



INFORMATION

ATCO Gas Australia Pty Ltd

2013 PERFORMANCE AUDIT OF GAS DISTRIBUTION LICENCE

The Economic Regulation Authority today published the 2013 [performance audit \(Audit\) report](#) for ATCO Gas Australia Ltd's (ATCO) gas distribution licence GDL8.

The Authority's decision

The Authority is of the view that ATCO is maintaining a satisfactory level of compliance with its licence conditions and has decided to maintain the Audit period at 36 months.

The next Audit will cover the period from 1 July 2013 to 30 June 2016, with the report on the Audit to be provided to the Authority by 30 September 2016.

BACKGROUND TO THE AUTHORITY'S DECISION

The auditor reported that 14 of the 16 recommendations from the previous audit in 2011 had been completed by the time the 2013 Audit was undertaken. The remaining two recommendations were partially completed.

With regard to the 2013 Audit, the auditor identified 11 contraventions of the licence. Several of the non-compliances have arisen as a result of conflicts between the *Energy Coordination (Customer Contracts) Regulations 2004 (Contract Regulations)* and the *Compendium of Gas Customer Licence Obligations (Compendium)*. ATCO has decided to align its business processes with the Compendium, which has resulted in contraventions of the Contract Regulations. The Authority considers the contraventions have not adversely impacted the level of service provided to customers.

ATCO has resolved 19 of the 28 recommendations in the Audit, with the remaining recommendations due to be addressed during 2014.

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