

4 July 2019

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 – 2019 PERFORMANCE AUDIT IMPLEMENTATION PLAN**

In accordance with the Authority's GTL11 Performance Audit requirements, Esperance Gas Distribution Company's post audit implementation plan is shown below.

Item	Action	By Whom	When
1	<p><u>Non-Compliance</u></p> <p>a) EGDC should ensure that the total number of customers reported to the ERA for the standing charge calculation includes small use business customers. The Environmental, Legal, Compliance Evaluation &amp; Other Requirements Register has been updated to note the calculation method.</p> <p>b) The Environmental, Legal, Compliance Evaluation &amp; Other Requirements Register should be updated to show the Technical, Business and Regulatory Manager is responsible for any communication with the ERA.</p> <p>c) EGDC should remind staff that the primary person for any communication with the ERA is the Technical, Business and Regulatory Manager</p>	Esperance Area Manager	October 2019
71	<p><u>Improvement Opportunity</u></p> <p>a) The Customer Service Charter on the EGDC website should be updated to the current version.</p> <p>b) EGDC should include review of the Charter in the list of documents for regular review in the Regulatory Compliance Manual and update on the website and in the introductory pack. This also includes updating the Manual to state that customers must be advised "from time to time" that the Charter is available.</p>	Esperance Area Manager	October 2019

Yours faithfully,



Andrew Pickering  
Director  
Esperance Gas Distribution Company Pty Ltd