>Code of Conduct clause 13.3(1)(b)(iii)</u>	<u>Total number of the complaints in subclause 13.3(1)(a) that relate to marketing complaints (including complaints made directly to a retailer)</u>
<u>RF 5</u>	<u>Code of Conduct clause 13.3(1)(b)(iv)</u>	<u>Total number of the complaints in subclause 13.3(1)(a) that relate to other complaints</u>
<u>RF 6</u>	<u>Code of Conduct clause 13.3(1)(e)</u>	<u>Percentage of complaints from residential customers concluded within 15 business days and 20 business days</u>
<u>RF 7</u>	<u>Code of Conduct clause 13.3(1)(f)</u>	<u>Percentage of complaints from business customers concluded within 15 business days and 20 business days</u>

Figure 4: Reconnections

<u>No.</u>	<u>Indicator</u>
<u>RD 1</u>	<u>Number of residential customers reconnected within 7 days</u>
<u>RD 2</u>	<u>Percentage of residential customers reconnected within 7 days</u>
<u>RD 3</u>	<u>Number of non-residential customers reconnected within 7 days</u>
<u>RD 4</u>	<u>Percentage of non-residential customers reconnected within 7 days</u>
<u>RD 5</u>	<u>Number of residential customers reconnected previously on an instalment payment plan</u>
<u>RD 6</u>	<u>Percentage of residential customers reconnected previously on an instalment payment plan</u>
<u>RD 7</u>	<u>Number of residential customers reconnected who were previously disconnected within the past 24 months</u>
<u>RD 8</u>	<u>Percentage of residential customers reconnected who were previously disconnected within</u>

	the past 24 months
RD-9	Total number of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession
RD-10	Percentage of residential customers who have been reconnected and who, immediately prior to disconnection, was receiving a concession

Figure 6: Call Centre Performance

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>RH 1</u>	<u>Code of Conduct clause 13.5(a)</u>	<u>Total number of telephone calls to a call centre of the retailer</u>
<u>RH 2</u>	<u>Code of Conduct clause 13.5(b)</u>	<u>Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds</u>
<u>RH 3</u>	<u>Code of Conduct clause 13.5(c)</u>	<u>Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds</u>
<u>RH 4</u>	<u>Code of Conduct clause 13.5(d)</u>	<u>Average duration (in seconds) before a is call answered by a call centre operator</u>
<u>RH 5</u>	<u>Code of Conduct clause 13.5(d)</u>	<u>Percentage of the calls in subclause 13.5(a) that are unanswered</u>

Figure 5: Security Deposits

No.	Indicator
RD1	Number of residential customers who have lodged security deposits
RD2	Percentage of residential customers who have lodged security deposits
RD3	Number of non-residential customers who have lodged security deposits
RD4	Percentage of non-residential customers who have lodged security deposits

Figure 6: Call Centre Performance

No.	Indicator
RE1	Total number of telephone calls to an operator
RE2	Number of operator calls responded to within 30 seconds
RE3	Percentage of operator calls responded to within 30 seconds
RE4	Average wait before call answered by operator (seconds)
RE5	Percentage of calls that are unanswered

Figure 7: Complaints

No.	Indicator
RF1	Total number of residential customer complaints
RF2	Residential billing complaints as a percentage of total complaints
RF3	Residential marketing complaints as a percentage of total complaints
RF4	Residential transfer complaints as a percentage of total complaints
RF5	Residential other complaints as a percentage of total complaints
RF6	Percentage of residential complaints concluded within 15 business days
RF7	Total number of non-residential complaints
RF8	Non-residential billing complaints as a percentage of total complaints
RF9	Non-residential marketing complaints as a percentage of total complaints
RF10	Non-residential transfer complaints as a percentage of total complaints
RF11	Non-residential other complaints as a percentage of total complaints
RF12	Percentage of non-residential complaints concluded within 15 business days

17.1 Performance Information – Distribution Licensees

Figure 7: Customer Connections

No.	Reference	Description
DA 1	Compendium clause 13.8(1)(a)	Total number of connections provided {during the reporting year}
DA 2	Compendium clause 13.8(1)(b)	Total number of connections provided under clause 13.8(1)(a) {of the Compendium} not provided on or before the agreed date {during the reporting year}
DA 3	Compendium clause 13.8(2)(a)(i)-(iii)	Total number of reconnections provided, other than those recorded in subclause 13.8(1), pursuant to subclause 8.1(1)(b) and subclause 8.8(1)(c) {of the Compendium}
DA 4	Compendium clause 13.8(2)(b)	Total number of connections provided in subclause 13.8(2)(a) {of the Compendium} not provided within the prescribed timeframe
DA 5	Compendium clause 13.14	Total number of delivery points on the distributor's network

53.1

The following data indicators relate to gas distribution licensees only.²¹

Figure 8: Connections

No.	Indicator
DA 1	Total number of connections provided
DA 2	Total number of connections not provided on or before the agreed date
DA 3	Total number of customers who are connected to the distributor's network

²¹ Refer to the 2011 gas distribution performance reporting handbook for more information on indicator data definitions. Available at: http://www.era.gov.au/2/319/51/gas_licensing_regulatory_guidelines.pdf

Figure 8: Gas Consumption

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>DB 1</u>	<u>Licence clause 21.1</u>	<u>Gas consumption – residential delivery points (GJ)</u>
<u>DB 2</u>	<u>Licence clause 21.1</u>	<u>Gas consumption – non-residential delivery points (GJ)</u>
<u>DB 3</u>	<u>Licence clause 21.1</u>	<u>Unaccounted for gas (GJ)</u>

Figure 9: Gas Consumption

<u>No.</u>	<u>Indicator</u>
<u>DB 1</u>	<u>Gas consumption – residential (GJ)</u>
<u>DB 2</u>	<u>Gas consumption – residential percentage change from previous year</u>
<u>DB 3</u>	<u>Gas consumption – non-residential (GJ)</u>
<u>DB 4</u>	<u>Gas consumption – non-residential percentage change from previous year</u>
<u>DB 5</u>	<u>Peak gas demand (GJ/hour)</u>
<u>DB 6</u>	<u>Unaccounted for gas (GJ)</u>

Figure 9: Leaks

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>DC 1</u>	<u>Licence clause 21.1</u>	<u>Number of leak repairs to High Pressure, Medium Pressure and Low Pressure mains</u>
<u>DC 2</u>	<u>Licence clause 21.1</u>	<u>Number of leak repairs to High Pressure, Medium Pressure and Low Pressure service connections</u>
<u>DC 3</u>	<u>Licence clause 21.1</u>	<u>Number of leak repairs to High Pressure, Medium Pressure and Low Pressure meters</u>

Figure 10: Reliability

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>DD 1</u>	<u>Licence clause 21.1</u>	<u>Number of delivery points that have been interrupted (due to planned or unplanned interruptions) for more than 12 hours continuously during the reporting year</u>
<u>DD 2</u>	<u>Licence clause 21.1</u>	<u>Number of delivery points affected by 5 or more unplanned interruptions during the reporting year</u>
<u>DD 3</u>	<u>Licence clause 21.1</u>	<u>The average percentage of time that gas has been supplied to customer premises during the reporting year</u>

Figure 10: Leaks

54 — No. 55 — Indicator				
	Total number of leak repairs—	High Pressure	Medium Pressure	Low Pressure
DC 1	Mains			
DC 2	Service connections			
DC 3	Meters			

Figure 11: Complaints

<u>No.</u>	<u>Reference</u>	<u>Complaints</u>
<u>E 1</u>	<u>D Compendium clause 13.10(1)(a)</u>	<u>Total number of complaints received (excluding quality and reliability complaints but including complaints received under Part 9 (of the Compendium))</u>
<u>E 2</u>	<u>D Compendium clause 13.10(1)(b)(i)</u>	<u>Number of the complaints in subclause 13.10(1)(a) that relate to administrative process or customer service complaints</u>
<u>E 3</u>	<u>D Compendium clause 13.10(1)(b)(ii)</u>	<u>Number of the complaints in subclause 13.10(1)(a) that relate to other complaints</u>
<u>E 4</u>	<u>D Licence clause 21.1</u>	<u>Number of connection and augmentation complaints</u>
<u>E 5</u>	<u>D Licence clause 21.1</u>	<u>Number of reliability of supply complaints</u>
<u>E 6</u>	<u>D Licence clause 21.1</u>	<u>Number of quality of supply complaints</u>
<u>E 7</u>	<u>D Licence clause 21.1</u>	<u>Number of network charges and costs complaints</u>
<u>DE 8</u>	<u>Compendium clause 13.10(1)(e)</u>	<u>Number of complaints from customers concluded within 15 business days</u>
<u>DE 9</u>	<u>Compendium clause 13.10(1)(e)</u>	<u>Percentage of complaints from customers concluded within 15 business days</u>
<u>DE 10</u>	<u>Compendium clause 13.10(1)(e)</u>	<u>Number of complaints from customers concluded within 20 business days</u>
<u>DE 11</u>	<u>Compendium clause 13.10(1)(e)</u>	<u>Percentage of complaints from customers concluded within 20 business days</u>

Figure 12: Call Centre Performance

<u>No.</u>	<u>Reference</u>	<u>Description</u>
<u>DF 1</u>	<u>Code of Conduct clause 13.12(a)</u>	<u>Total number of telephone calls to a call centre of the distributor</u>
<u>DF 2</u>	<u>Code of Conduct clause 13.12(b)</u>	<u>Number of telephone calls to a call centre answered by a call centre operator within 30 seconds</u>
<u>DF 3</u>	<u>Code of Conduct clause 13.12(c)</u>	<u>Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds</u>
<u>DF 4</u>	<u>Code of Conduct clause 13.12(d)</u>	<u>Average duration (in seconds) before a call is answered by a call centre operator</u>
<u>DF 5</u>	<u>Code of Conduct clause 13.12(e)</u>	<u>Percentage of the calls specified in subclause 13.12(a) that are unanswered</u>

Figure 11: Reliability

<u>No.</u>	<u>Indicator</u>
DD-1	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting period
DD-2	Number of customer connections affected by 5 or more unplanned interruptions during the reporting period
DD-3	The average percentage of time that gas has been supplied to customer premises
	Overall interruptions--
DD-4	Overall SAIDI
DD-5	Overall SAIFI
DD-6	Overall CAIDI
	Unplanned interruptions--
DD-7	Unplanned SAIDI
DD-8	Unplanned SAIFI
DD-9	Unplanned CAIDI
	Planned interruptions--

DD-10	Planned SAIDI
DD-11	Planned SAIFI
DD-12	Planned CAIDI
	Normalised interruptions–
DD-13	Normalised SAIDI
DD-14	Normalised SAIFI
DD-15	Normalised CAIDI

Figure 12: Complaints

No.	Indicator
DE-1	Total number of complaints received
DE-2	Connection and augmentation complaints as a percentage of total complaints
DE-3	Reliability of supply complaints as a percentage of total complaints
DE-4	Quality of supply complaints as a percentage of total complaints
DE-5	Network charges and costs complaints as a percentage of total complaints
DE-6	Administrative processes or customer service complaints as a percentage of total complaints
DE-7	Other complaints as a percentage of total complaints

Figure 13: Call Centre Performance

No.	Indicator
DF 1	Total number of telephone calls to an operator
DF 2	Number of operator calls responded to within 30 seconds
DF 3	Percentage of operator calls responded to within 30 seconds
DF 4	Average wait before call answered by operator (seconds)
DF 5	Percentage of calls that are unanswered

Figure 14: Network Construction**Figure 13: Network Construction**

No.	Indicator				
		Length of gas distribution mains constructed from (km) -	High Pressure	Medium Pressure	Low Pressure
DG 1	Licence clause 21.1	Cast iron			
DG 2	Licence clause 21.1	Unprotected steel			
DG 3	Licence clause 21.1	Protected steel			
DG 4	Licence clause 21.1	PVC			
DG 5	Licence clause 21.1	Polyethylene			
DG 6	Licence clause 21.1	Other			
DG 7	Licence clause 21.1	Total length of all distribution mains installed and in service			
DG 8	Licence clause 21.1	Number of service connections per km of gas mains			

55.117.2 Guaranteed Service Level Payments – WA Gas Networks Coastal Supply Area

The WA Gas Networks Pty Ltd (formerly AlintaGas Networks Pty Ltd) Access Arrangement for the Mid-West and South-West gas distribution systems, which are the subject of the coastal supply area defined in gas distribution licence GDL8, includes provision for the payment of Guaranteed Service Level ~~Payments~~ (GSL) payments. GSL payments apply in the following circumstances:

- If a contractor arrives more than 15 minutes late for a reported gas fault appointment or an emergency appointment – an inconvenience fee of \$25 will be paid.
- If WA Gas Networks Pty Ltd fails to establish a gas connection (where a mains runs past an established home) within 5 business days of notice from a retailer – a payment of \$40 per day up to a maximum of \$120 will be paid.
- If a small use customer experiences more than 4 unplanned supply interruptions in a calendar year – a payment of \$100 for each subsequent unplanned interruption will be paid.
- If a small use customer experiences an interruption of more than 12 hours continuously – a payment of \$80 for each interruption will be paid.

Figure 1415: Guaranteed Service Level Payments

No.		Indicator
AA 1	Licence clause 21.1	Total number of GSL payments for late arrival for a gas fault or emergency appointment
AA 2	Licence clause 21.1	Total amount of GSL payments for late arrival for a gas fault or emergency appointment
AA 3	Licence clause 21.1	Total number of GSL payments for late establishment of a gas service
AA 4	Licence clause 21.1	Total amount of GSL payments for late establishment of a gas service
AA 5	Licence clause 21.1	Total number of GSL payments for more than 4 unplanned interruptions in a calendar year
AA 6	Licence clause 21.1	Total amount of GSL payments for more than 4 unplanned interruptions in a calendar year
AA 7	Licence clause 21.1	Total number of GSL payments for unplanned interruptions greater than 12 hours continuously
AA 8	Licence clause 21.1	Total amount of GSL payments for unplanned interruptions greater than 12 hours continuously

Amendment Record Sheet:

Amendment Date	Description of amendment
27 March 2008	Amendments to this Manual include: - Updating the performance reporting obligations for trading licensees (section 14.1) to align, where possible, with the reporting obligations for electricity retail licensees. - Updating the performance reporting obligations for distribution licensees (section 14.2) to align, where possible, with the reporting obligations for trading and also remove redundant obligations. - Move the guaranteed service level payment performance reporting indicators into a new section (14.3) because they only apply to the AlintaGas Networks Access Arrangement.
24 February 2009	Amendments to this Manual include: - Section 1 (Scope) deleted. - Section 2 amended and renumbered to section 1. - Section 3 (Additional Performance Reporting Obligations) deleted. - Section 4.5 renumbered to section 2. - Section 4.6 updated and renumbered to section 2.1. - Section 4.1 amended. - Section 4.6 renumbered to section 4.4 - Section 13 amended to replace obligations under the Gas Marketing Standard with the obligations under the Gas Marketing Code of Conduct 2008. - Section 14.1 definition of indicators RC7 and RC8 amended.
4 September 2009	Amendments to this Manual include: - Section 1 amended (minor only). - Section 2.1 now refers to the inclusion of the Compendium of Gas Customer licensing Obligations. - Section 3 amended (minor only). - Section 4.2 to 4.4 amended to clarify the compliance reporting requirement for Type 1 and 2 obligations. - New section on Report Lodging Requirements inserted as section 5. - Sections 5 re-numbered to section 6 with minor amendments. - Section 6 re-numbered to section 7 and amended to clarify the format for Schedule A. - Section 7 re-numbered to section 8 and updated for the new type 1 (obligation no. 224). - Section 8 re-numbered to section 9 and licence conditions updated for new licence format. - Section 9 re-numbered to section 10 and licence conditions updated for new licence format. - Section 10 re-numbered to section 11. - Section 11 re-numbered to section 12 and licence conditions updated for new licence format. Also obligations 83 and 84 amended for minor typographical errors. The description for obligation 88 has also been amended to more closely reflect the AGA Code requirements - Section 12 re-numbered to section 13 with: - Obligations 104 to 111, 113, and 123 to 131 deleted; - Obligation 112 re-numbered to 104; - Obligations 114 to 122 re-numbered to 105 to 113; and

Amendment Date	Description of amendment
	▪ Obligations 132 to 133 re-numbered to 114 to 115. • Section 13 re-numbered to section 14 with Obligations 134 to 164 re-numbered to 115 to 146 and Code of Conduct reference moved to "Obligation Under" Column for all obligations for re-numbered obligations 118 -146. • Section 15 inserted for Compendium of Gas Customer licensing Obligations. • Section 15 on Performance Reporting re-numbered to section 16.
15 July 2010	Amendments to this Manual include: • Sections 1, 5 and 6 have been amended to delete redundant information and correct minor errors. • Section 2 now refers to the amendments of the Compendium of Gas Customer Licensing Obligations (also known as the <i>Gas Customer Code</i>) which take effect from 1 July 2010. • Sections 9, 12, 13, 14 and 15 now reflect the amended gas trading and distribution licence obligations which come into effect in July 2010. • Section 15 was amended to reflect the amendments to the Compendium of Gas Customer Licensing Obligations. • Sections 13, 14 and 15 have obligations that have been re-numbered due to the amendments to the <i>Gas Customer Code</i>. • Section 16 has been amended to reflect amendments to the 2010 performance data obligations that have previously been published by the Authority (refer to Gas Licence Performance data Sheets and handbooks – May 2010).
9 November 2010	Amendments to this Manual include: • Section 2.1 has been amended to incorporate current information and remove redundant information. • Section 12 (obligations 85 and 86) has been amended to correct some minor errors. • Section 15 has obligations that have been amended and re-numbered to reflect the amendments and corrections to the <i>Gas Customer Code</i>. • Section 16 has been amended to correct some errors in the numbering of figures.
<u>XX March 2013</u>	<u>Amendments to this Manual include:</u> • <u>The Manual has been reviewed to align the content with the Electricity Compliance Reporting Manual (February 2013).</u> • <u>The obligations that derive from the Code of Conduct have been reviewed and updated to reflect the changes made to the Code of Conduct in June 2012.</u> • <u>Section 2.2 has been added to emphasise current and planned changes in legislation, regulations and codes.</u> • <u>A paragraph was added in section 4 that reserves the right for the Authority to apply a higher rating to a compliance obligation where it considers it necessary.</u> • <u>Minor amendments were made to the compliance reporting template in section 6 to align it with the Electricity Compliance Reporting Manual's template.</u> • <u>A note was added in section 7 that the licensee should report a positive statement of no non-compliances if that is the case.</u> • <u>A note was added in sections 8-15 to clarify that the tables in sections only contain summaries of the obligations.</u> • <u>Former obligations 116-144 were updated according to the changes to the Code of Conduct.</u> • <u>From obligation number 127 onwards, all obligation numbers were</u>

Amendment Date	Description of amendment
	<u>re-numbered.</u> • <u>Former obligations 128-129, 133-136, 138-141 and 143-144 were removed. New obligation number 133 was added.</u> • <u>All reference to the previous name of the Compendium (i.e. the Gas Customer Code) has been removed and replaced with the current name, with the exception of reference to the Gas Customer Code made in this Amendment record sheet.</u> • <u>The following obligations were updated and re-numbered to reflect the changes to the 2013 Compendium: 145, 147, 148, 162, 166, 178-180, 185, 188, 196, 199, 208, 211, 218-219, 231, 234-236, 248-249, 251-254, 256, 259-260, 262-265, 267, 269 and 275.</u> • <u>The following new obligations were included: 137, 153, 170, 178-182, 196-197, 210, 225, 250-251, 263 and 271-272.</u> • <u>Former obligation number 186 was removed.</u> • <u>Gas trading licence and gas distribution licence reporting obligations were reviewed and aligned with Part 13 of the Compendium.</u> • <u>The disaggregation of complaints into complaint categories has been amended to require licensees to provide the number of complaints in each category.</u> • <u>Added indicators DE8-11 to capture complaint resolution performance data.</u> • <u>Other minor amendments, such as updating contact details for the Authority, updating all web links and correcting minor typos or formatting errors.</u>

