

Gas Compliance Reporting Manual

Energy Coordination Act 1994

| ~~August 2015~~ January 2017

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 Economic Regulation Authority (ERA) 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.

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

It is important that there is a shared understanding amongst all stakeholders ~~in respect of about the applicable~~ licence terms and conditions ~~applicable to a licensee~~ and the way in which the Authority ~~will fulfil~~ fulfils its responsibilities under the Act, including ~~in monitoring and reporting on~~ licence compliance. ~~In support of this objective, the~~ 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~~ gas licences to assist licensees with identifying applicable ~~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.

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This Reporting Manual aims to identify all the compliance requirements for both distribution and trading licensees. As a result, the Reporting Manual is very comprehensive.¹

~~The Authority notes that for most licensees some of the compliance requirements set out in the Reporting Manual will not apply. Further, many of the compliance requirements may only come into play in certain circumstances (for example, dispute resolution obligations). Accordingly, licensees should not be concerned with the large number of compliance requirements identified in this Reporting Manual. Rather, licensees are encouraged to make note of the compliance requirements that apply to them based on their licence type and circumstances.~~

¹ ~~For most licensees, some of the compliance requirements set out in the Reporting Manual will not apply. Further, many of the compliance requirements may only come into play in certain circumstances (for example, dispute resolution obligations). Accordingly, licensees should not be concerned with the large number of compliance requirements identified in this Reporting Manual. Rather, licensees are encouraged to note those compliance requirements that apply to them.~~

While the ~~Authority~~ERA has taken care to compile ~~the compliance requirements for distribution and trading licenses~~the Reporting Manual, the omission of a compliance requirement in ~~this Reporting Manual~~this document does ~~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.

This Reporting Manual is structured as follows:

- Section 3 details the nature of licensees' performance reporting requirements, including the timing of reports;
- Section 4 details the classification criteria for compliance obligations;
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing and format of 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 following legislative and regulatory instruments:
 - *Energy Coordination Act 1994* (Section 9);
 - *Gas Standards Act 1972* (Section 10);
 - *Energy Coordination (Gas Tariffs) Regulations 2000* (Section 11);
 - *Energy Coordination (Customer Contracts) Regulations 2004* (Section 12);
 - Distribution Licence and Trading Licence Conditions and Obligations (Section 13);
 - *Gas Marketing Code of Conduct (Code of Conduct)* (Section 14); and
 - *Compendium of Gas Customer Licence Obligations (Compendium)* (Section 15).

2 Amending this Reporting Manual

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

- reflect amendments to the Act, ~~r~~Regulations and ~~c~~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~~ERA; and
- improve the compliance and reporting process.

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

3 PERFORMANCE REPORTING

Under section 11M (Schedule 1A) of the Act, the licences may include provisions requiring the licensee to provide to the [Authority ERA](#) specified information on any matter relevant to the operation of the licence. In accordance with these powers, the [Authority ERA](#) requires holders of gas ~~distribution licences and gas trading~~ licences to provide performance information to the [Authority ERA](#) for each year ending 30 June.

3.1 Lodgement of Annual Performance Reports

The [Authority ERA](#) has published the *Gas Trading Licence Performance Reporting Handbook* and the *Gas Distribution Performance Reporting Handbook* (collectively referred to as “**Reporting Handbooks**”) on its website. The Reporting Handbooks specify:

- the performance indicators that licensees are required to report against;
- the definitions to be applied to the performance indicators in the performance reports;
- how to calculate the performance data (where applicable); and
- how and when the data is to be provided to the [Authority ERA](#).

Licensees are advised to refer to the relevant Reporting Handbook for further information on how to lodge their annual performance report with the [Authority ERA](#).

4 CLASSIFICATION OF NON-COMPLIANCES

Table 1 sets out 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.
- 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
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.
NR (not reportable) ²	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.

The [Authority ERA](#) will, in general, apply the criteria in Table 1 to determine the appropriate rating for a compliance obligation. However, the [Authority ERA](#) 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.

² 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 COMPLIANCE REPORTING

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

5.1 Notification of Type 1 Non-Compliances

A licensee must immediately notify the ~~Authority~~ERA 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~~Regulation & Inquiries or the Assistant Director Monitoring on (08) 6557 7900 to explain the nature and impact of the breach; and
- a letter from the licensee's Senior Executive Officer to the ~~Authority~~ERA'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 letter at~~ the

By post at: PO Box 8469, PERTH BC WA 6849

~~By hand at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000~~

5.2 Annual Compliance Reports

5.2.1 Format and Timing of Annual Compliance Reports

The licensee is required to submit an annual compliance report to the ~~Authority~~ERA. 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:

- confirm that ~~the licensee~~it 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 of the~~ 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. A signed copy of the annual compliance report must be provided to the ~~Authority~~ ~~ERA~~ by 31 August following the year ending 30 June.

5.2.2 Lodgement of Annual Compliance Report

Licensees must lodge a signed copy of the annual compliance report to the ~~Authority~~ ~~ERA~~. The completed compliance report may be provided to the ~~Authority~~ ~~ERA~~:

By post at: PO Box 8469, PERTH BC WA 6849

~~By hand at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000~~

It is important to note that compliance with clause 16.1 of the licence will not be achieved until a signed copy of the compliance report has been received by the ~~Authority~~ ~~ERA~~.

6 COMPLIANCE REPORT TEMPLATE

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

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

Submitted by: [Licensee name]

ACN: [Number]

To: ~~Chairman~~

Economic Regulation ~~Authority~~Authority

[Name of signing officer] reports as follows:

- 1) This report documents compliance during [Time period] with all obligations classified as Type 1 and Type 2 obligations in the ~~Authority~~ERA's current Gas Compliance Reporting Manual.
- 2) 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].
- 3) 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].
- 4) 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.
- 5) This compliance report has been approved and signed by [Licensee]'s [CEO/senior executive officer].

Date:

Signed

Name

Position

The format of Schedule A (referred to in points 3 and 4 of the above template), is provided in section 7 of this Reporting Manual.

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

Licensees must use the following format (Schedule A) for reporting non-compliances to the Authority ERA. The information in Schedule A should be provided for each non-compliance that is being reported. The compliance report template in Section 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").

Schedule A		
Licence obligation # from sections 8 to 15	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

227	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium 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 ERA within 10 business days.	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
9.	Energy Coordination Act section 11Y(1)(c)	Distribution Licence clause 14.3	A licensee must provide the Authority ERA with a report by an independent expert acceptable to the Authority ERA within 24 months of commencement and every 24 months thereafter (or longer if the Authority ERA 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 ERA with a performance audit by an independent expert acceptable to the Authority ERA within 24 months of commencement and every 24 months thereafter (or longer if the Authority ERA 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 ERA within 3 months (or longer if the Authority ERA 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 ERA 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 ERA 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 ERA 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

10 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 under a standard form contract, a licensee is to offer to supply gas at a capped tariff.	Trading	2

12 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
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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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 ³ ; (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

³ 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
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 counselling 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
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 not more than 2 months and not less than one month before the day on which the contract is due to expire (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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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 ⁴ 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
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

⁴ 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
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

13 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 ERA 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 ERA'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 ERA 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 ERA'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 ERA 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 ERA 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 ERA any information that the Authority ERA 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 ERA.	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 ERA 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 ERA, review the standard form contract and submit to the Authority ERA the results of that review within the time specified by the Authority ERA.	Trading	NR
107.	Energy Coordination Act section 11M	Trading Licence clause 12.3	A licensee must comply with any direction given by the Authority ERA 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 ERA within 3 business days of a request by the Authority ERA with reasons for refusing to commence supply to a customer if requested by the Authority ERA.	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 ERA 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

14 LICENCE COMPLIANCE REQUIREMENTS – GAS MARKETING CODE OF CONDUCT (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 retailer must ensure that its gas marketing agents comply with Part 2 of the Code of Conduct.	Trading	2
117.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.2(1)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that standard form contracts that are not unsolicited consumer agreements are entered into in the manner and satisfying the conditions specified.	Trading	2
118.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.2(2) and clause 2.2(3)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that the information specified in clause 2.2(2) is given to the customer no later than on or with the customer's first bill, unless the retailer or gas marketing agent has provided the information to the customer in the preceding 12 months or informed the customer how the information may be obtained (unless the customer has requested to receive the information).	Trading	2
119.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(1)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that non-standard contracts that are not unsolicited consumer agreements are entered into in the manner and satisfying the conditions specified.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
120.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(2)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that the information specified is provided to the customer before entering into a non-standard contract.	Trading	2
121.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.3(3) and clause 2.3(4)	Trading Licence clause 19	A retailer or gas marketing agent must obtain a customer's verifiable consent that the information specified in clause 2.3(2) has been given, unless the retailer or gas marketing agent provided the information to the customer in the preceding 12 months or informed the customer how the information may be obtained (unless the customer requested to receive the information).	Trading	2
122.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(1)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that the inclusion of concessions is made clear to residential customers and any prices that exclude concessions are disclosed.	Trading	2
123.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.4(2)	Trading Licence clause 19	A retailer or gas marketing agent must ensure that a customer is able to contact the retailer or gas marketing agent on the retailer's or gas marketing agent's telephone number during the normal business hours of the retailer or gas marketing agent for the purposes of enquiries, verifications and complaints.	Trading	2
124.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(1)	Trading Licence clause 19	A retailer or gas marketing agent who contacts a customer for the purposes of marketing must, on request, provide the customer with the retailer's complaints telephone number, the gas ombudsman's telephone number and, for contact by a gas marketing agent, the gas marketing agent's marketing identification number.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
125.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.5(2)	Trading Licence clause 19	A retailer or gas marketing agent who meets with a customer face to face for the purposes of marketing must: • wear a clearly visible and legible identity card showing the information specified; and • as soon as practicable provide the customer, in writing, the information specified.	Trading	2
126.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.6	Trading Licence clause 19	A retailer or gas marketing agent who visits a person's premises for the purposes of marketing, must comply with any clearly visible signs at the premises indicating that canvassing is not permitted or no advertising material is to be left at the premises.	Trading	2
127.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.8	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 to carry out that activity, unless the contrary is proved.	Trading	2
128.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.9	Trading Licence clause 19	A gas marketing agent must: • 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 • 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.	Trading	2
129.	Energy Coordination Act section 11ZPP Code of Conduct clause 2.10	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
130.	NOT USED Not used				
131.	NOT USED Not used				
132.	NOT USED Not used				

No	Obligations Under	Licence Condition	Description	Licensee	Type
133.	NOT USED Not used				

15 LICENCE COMPLIANCE REQUIREMENTS – 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					
134.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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
135.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 3.1(2)	Unless the customer agrees otherwise, a retailer must forward the customer's request for the connection to the relevant distributor 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.	Trading	2
BILLING					

No	Obligations Under	Licence Condition	Description	Licensee	Type
136.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.1(a)	A retailer must issue a bill no more than once a month unless the conditions specified in 4.1(a)(i)-(iii) are met <u>apply</u> .	Trading	2
137.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.1(b)	A retailer must issue a bill at least every 3-105 days <u>months</u> unless the conditions specified are met.	Trading	2
138.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.2(1)	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 clauses 4.2(1)(a)-(d).	Trading	2
139.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.2(2)	Notwithstanding clause 4.1(a)(ii), a retailer must not place a residential customer on a shortened billing cycle without the customer's verifiable consent in circumstances specified in clauses 4.2(2)(a)-(b).	Trading	2
140.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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

No	Obligations Under	Licence Condition	Description	Licensee	Type
141.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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
142.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.2(5)	Upon request, a retailer must return a customer who is subject to a shortened billing cycle and has paid 3 consecutive bills by the due date, to the billing cycle that previously applied to the customer.	Trading	2
143.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.2(6)	At least once every 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
144.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.3(1)	In respect of any 12 month period, on receipt of a request by a customer, a retailer may provide a <u>the</u> customer with estimated bills under a bill smoothing arrangement.	Trading	2
145.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.3(2)	If a retailer provides a customer with a bill under a bill-smoothing arrangement pursuant to clause 4.3(1), the retailer must ensure that the conditions specified in clauses 4.3(2)(a)-(e) are met.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
146.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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 <u>nominated by the customer, which may be an email address.</u>	Trading	2
147.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.5(1)	Unless the customer agrees otherwise, a retailer must include the minimum prescribed information in clauses 4.5(1)(a)-(cc) on the customer's bill.	Trading	2
148.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.5(2)	Notwithstanding clause 4.5(1)(bb), a retailer is not obliged to include a graph or bar chart on the bill, if the bill meets the criteria specified in clauses 4.5(2)(a)-(c).	Trading	2
149.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
150.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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 provided the retailer and the customer agreed that the customer will read the meter.	Trading	2
151.	Not Used				
152.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.7(1)	A retailer must use its best endeavours to ensure that metering reading data is obtained as frequently as is required to prepare its bills.	Trading	NR
153.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.7(2)	A retailer must ensure that at least once every 12 months it obtains metering data in accordance with clause 4.6(1)(a).	Trading	NR
154.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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

No	Obligations Under	Licence Condition	Description	Licensee	Type
155.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.8(2)	In circumstances where Where the customer's bill is estimated, a retailer must <u>clearly specify on the customer's bill in a visible and legible manner</u> the information specified prescribed in clauses 4.8(2)(a)-(c). The customer may request a verification of a meter reading and a meter reading.	Trading	2
156.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.8(3)	Upon request, a retailer must inform a customer of the basis and the reason for the estimation.	Trading	2
157.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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
158.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
159.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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.	Trading	2
160.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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
161.	Energy Coordination Act section M	Trading Licence clause 2.1 and Schedule 2 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.	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 clause 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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
164.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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.	Trading	NR
165.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.14(2)	If the customer's account is in credit at the time of account closure, the retailer must, subject to clause 4.14(3), at the time of the final bill ask the customer for instructions on where to transfer the amount of credit (based on clauses 4.14(2)(a) or (b)), and pay the credit in accordance with the customer's instructions within 12 business days or another time agreed with the customer.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
165A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.14(3)	If the customer's account is in credit at the time of account closure and the customer owes a debt to the retailer, the retailer may, with written notice to the customer, use that credit to set off the debt. If after the set off, there remains an amount of credit, the retailer must ask the customer for instructions in accordance with clause 4.14(2).	Trading	2
166.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.15	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

No	Obligations Under	Licence Condition	Description	Licensee	Type
167.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(1)(a)	If a retailer is satisfied after conducting a review of a bill that the bill is correct, the retailer • may require a customer to pay the unpaid amount; • must advise the customer that the customer may request the retailer to arrange a meter test in accordance with applicable law; and • 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.	Trading	2
168.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(1)(b)	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.	Trading	2
169.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.16(2)	The retailer must inform a customer of the outcome of the review (of the bill) as soon as practicable.	Trading	2

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
171.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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 clauses 4.17(2)(a)-(e).	Trading	2
<u>171A.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 4.17(3)</u>	<u>A retailer may charge the customer interest or require the customer to pay a late payment fee only if, after notifying a customer of the amount to be recovered under subclause (2)(c), the customer has failed to pay the amount and has not entered into an instalment plan under subclause (2)(e).</u>	<u>Trading</u>	<u>2</u>

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No	Obligations Under	Licence Condition	Description	Licensee	Type
172.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.18(2) and 4.18(5)	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, subject to clauses 4.18(6) and (7) ask the customer for instructions as to whether the amount should be credited to the customer's account; or repaid to the customer. No interest shall accrue to a credit or refund referred to in this clause.	Trading	NR
173.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.18(3)	If a retailer receives instructions under clause 4.18(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions.	Trading	2
174.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.18(4)	If a retailer does not receive instructions under clause 4.18(2) within 5 business days of making the request, the retailer must use reasonable endeavours to credit the amount overcharged to the customer's account.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
175.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.18(6)	Where If the overcharged amount is less than \$ 75-100. the retailer may, notwithstanding clause 4.18(2), notify the a 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 <u>under</u> clause 4.18(2), or credit the amount to the customer's account next bill.	Trading	NR
175A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.18(7)	Where If a the customer has been overcharged by the retailer, and the customer owes a debt to the retailer, then provided the customer is not a residential customer experiencing payment difficulties, or financial hardship or subject to an alternative payment arrangement, the retailer may, with written notice to the customer, use the amount of the overcharge to set off the debt owed to the retailer. If, after the set off, there remains an amount of credit, the retailer must deal with that amount of credit in accordance with clause 4.18(2); —or 4.18(6) where the amount is less than \$75100.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
176.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(1)	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 clauses 4.19(1)(a)-(d).	Trading	2
177.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(2) and 4.19(6)	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 clauses 4.19(5) and 4.19(7), ask the customer for instructions as to whether the amount should be - • credited to the customer's account; • repaid to the customer; or • included as a part of the new bill smoothing arrangement where if the adjustment arises under clauses 4.3(2)(a)-(b). No interest shall accrue to a credit or refund referred to in this clause.	Trading	2
178.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(3)	If a retailer received instructions under clause 4.19(2), the retailer must pay the amount in accordance with the customer's instructions within 12 business days of receiving the instructions.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
179.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(4)	If a retailer does not receive instructions under clause 4.19(2) within 5 business days of making the request, the retailer must use reasonable endeavours to credit the amount of the adjustment to the customer's account.	Trading	NR
180.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(5)	Where if the adjustment amount owing to the customer is less than \$75 <u>\$100</u>, 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 <u>under</u> clause 4.19(2); or - credit the amount to the customer's account <u>next bill</u>.	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
180A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.19(7)	Where If the amount of the adjustment is an amount owing to the customer, and the customer owes a debt to the retailer, then provided the customer is not a residential customer experiencing payment difficulties, or financial hardship or subject to an alternative payment arrangement, the retailer may, with written notice to the customer, use the amount of the adjustment to set off the debt owed to the retailer. If, after the set off, there remains an amount of credit, the retailer must deal with that amount of credit in accordance with clauses 4.19(2), or 4.19(5) where the amount is less than \$ 75 100.	Trading	2
PAYMENT					
181.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.1	The due date on the bill must be at least 12 business days from the date of that bill, unless otherwise agreed with the customer. The date of the dispatch is the date of the bill, unless the Unless a retailer specifies a later date, the date of dispatch is the date of the bill.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
182.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.2	Unless otherwise agreed with a customer, a retailer must offer the a customer at least the following payment methods: • in person at 1 or more payment outlets located within the Local Government District of the customer's supply address; • by mail; • for residential customers, by Centrepay; • electronically by means of BPay or credit card; and • by telephone by means of credit card or debit card.	Trading	2
183.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.3	Prior to a direct debit facility commencing, a retailer must obtain the customer's verifiable consent and agree with the customer the date of commencement of the direct debit facility and the frequency of the direct debits.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
184.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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, <u>unless otherwise agreed with a customer.</u>	Trading	2
185.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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.	Trading	2
186.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.6(1)	A retailer must not charge a residential customer a late payment fee in the circumstances specified in clauses 5.6(1)(a)-(d).	Trading	2
186A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.6(2)	Where if the a retailer has charged a late payment fee in the circumstances set out in clause 5.6(1)(c) because the retailer was not aware of the complaint, the retailer must refund the late payment fee on the customer's next bill.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
187.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.6(3)	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
188.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.6(4)	A retailer must not charge a residential customer more than 3 late payment fees in relation to the same bill, or more than 12 late payment fees in a year.	Trading	2
189.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.6(5)	If a residential customer has been assessed as being in financial hardship, 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
190.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.7(1)	A retailer must not require a customer who has vacated a supply address, and who has given the retailer notice, to pay for gas consumed at the customer's supply address in the circumstances specified in clause 5.7(1), <u>unless the retailer and the customer have agreed to an alternative date.</u>	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
191.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.7(2)	If a customer reasonably demonstrates to a retailer that the customer was evicted or otherwise required to vacate a supply address, 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.	Trading	2
192.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.7(3)	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.	Trading	2
193.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.7(4)	Notwithstanding clauses 5.7(1) and 5.7(2), a retailer must not require a customer to pay for gas consumed at the customer's supply address in the circumstances specified in clauses 5.7(4)(a)-(c). ⁵	Trading	2
194.	Not Used				

⁵ In accordance with clause 5.7(5), notwithstanding clauses 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
195.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.8(1)	A retailer must not commence proceedings for recovery of a debt 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
196.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.8(2)	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
<u>196A.</u>	<u>Energy Coordination Act section 11M</u>	<u>Trading Licence clause 2.1 and Schedule 2</u> <u>Compendium clause 5.9</u>	<u>If a customer with a debt owing to a retailer requests the retailer to transfer the debt to another customer, the retailer must obtain the other customer's verifiable consent to the transfer of debt.</u>	<u>Trading</u>	<u>2</u>
197.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.109	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 supply of electricity or gas in the circumstances specified in clause 5.9.	Trading	2

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No	Obligations Under	Licence Condition	Description	Licensee	Type
PAYMENT DIFFICULTIES & FINANCIAL HARDSHIP					
198.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.1(1)	A retailer must assess whether a residential customer is experiencing payment difficulties or financial hardship, within 3-5 business days from when the residential customer informs a-the retailer that the customer is about the experiencing payment problems. If the retailer cannot make the assessment within 3-5 business days, it they must refer the customer to an independent financial counsellor or consumer representative organisation <u>relevant consumer representative</u> to make the assessment.	Trading	2
198A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.1(2)	If the-a residential customer provides the retailer with an assessment from <u>a relevant consumer representative</u> an independent financial counsellor or relevant consumer representative organisation, the retailer may adopt that assessment as its own assessment for the purposes of clause 6.1(1)(a).	Trading	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
199.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.1(3)	When undertaking an assessment regarding payment difficulties or financial hardship, the a retailer must, unless the a retailer adopts an assessment from <u>a relevant consumer representative</u> an independent financial counsellor or consumer representative organisation , give reasonable consideration to the information given by the residential customer and requested or held by the retailer; or advice given by <u>a relevant consumer representative</u> an independent financial counsellor or relevant consumer representative organisation .	Trading	NR
200.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.1(4)	A retailer must advise a residential customer on request of the details of an assessment.	Trading	2
200A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.2(1)	If a retailer refers a residential customer to <u>a relevant consumer representative</u> an independent financial counsellor or relevant consumer representative organisation under clause 6.1(1)(b), then the retailer must grant the residential customer a temporary suspension of actions.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
201.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.2(2)	If a residential customer informs a retailer that the customer is experiencing payment problems, the 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 relevant consumer representative organisation to assess the customer's capacity to pay or provides the retailer with an assessment from an independent financial counsellor or consumer representative organisation.	Trading	2
202.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.2(3)	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
203.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.2(4)	If a relevant consumer representative is unable to complete the assessment on time and the consumer representative or residential customer requests for additional time. A retailer must give reasonable consideration to a the 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
204.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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 clause 6.3(1). ⁶	Trading	2
205.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.4(1)	A retailer must offer a residential customer who is experiencing payment difficulties or financial hardship at least the payment arrangements that are specified in clauses 6.4(1)(a) and (b).	Trading	2

⁶ In accordance with clause 6.3(2), clause 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
206.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.4(2)	When offering or amending an instalment plan to a residential customer a retailer must ensure that the instalment plan is fair and reasonable taking into account the customer's capacity to pay and consumption history, and comply with clause 6.4(3).	Trading	2
206A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.4(3)	If the residential customer accepts an instalment plan offered by the retailer, the retailer must provide the information specified in clauses 6.4(3)(a)(i)-(iii) within 5 business days of the customer accepting the plan and notify the customer of any amendments to the instalment plan at least 5 business days before they come into effect (unless agreed otherwise with the customer) and provide the customer with information explaining the changes.	Trading	2
207.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.4(4)	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

No	Obligations Under	Licence Condition	Description	Licensee	Type
208.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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
209.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.6(2)	In giving reasonable consideration under clause 6.6(1), a retailer should refer to the hardship procedures referred to in clause 6.10(3).	Trading	2
210.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.7	Where —If 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.	Trading	NR
211.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.8	A retailer must advise a customer experiencing financial hardship of the options specified in clause 6.8.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
212.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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
213.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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
214.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(1)	A retailer must develop a hardship policy and hardship procedures to assist customers experiencing financial hardship in meeting their financial obligations and responsibilities to the retailer.	Trading	2
215.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(2)	A retailer must ensure that its hardship policy complies with the criteria specified in clause 6.10(2).	Trading	2
215A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(3)	A retailer must ensure that its hardship procedures comply with the criteria specified in clause 6.10(3).	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
216.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(4)	If requested, a retailer must give residential customers, financial counsellors and relevant consumer representatives organisations a copy of the hardship policy, including by post at no charge.	Trading	2
217.	Not Used Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(5)	A retailer must keep a record of the following: the relevant consumer representative organisations consulted on the contents of its hardship policy and hardship procedures; the date the hardship policy and hardship procedures were established; the dates the hardship policy and hardship procedures were reviewed; and the dates the hardship policy and hardship procedures were amended.	Trading	2
218.	Not Used				
219.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(6)	The retailer may, at any time, or must if directed by the Authority ERA, the retailer must review its hardship policy and hardship procedures and submit to the Authority ERA the results of that review within 5 business days after it is completed.	Trading	2

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No	Obligations Under	Licence Condition	Description	Licensee	Type
220.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(7)	A The retailer must comply with the Authority ERA's Financial Hardship Policy Guidelines.	Trading	2
220A.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.10(8)	If the retailer amends a retailer makes a material amendment to its their hardship policy, the retailer must submit a copy of the amended policy to the Authority ERA within 5 business days of the amendment.	Trading	2
221.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium 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					
222.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 7.1	A retailer must follow the procedures specified in clause 7.1(1) prior to arranging for disconnection of a customer's supply address for failure to pay a bill. A customer has failed to pay a bill in the circumstances specified in clause 7.1(2).	Trading	2
223.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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 in clause 7.2(1).	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
224.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 7.3	In relation to dual fuel contracts or separate contracts for the supply of electricity and gas (under which a single bill for energy, or separate simultaneous bills for electricity and gas are issued to the customer), if a retailer is permitted to and wishes to arrange for disconnection of the supply of electricity and gas to the residential customer's supply address for failure to pay a bill, the retailer must arrange for disconnection of the supply of gas in priority to the disconnection of the supply of electricity.	Trading	2
225.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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 specified in clause 7.4(1) are satisfied. A retailer may arrange for a distributor to carry out 1 or more of the requirements referred to in clause 7.4(1) on behalf of the retailer.	Trading	2
226.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 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
227.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 7.6	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified in clause 7.6.	Distribution, Trading	1
RECONNECTION					
228.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 8.1(1)	In the circumstances specified in clause 8.1(1)(a)-(c), a retailer must arrange for reconnection of the customer's supply address if the customer makes a request for reconnection, and pays the retailer's reasonable charges for reconnection (if any) or accepts an offer of an instalment plan for the retailer's reasonable charges for reconnection.	Trading	2
229.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 8.1(2)	A retailer must forward the request for reconnection to the relevant distributor that same business day if the request is received before 3pm on a business day; or no later than 3pm on the next business day if the request is received after 3pm on a business day, or on the weekend or on a public holiday.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
230.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Compendium clauses 8.2(1)-(3)	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 2 business days of receipt of the request, or where the retailer has notified the distributor of a later date for reconnection, within 2 business days of that later date. In the event of an emergency or where access to the customer's supply address has been restricted or where it is unsafe to reconnect the customer's supply address, the distributor must reconnect the customer's supply address within 2 business days from becoming aware that the relevant issue has been resolved. Where reconnection requires excavation, the distributor must reconnect the customer's supply address within 10 business days of receipt of the request to reconnect.	Distribution Trading	2
230A.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Compendium clause 8.2(4)	If any of the circumstances described in clauses 8.2(3)(b)-(e) apply, the distributor must notify the retailer of the relevant circumstance within 2 business days of receipt of the reconnection request made under clause 8.2(1).	Distribution	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
230B.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 Compendium clause 8.2(5)	Notwithstanding clause 8.2(1), if a distributor becomes aware that there has been an unauthorised utilisation of gas at the customer's supply address, the distributor must notify the retailer as soon as practicable, and is not obliged to reconnect the supply address until the issue is resolved.	Distribution	2
INFORMATION & COMMUNICATION					
231.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.1(1)	A retailer must give notice to each of its customers affected by a 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.	Trading	2
232.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.1(2)	A retailer must give a customer on request, at no charge, reasonable information on the retailer's tariffs, including any alternative tariffs that may be available to the customer.	Trading	2
233.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.1(3)	A retailer must give a customer the information requested on tariffs within 8 business days of the date of receipt of the request and, if requested, a retailer must provide the information in writing.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
234.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.2(1)	A retailer must, on request, give a customer their billing data.	Trading	2
235.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.2(2)	A retailer must give the requested billing data at no charge 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.	Trading	2
236.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.2(3)	A retailer must give the requested billing data within 10 business days of the date of receipt of either the request, or payment of the retailer's reasonable charge for providing the billing data.	Trading	2
237.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.2(4)	A retailer must keep a customer's billing data for 7 years.	Trading	2
238.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.3	A retailer must give a residential customer on request, at no charge, 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)..	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
239.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.4	A retailer must give, or make available, to a customer on request and, at no charge, general information on: cost-effective and efficient ways to utilise gas (including referring a customer to a relevant information source) and the typical running costs of major domestic appliances.	Trading	2
240.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 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.	Trading	2
241.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.5A(1)	A retailer must, within 3 months of being subject to the Compendium, lodge with the Authority ERA, a gas customer safety awareness programme.	Trading	2
242.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.5A(2)	A retailer must consult with the Authority ERA 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)	A 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

No	Obligations Under	Licence Condition	Description	Licensee	Type
244.	Energy Coordination Act section 11M	Distribution Licence clause 2.1 and Schedule 2 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 information specified in clause 10.6(c)-(i).	Distribution	2
245.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 10.9	A retailer and distributor must, to the extent practicable, ensure that any written information that must be given to a customer by the retailer, distributor or gas marketing agent under the Gas Marketing Code and the Compendium is expressed in clear, simple and concise language and is in a format that makes it easy to understand.	Distribution, Trading	NR
246.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 10.10(1)	A retailer must advise a customer on request how the customer can obtain a copy of the Gas Marketing Code and the Compendium; and make a copy of the Gas Marketing Code and the Compendium available on the retailer's website; and the offices of the retailer at no charge.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
247.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 10.10(2)	A distributor must advise a customer on request how the customer can obtain a copy of the Compendium, and make a copy of the Compendium available on the distributor's website, and at the offices of the distributor at no charge.	Distribution	2
248.	Not Used				
249.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 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 (including independent multi-lingual and TTY services, and large print copies).	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
250.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 10.11(2)	A retailer and, where if appropriate, a distributor must include on a residential customer's bill and bill related information, reminder notice and disconnection warning: the telephone numbers for: - its TTY services; the telephone number for independent multi-lingual services; <u>and</u> interpreter services with the National Interpreter Symbol with <u>and</u> the words "Interpreter Services".	Distribution, Trading	2
COMPLAINTS & DISPUTE RESOLUTION					
251.	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(1)	A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes.	Distribution, Trading	2

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No	Obligations Under	Licence Condition	Description	Licensee	Type
252.	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)(a), (b) and (d)	The complaints handling process under clause 12.1(1) must comply with AS/NZS 10002:2014 AS-ISO 10002—2006 and address, at the least, the criteria specified in subclauses 40.2(b), 12.1(2)(b)-(c). The complaints handling process must be available at no cost to customers.	Distribution, Trading	2
253.	Energy Coordination Act section 11M <u>Not used</u>	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 12.1(2)(c)	The complaints handling process must detail how the retailer will handle complaints about a retailer, gas marketing agents or marketing, and be available at no cost to customers.	Trading	2
254.	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(3)(a)	When responding to a customer complaint, 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 (in accordance with its complaints handling process).	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
255.	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(3)(b)	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.	Distribution, Trading	2
255A.	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(4)	A retailer or distributor must, on receipt of a written complaint by a customer, acknowledge the complaint within 10 business days and respond to the complaint within 20 business days.	Distribution, Trading	2
256.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 12.2	A retailer must comply with any guideline developed by the Authority ERA relating to distinguishing customer queries from customer complaints.	Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
257.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 12.3	A retailer, distributor and gas marketing agent 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
258.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 12.4	-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
RECORD KEEPING & REPORTING					
259.	Not Used				
260.	Not Used				
261.	Not Used				
262.	Not Used				
263.	Not Used				
264.	Not Used				
265.	Not Used				
266.	Not Used				
267.	Not Used				
268.	Not Used				

No	Obligations Under	Licence Condition	Description	Licensee	Type
269.	Not Used				
270.	Not Used				
271.	Not Used				
272.	Not Used				
273.	Not Used				
274.	Not Used				
275.	Not Used				
276.	Not Used				
277.	Not Used				
278.	Not Used				
279.	Not Used				
280.	Not Used				
281.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Distribution Licence clause 2.1 and Schedule 2 Compendium clause 13.1	A retailer and a distributor must prepare a report in respect of each reporting year setting out the information specified by the Authority ERA.	Distribution, Trading	2
282.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 13.2	A report referred to in clause 13.1 must be provided to the Authority ERA by the date, and in the manner and form, specified by the Authority ERA.	Distribution, Trading	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
283.	Energy Coordination Act section 11M	Trading Licence clause 2.1 and Schedule 2 Compendium clause 13.3	A report referred to in clause 13.1 must be published by the date specified by the Authority ERA.	Distribution, Trading	2

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 Obligations. • Section 16 has been amended to reflect amendments to the 2010 performance data obligations that have previously been published by the AuthorityERA (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.
1 March 2013	Amendments to this Manual include: • The Manual has been reviewed to align the content with the Electricity Compliance Reporting Manual (February 2013). • 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. • Section 2.2 has been added to emphasise current and planned changes in legislation, regulations and codes. • A paragraph was added in section 4 that reserves the right for the AuthorityERA to apply a higher rating to a compliance obligation where it considers it necessary. • Minor amendments were made to the compliance reporting template in section 6 to align it with the Electricity Compliance Reporting Manual's template. • A note was added in section 7 that the licensee should report a positive statement of no non-compliances if that is the case. • A note was added in sections 8-15 to clarify that the tables in sections only contain summaries of the obligations. • Sections 14 and 15 have been amended to reflect the obligations in the 2012 Code of Conduct and the 2013 Compendium.

Amendment Date	Description of amendment
	- The inclusion of the 2012 Code of Conduct and 2013 Compendium has resulted in the re-numbering of the obligations from number 127 onwards. - 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. - Gas trading licence and gas distribution licence reporting obligations were reviewed and aligned with Part 13 of the Compendium. - The disaggregation of complaints into complaint categories has been amended to require licensees to provide the number of complaints in each category. - Added indicators DE8-11 to capture complaint resolution performance data. - Other minor amendments, such as updating contact details for the Authority ERA, updating all web links and correcting minor typos or formatting errors.
6 June 2013	Updated the tables in section 16 to align with the data collection spreadsheets and handbooks prepared by the Authority ERA to collect the 2012-13 performance data from gas retailers and distributors.
12 May 2014	Amendments to this Manual include: - Section 1 - removal of references to licence performance reporting obligations - Section 3 – amended to direct licensees to refer to the relevant Reporting Handbook for information on how to lodge annual performance reports with the Authority ERA. - Section 16 – deleted, the specification of performance reporting indicators has been moved to the Reporting Handbooks.
3 February 2015	Sections 1, 4, 5, 6 and 7 have been amended to align the text and nomenclature with the equivalent sections in the Electricity Compliance Reporting Manual – September 2014. Section 15 has been amended to incorporate the changes to the Gas Compendium, following the publication of the new version of the Compendium effective from 1 January 2015. For ease of reference, and to improve consistency, section 15 has also been amended to use the term “clause” to refer to any clause, or subclause in the Compendium.
3 March 2015	Section 14 has been amended to replace the 2012 Gas Marketing Code of Conduct (GMCC) with the 2014 GMCC. Because of the extensive differences in the structure of the two versions of the GMCC, it has been simpler to delete all of the clauses associated with the 2012 GMCC and then insert clauses associated with the 2014 GMCC.
30 June 2015	Section 14 has been amended to incorporate the 2015 Gas Marketing Code of Conduct (GMCC). The insertion of a new section 2.7 into the GMCC has caused the subsequent clauses to be re-numbered (obligations 127 – 129).
XX August 2015	Correction of minor editorial errors: - Obligation 227 (page 12) had been incorrectly numbered 224. - The licensee was missing from obligation 165A (page 41). - The licensee and type were missing from obligation 175A (page 43).

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Amendment Date	Description of amendment
<u>9 January 2017</u>	<u>Sections 1-8 have been edited for clarity and readability.</u> <u>Section 15, has been amended to incorporate the changes in the 2017 Compendium of Gas Customer Licence Obligations.</u> • <u>Added a new obligation 171A: circumstances where a retailer may charge interest or late payment fee.</u> • <u>Added a new obligation 196A: verifiable consent required for transfer of debt to another customer.</u> • <u>Removed obligation 217.</u> • <u>Streamlined the following obligations for intent and clarity: 136, 137, 146, 175, 180, 180A, 181, 182, 184, 190, 198, 198A, 200A, 201, 203, 208, 210, 212, 214, 216, 219, 220, 220A, 231, 239, 246, 247, 250, 252, 254 and 256.</u> • <u>Amended "the Authority" to "the ERA" across the document.</u>

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