

Gas Distribution Licence GTL 10 Post Audit Implementation Plan

Item	Action	By Whom	When
79	Amend the notices to include specific reference to the customer complaints process rather than just providing a number to call if the customer has a complaint. The reference to the customer complaints process should explicitly state how the customer can obtain information on the complaints handling process	Customer Service Manager	Feb 2013
102	Develop a schedule of reports to ensure timely submission in 2013	Reticulation Manager	Apr 2012
116	Training needed on the requirements of the GMCOC (distribution of circular is insufficient). Needs to be included in the induction training for new staff	Customer Service Manager	Apr 2013
	Discussions required with the Authority to clearly establish if marketing is undertaken by the licensee Refer 3.1 of audit report	Reticulation Manager	June 2013
161	Change the wording used on estimated bills to include that the bill is estimated	Customer Service Manager	Dec 2012
162	Change the wording used on estimated bills to include advice to the customer that the licensee will tell on request the basis of the estimation, and the reason for the estimation	Customer Service Manager	Dec 2012