



NOTICE

Compendium of Gas Customer Licence Obligations (Gas Customer Code)

CORRECTED VERSION ISSUED

The Economic Regulation Authority today released a corrected version of the *Compendium of Gas Customer Licence Obligations (Gas Customer Code)*.

The Authority has identified a drafting error in the previous version of the Compendium, published on 21 June 2010, which resulted in the unintentional deletion of obligations relating to distributors only.

The corrected version of the Compendium, which replaces the previous version, includes the distributor only provisions that were contained in the original Compendium published in 2009. Some new provisions have been included to reflect the changes made to the *Code of Conduct for the Supply of Electricity to Small Use Customers* as a result of the 2009 review of that code. These provisions include:

- new clause 13.8(2) requiring distributors to record the number of reconnections not provided within the required timeframes;
- new definition within that clause regarding "within the prescribed timeframe";
- new clause 13.10(1)(e) requiring distributors to record the percentage of customer complaints resolved within 15 business days and 20 business days; and
- amendment of clause 13.12 to replace "operator" with "call centre".

A clean copy of the corrected version of the Compendium is available on the Authority's [website](#). A copy of the Compendium with the previously omitted provisions marked up is also [available](#).

The Authority intends to amend all gas licences by substitution to ensure that a single correct version of the Compendium is included.

Following the completion of the licence amendment process a new version of the Gas Compliance Reporting Manual will be issued.

For further information contact:

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