



NOTICE

Gas Compliance Reporting Manual

ENERGY COORDINATION ACT 1994

The Economic Regulation Authority today approved the publication of the Gas Compliance Reporting Manual (**Manual**), dated November 2010. The previous Manual was published by the Authority in July 2010.

The Manual has been amended because the *Compendium of Gas Customer Licensing Obligations*, also known as the *Gas Customer Code*, has been amended to correct some errors and incorporate some new provisions. As the *Gas Customer Code* forms part of the gas trading and distribution licences, the Manual needs to reflect any amendments to the licences resulting from amendments to the *Gas Customer Code*.

The Manual has also been amended to remove redundant information and correct minor errors identified in the previous version of the Manual, dated July 2010.

Background on corrections to 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 that only applied to distributors. On 6 October 2010, the Authority published a new version of the *Gas Customer Code*, which reinstates the distributor only provisions that were omitted from the June 2010 version of the Code.

New provisions inserted into the Gas Customer Code

In order to provide a consistent approach to customer protection for small use electricity and gas customers, the obligations applying to gas retailers, under the *Gas Customer Code*, are aligned with those applying to electricity retailers under the *Code of Conduct for the Supply of Electricity to Small Use Customers (Electricity Customer Code)*.

The Authority published an amended *Electricity Customer Code* in June 2010. New provisions have been included in the October 2010 version of the *Gas Customer Code* to incorporate relevant amendments made to the *Electricity Customer Code*. The new 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 clause 13.8 regarding the phrase "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".

Background on amendments to the gas licences

The *Gas Customer Code* is incorporated into all gas licences as a schedule to the licence (schedule 2). In order to incorporate amendments to the *Gas Customer Code* into gas licences it is necessary to amend the licences.

On 9 November 2010, the Authority amended, by substitution, all gas licences to insert the current version of the *Gas Customer Code* into the licences.

Changes to the Manual

The Manual now incorporates the amended obligations in gas distribution and trading licences resulting from the amendments to the *Gas Customer Code*.

The Authority has amended section 15 of the Manual to incorporate the corrections to, and new provisions inserted into, the *Gas Customer Code*. The Authority has also amended sections 2, 12 and 16 of the Manual to update information, remove redundant information and correct minor errors.

A [Corrigenda](#) and a copy of the [Manual](#) are available on the Authority's website.

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