

## POST AUDIT IMPLEMENTATION PLAN GTL10 – NATURAL GAS

Reference Number	Auditor Recommendation	Action	Responsible Manager	Target Date	Completion Date
01/2014	#39 Licensee to document procedures to be followed for reconnections occurring after a disconnection in an emergency situation or for health, safety or maintenance reasons.	Kleenheat is currently finalising a procedural document to be followed for reconnections occurring after a disconnection in an emergency situation or for health and safety or maintenance reasons and are working with the distributor on regular reporting to notify of reconnections in these scenarios.	Customer Service Operations Manager	March 2015	
02/2014	#42 Procedure for disconnecting supply to a customer who denies access to a meter needs to be documented.	Kleenheat is currently documenting a procedure to be followed for disconnecting supply to a customer who denies access to a meter.	Customer Service Operations Manager	March 2015	
03/2014	#43 Procedure for disconnecting in the event of an emergency needs to be documented.	Kleenheat is currently finalising a procedural document to be followed for disconnection in an emergency situation or for health and safety or maintenance reasons and are working with the distributor on regular reporting to notify of disconnections in these scenarios.	Customer Service Operations Manager	March 2015	
04/2014	#44 Procedures for disconnection of supply for health and safety reasons need to be documented.	Kleenheat is currently finalising a procedural document to be followed for disconnection in an emergency situation or for health and safety or maintenance reasons and are working with the distributor on regular reporting to notify of disconnections in these scenarios.	Customer Service Operations Manager	March 2015	
05/2014	#45 Procedure detailing disconnection of supply for planned maintenance needs to be documented.	Kleenheat is currently finalising a procedural document to be followed for disconnection in an emergency situation or for health and safety or maintenance reasons and are working with the distributor on regular reporting to notify of disconnections in these scenarios.	Customer Service Operations Manager	March 2015	

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06/2014	#52 It is recommended that the licensee reinforces the requirement to forward reconnection requests to the distributor to ensure that supply of gas is reconnected within the specified timeframe. This can be done via automated reminders or notifications on the system.	A full review of the process undertaken between operational teams has been carried out and improvements identified. Refresher training has been carried out with all relevant personnel. A number of system improvements are being finalised with further system and process improvements being considered.	National Credit Manager	April 2015	
07/2014	#116 Due to a minor breach in the previous year, and two further breaches in the current year whereby training records were not kept for two marketing agents engaged by the licensee it is recommended that the process for recording training records be reviewed to ensure completeness and accuracy.	Quarterly review of training records for completeness commenced quarter ending December 2014. A quarterly reminder has been set in the training calendar to ensure the review occurs quarterly.	Customer Service Operations Manager	December 2014	December 2014
08/2014	#134 A request has been logged with IT to implement an automatic notification when the upload of a service requests is not successful. Prior to the implementation of the above, a step should be added to Procedural documentation to check the status of the service requests. This will ensure that the request is uploaded successfully within the recommended time.	Procedural documentation has been updated to include the requirement for the status of service requests to be checked. System improvements have been implemented to ensure unsuccessful service requests are recognised in a timely manner. A review of reporting has been conducted and improvements implemented to ensure service requested are processed within the required timeframes.	Customer Service Operations Manager	February 2015	February 2015

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09/2014	<p>#135</p> <p>A request has been logged with IT to implement an automatic notification when the upload of the service requests is not successful.</p> <p>Prior to the implementation of the above, a step should be added to Procedural documentation to check the status of the service requests. This will ensure that the request is uploaded successfully within the recommended time.</p>	<p>Procedural documentation has been updated to include the requirement for the status of service requests to be checked. System improvements have been implemented to ensure unsuccessful service requests are recognised in a timely manner. A review of reporting has been conducted and improvements implemented to ensure service requested are processed within the required timeframes.</p>	Customer Service Operations Manager	February 2015	February 2015
10/2014	<p>#149</p> <p>Procedural documentation needs to be developed with regards to billing for historical debt.</p>	<p>Kleenheat will document a procedure for billing for historical debt and ensure all relevant personnel are aware of the requirements outlined in the procedure.</p>	Customer Service Operations Manager/ National Credit Manager	April 2015	
11/2014	<p>#153</p> <p>It is recommended that the licensee implement a control around ensuring that metering data is obtained within a timely manner. This can be done through automated reminders being issued to ATCO.</p>	<p>A report has been developed and reviewed monthly to monitor meter reads received from the Distributor. Kleenheat is currently documenting a procedure to be followed when meter reads are not received in a timely manner to comply with the required timeframes.</p>	National Credit Manager	April 2015	
12/2014	<p>#168</p> <p>Document procedures to be followed when adjustment for an incorrect bill is required.</p>	<p>Kleenheat will document a procedure when adjustments to billing amounts are required and ensure all relevant personnel are aware of the requirements outlined in the procedure.</p>	Customer Service Operations Manager/ National Credit Manager	April 2015	
13/2014	<p>#176</p> <p>Document procedure that needs to be followed when proposing to recover an adjustment amount not arising due to any act or omission of the customer.</p>	<p>Kleenheat will document a procedure when adjustments to billing amounts are required and ensure all relevant personnel are aware of the requirements outlined in the procedure.</p>	Customer Service Operations Manager	April 2015	

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Reference Number	Auditor Recommendation	Action	Responsible Manager	Target Date	Completion Date
14/2014	#181 The licensee should review the protocol set within the system to ensure that due dates of bills are at least 12 business days from issue dates.	Protocols set within the system have been reviewed and the necessary system changes have been implemented.	National Credit Manager	September 2014	September 2014
15/2014	#225 Procedure for disconnecting supply to a customer who denies access to a meter to be documented.	Kleenheat is currently documenting a procedure to be followed for disconnecting supply to a customer who denies access to a meter.	Customer Service Operations Manager	March 2015	
16/2014	#229 It is recommended that the licensee reinforces the requirement to forward reconnection requests to the distributor to ensure that supply of gas is reconnected within the specified timeframe. This can be done via automated reminders or notifications on the system.	A full review of the process undertaken between operational teams has been carried out and improvements identified. Refresher training has been carried out with all relevant personnel. A number of system improvements are being finalised with further system and process improvements being considered.	National Credit Manager	April 2015	

## POST AUDIT IMPLEMENTATION PLAN GTL10 - LPG

Reference Number	Auditor Recommendation	Action	Responsible Manager	Target Date	Completion Date
17/2014	#42 Procedure for disconnecting supply to a customer who denies access to a meter needs to be documented.	Kleenheat is currently documenting a procedure to be followed for disconnecting supply to a customer who denies access to a meter.	Customer Service Operations Manager	April 2015	
18/2014	#116 Due to a minor breach in the previous year, and two further breaches in the current year whereby training records were not kept for two marketing agents engaged by the licensee it is recommended that the process for recording training records be reviewed to ensure completeness and accuracy.	Quarterly review of training records for completeness commenced quarter ending December 2014. A quarterly reminder has been set in the training calendar to ensure the review occurs quarterly.	Customer Service Operations Manager	December 2014	December 2014
19/2014	#134 The requirement to forward customer requests to the distributor be clearly documented in Procedural documentation.	Procedure has been updated to clearly outline the requirements when forwarding customer requests to the distributor.	Customer Service Operations Manager	November 2014	November 2014
20/2014	#135 The requirement to forward customer requests to the distributor be clearly documented in Procedural documentation, and for emails sent to the distributor to be captured within Outlook and retained.	Procedure has been updated to clearly outline the requirements when forwarding customer requests to the distributor. Emails sent to the Distributor are now being captured and archived. Regular reviews of email records are being conducted to ensure completeness.	Customer Service Operations Manager	November 2014	November 2014
21/2014	#149 Procedural documentation needs to be developed with regards to billing for historical debt.	Kleenheat will document a procedure for billing for historical debt and ensure all relevant personnel are aware of the requirements outlined in the procedure.	Customer Service Operations Manager/ National Credit Manager	April 2015	

## POST AUDIT IMPLEMENTATION PLAN GTL10 - LPG

Reference Number	Auditor Recommendation	Action	Responsible Manager	Target Date	Completion Date
22/2014	#154 A procedure needs to be developed and implemented to provide guidance regarding how to estimate usage.	Procedure has been developed to provide guidance on how to calculate estimated usage. All relevant personnel have been notified of the requirements outlined in the procedure.	Customer Service Operations Manager	November 2014	November 2014
23/2014	#155 The licensee should make changes to the process implemented to detect instances of estimated bills that do not comply with the obligation. The licensee should consider automating this process.	Kleenheat will implement a review process for invoices with estimated reads prior to dispatch to ensure they are complaint and update the existing documented procedure.	Customer Service Operations Manager	April 2015	
24/2014	#158 Document the procedures to be followed subsequent to receiving a LPG customer meter read.	Existing procedure is in the process of being updated to document the procedures to be followed subsequent to receiving a LPG customer meter read.	Customer Service Operations Manager	March 2015	
25/2014	#159 Meter test procedures for LPG customers to be documented.	Kleenheat will document a meter test procedure and ensure all relevant personnel are aware of the requirements outlined in the procedure.	Customer Service Operations Manager	April 2015	
26/2014	#160 Meter test procedures for LPG customers to be documented, including process followed when the meter is found to be defective.	Kleenheat will document a meter test procedure and ensure all relevant personnel are aware of the requirements outlined in the procedure.	Customer Service Operations Manager	April 2015	
27/2014	#181 The licensee should review the protocol set within the system to ensure that due dates of bills are at least 12 business days from issue dates.	Protocols set within the system have been reviewed and the necessary system changes have been implemented.	National Credit Manager	September 2014	September 2014