

Corrigenda – Gas Compliance Reporting Manual

November 2010

Economic Regulation Authority

 WESTERN AUSTRALIA

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Scope and Purpose of the Corrigenda

Development of the Gas Compliance Reporting Manual

The Economic Regulation Authority (**Authority**) first published the Gas Compliance Reporting Manual (**Manual**) in September 2007.

The Authority published the Manual in order to provide:

- A consolidated list of the terms and conditions for gas licences to assist licensees with identifying the compliance obligations relevant to the licence(s) they have been granted.
- Categorisation of licence conditions to assist with reporting obligations.
- A self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliance to the Authority on a self-reporting basis.
- The reports that licensees must provide to the Authority and the timing of these reports.

After publishing the Manual in September 2007, the Authority received a number of formal and informal comments from licensees indicating that there is scope to further improve the utility of the Manual, which resulted in the publication of an amended Manual in April 2008.

After incorporating licence compliance obligations under the *Gas Marketing Code of Conduct 2008*, as well as some amendments to improve the utility of the Manual, the Authority published an updated Manual in March 2009.

In September 2009 the Manual was amended to incorporate the gas trading and distribution licence obligations under Parts 3-13 of the *Compendium of Gas Customer Licence Obligations*, also known as the *Gas Customer Code 2008*. The Manual was also amended to clarify compliance and performance reporting procedures, correct minor errors and improve the utility of the Manual.

In July 2010 the Manual was further amended to include the amendments to the *Gas Customer Code*¹ that were approved by the Authority in June 2010. The Authority also amended the Manual to remove redundant information and correct minor errors. Amendments to reflect changes to the gas licence performance reporting handbooks and datasheets that were previously published by the Authority in May 2010, were also included at that time.

Summary of Amendments to the Gas Compliance Reporting Manual

In October 2010 the Authority published a corrected version of the *Gas Customer Code*.

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

¹ The *Gas Customer Code 2008* was re-named the *Gas Customer Code* in June 2010.

The corrected version of the *Gas Customer Code*, which replaces the previous version, includes the distributor only provisions that were contained in the original *Gas Customer Code 2008* published in 2009.

In addition, 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:

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

The Authority has taken the opportunity to further amend the Manual to include:

1. An updated section describing current and planned amendments to the manual.
2. Changes to obligations as a result of amendments to the gas trading and distribution licences resulting from the corrections and amendments to the *Gas Customer Code*, published by the Authority in October 2010.
3. Some amendments to correct minor errors and improve the utility of the manual.

These amendments are described in more detail in the following sections of the Corrigenda.

Amendments to the Manual

SECTION 1 – INTRODUCTION

No change.

SECTION 2 – AMENDING THIS REPORTING MANUAL

Section 2.1 – Current and Planned Amendments to this Reporting Manual

Section 2.1 of the Manual contains minor amendments to bring it up to date with the current status of the Manual. These amendments refer to the incorporation of the corrections and amendments to the *Gas Customer Code* in the Manual.

SECTION 3 – PERFORMANCE REPORTING

No change.

SECTION 4 – COMPLIANCE REPORTING REQUIREMENTS

No change.

SECTION 5 – REPORT LODGING REQUIREMENTS

No change.

SECTION 6 – COMPLIANCE REPORT TEMPLATE

No change.

SECTION 7 – FORMAT FOR REPORTING NON-COMPLIANCES

No change.

SECTION 8 – TYPE 1 REPORTING OBLIGATIONS FOR ALL LICENCE TYPES

No change.

SECTION 9 – LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION ACT 1994

No change.

SECTION 10 – LICENCE COMPLIANCE REQUIREMENTS – GAS STANDARDS ACT 1972

No change.

SECTION 11 – LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION (GAS TARIFFS) REGULATIONS 2000

No change.

SECTION 12 – LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION (CUSTOMER CONTRACTS) REGULATIONS 2004

Obligations 85 and 86 now apply to trading licensees only. Previously due to an error, they applied to distribution licensees only.

SECTION 13 – LICENCE COMPLIANCE REQUIREMENTS – LICENCE CONDITIONS

No change.

SECTION 14 – LICENCE COMPLIANCE REQUIREMENTS – GAS MARKETING CODE OF CONDUCT

No change.

SECTION 15 – LICENCE COMPLIANCE REQUIREMENTS – GAS CUSTOMER CODE

Section 15 has been amended to include the corrections and amendments to Parts 3 -13 of the *Gas Customer Code*, published in October 2010. These corrections and amendments are now incorporated into the gas trading and distribution licences from 9 November 2010. Obligations 224, 228, 240 and 259 – 264 have been incorporated into the Manual and obligations 224 – 266 re-numbered accordingly. Obligation 256 has been amended to include complaints made directly to a *retailer*. Previously this obligation referred to complaints made directly to a *marketer*.

SECTION 16 – PERFORMANCE REPORTING REQUIREMENTS FOR GAS TRADING AND GAS DISTRIBUTION LICENSEES

The figures in section 16 have been re-numbered to correct a numbering error.