



Notice

11 January 2017

Publication - Gas Compliance Reporting Manual

The Economic Regulation Authority (**ERA**) has published the 2017 Gas Compliance Reporting Manual (**Reporting Manual**), accompanied by a marked-up copy of the Reporting Manual to highlight the changes to the previous version, that was published in August 2016.

- [2017 Gas Compliance Reporting Manual \(clean copy\)](#)
- [2017 Gas Compliance Reporting Manual \(marked-up copy\)](#)

The main amendments are in section 15, to incorporate the changes to the *2017 Compendium of Gas Customer Licence Obligations* ([compendium](#)), effective from 1 January 2017:

- inserting a new obligation (171A) about the circumstances when a retailer may charge interest or late payment fee;
- inserting a new obligation (196A) about verifiable consent for transfer of debt to another customer;
- removing obligation 217 - keeping records of certain procedural matters regarding a retailer's hardship policy; and
- amending the following obligations to improve understanding of their intent - 136, 137, 146, 175, 180, 180A, 181, 182, 184, 190, 198, 198A, 200A, 201, 203, 208, 210, 212, 214, 216, 219, 220, 220A, 231, 239, 246, 247, 250, 252, 254 and 256.

In addition, the ERA made the following minor changes to the Reporting Manual:

- Sections 1-8 were edited for clarity and readability.
- "The Authority" was replaced by "the ERA" throughout the document.

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