



# Notice

21 November 2016

## Amendments approved to the Compendium of Gas Customer Licence Obligations

The Economic Regulation Authority (**ERA**) has approved amendments to the *Compendium of Gas Customer Licence Obligations* (**Compendium**). A copy of the [Decision](#), which includes the amended Compendium, is available on the [ERA website](#).

The Compendium is in schedule 2 of gas trading and gas distribution licences. It sets service standards for the supply of gas to residential and small business customers. Areas covered by service standards include billing, payments, financial hardship, disconnections, reconnections and complaints handling.

### Amendments to maintain consistency with the Electricity Code

Following the amendment of the *Code of Conduct for the Supply of Electricity to Small Use Customers* in June 2016, the ERA proposed the same amendments to the Compendium so that it is, to the extent possible, consistent with the Electricity Code. This ensures both gas and electricity customers receive a similar level of protection.

### Amendments to gas billing cycle

The most significant amendment to the Compendium was the increase in the maximum interval between gas bills from three months (approximately 92 days) to 105 days. Background to this issue can be found in the [consultation notice](#).

The proposed amended version of the Compendium was released for a three-week public consultation period on 17 October 2016. Three submissions were received and are available as an appendix to the ERA Decision. Alinta Energy and Synergy are supportive of all the amendments to the Compendium. ATCO Gas Australia (ATCO) has provided comments on two issues. ATCO is supportive of the amendment to the billing cycle. In terms of updating the complaints standard from AS ISO 10002-2006 to AS/NZS 10002:2014, ATCO has suggested the new standard come into effect on 1 April 2017 instead of 1 January 2017 to allow more time for licensees to be compliant.

The ERA notes that the new complaints standard is already in effect due to clause 1.2(3) in the Compendium and therefore the ERA has not accepted the suggestion from ATCO. The ERA agrees with ATCO's statement in its submission that the changes introduced by the new standard are unlikely to have a major impact. In addition to the public consultation process, the ERA consulted with relevant stakeholders on the proposed amendments at a stakeholder meeting.

The ERA will amend all gas licences by replacing schedule 2 with the new Compendium.

For further information contact:

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