



Notice

22 November 2022

ATCO Gas Australia Pty Ltd

2022 performance audit

The Economic Regulation Authority has published the 2022 [performance audit report](#) and [post-audit implementation plan](#) for ATCO Gas Australia Pty Ltd's gas distribution licence GDL8.

ATCO is the owner operator of Western Australia's largest gas distribution network. Approximately 780,000 customers are supplied gas through 14,000 kilometres of pipeline. The network services Geraldton, Kalgoorlie, Albany, Busselton, Harvey, Pinjarra, Brunswick Junction, Capel and the wider Perth metropolitan area.

The ERA's decision

The ERA considers that ATCO has achieved a satisfactory level of compliance with its licence.

The ERA has decided to maintain the audit period at 36 months. The next audit will cover the period 1 July 2022 to 30 June 2025, with the report due to be provided by 30 September 2025.

Audit findings

Audit

The audit of the 52 licence obligations applicable to ATCO found six non-compliances and no controls deficiencies.

The non-compliances were with the *Compendium of Gas Customer Licence Obligations* because ATCO:

- Disconnected one customer and reconnected 25 customers outside permitted timeframes (two non-compliances).
- On one occasion, ATCO did not notify the retailer of a customer's unauthorised use of gas.
- There were 18 incidents where ATCO did not provide the customer with information that they can escalate their complaint to a senior employee if they are not satisfied with the outcome.
- One customer was not advised of their right to refer their complaint to the Energy and Water Ombudsman.
- Twenty-three complaints were not responded to within the required timeframe. Most of these complaints (17) were due to an upgrade of ATCO's customer relationship management system.

The auditor made five recommendations to address the non-compliances. The post-audit implementation plan states that ATCO will address the recommendations by December 2023.

The ERA's assessment of the audit findings

ATCO's performance was similar to its performance in its 2019 audit, with the auditor finding six non-compliances compared to eight non-compliances in 2019.

The auditor found the non-compliances directly affected a small number of customers and some were repeat non-compliances found in the 2019 audit. ATCO has committed to implementing further controls to address these non-compliances.

The ERA will request regular updates from ATCO on its progress in completing the action items in the post-audit implementation plan, with the expectation that ATCO's proposed actions will resolve the non-compliances, in particular the repeat non-compliances from the 2019 audit.

Further information

General enquiries

Alex Kroon

Ph: 08 6557 7989

info@erawa.com.au

Media enquiries

Danielle Asarpota

Mob: 0428 859 826

media@erawa.com.au