



**WorleyParsons
Asset Management**

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Ref: C9906d31

8 January 2014

The Assistant Director Monitoring
Economic Regulation Authority WA
Level 4, 469 Wellington Street, Perth WA 6000
PO Box 8469, Perth BC WA 6849

Dear Paul,

GTL 11 LICENCE AUDIT – WPAM (PERFORMANCE AUDIT) IMPLEMENTATION PLAN

In accordance with the Authority’s GTL 11 performance audit, WorleyParsons Asset Management’s Post Audit Review Implementation Plan is shown below.

Item	Action	By Whom	When
Item (82) 82 Trading Licence Clause 5.1	Include information that customer service charter is available free of charge on or with the bill from time to time.	Business and Regulatory Manager	February 2014
Item 147/156 Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.5(1)	Amend the bill to include the national interpreter symbol.	Business and Regulatory Manager	March 2014
Item 155/162 Trading Licence clause 2.1 and Schedule 2 Compendium clause 4.8(2)	Include a reference to the fact that the bill is estimated and if requested by the customer the retailer will tell the customer the basis of the estimation and the reason for the estimation.	Business and Regulatory Manager	April 2014
Item 222/220 Trading Licence clause 2.1 and Schedule 2 Compendium clause 7.1	Include information on disconnection correspondence that it has a complaints handling process and how it operates.	Business and Regulatory Manager	February 2014

Item	Action	By Whom	When
Item 239/237 Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.4	Amend publication on energy efficiency to include how a customer may arrange for an energy efficiency audit at the customer's supply address; and the typical running costs of major domestic appliances.	Business and Regulatory Manager	May 2014
Item 250/246 Trading Licence clause 2.1 and Schedule 2 Compendium clause 10.11(2)	Include the National Interpreter Symbol on a residential customer's bill and bill related information, reminder notice and disconnection warning.	Business and Regulatory Manager	March 2014
Item 72/72 Trading Licence Clause 5.1*	The process for assisting customers and needs to be documented together with the action taken. A checklist would assist and could be used as a record.	Business and Regulatory Manager	June 2014
Item 79/79 Trading Licence Clause 5.1*	The notice should be amended to make reference to the complaints handling process.	Business and Regulatory Manager	June 2014
Item 81/81 Trading Licence Clause 5.1*	The charter needs to be updated as some of the references are not correct if the licensee intends to still make it publicly available.	Business and Regulatory Manager	June 2014
Item 181/181 Trading Licence clause 2.1 and Schedule 2 Compendium clause 5.1*	Bill could be improved if it showed date on which it is dispatched. Shows reading date and due date.	Business and Regulatory Manager	July 2014
Item 204/204 Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.3(1)*	Although the licensee complies with this obligation no documented process for staff to follow exists. Consideration to be given to documenting the process to be followed including a check list that needs to be completed for record purposes.	Business and Regulatory Manager	July 2014

* Note: Compliant item but with suggestion for improvement.

Yours faithfully,
for WorleyParsons Asset Management Pty Ltd

Lawrence Teo
Business and Regulatory Manager