

# Esperance Power Station Pty Ltd

ABN 24 086 409 949

Suite 6 Esperance Business  
Centre,  
75 Dempster Street,  
Esperance WA 6450  
Telephone: +61 8 90721422  
Fax: +61 8 90721433

Ref: C9906c17  
File Ref:C9906.17

12<sup>th</sup> January 2011

The Assistant Director Monitoring  
Economic Regulation Authority WA  
Level 6, Governor Stirling Tower  
197 St Georges Terrace  
Perth WA 6000

Dear Paul,

## **GDL 10 LICENCE AUDIT – EPS (PERFORMANCE AUDIT) IMPLEMENTATION PLAN**

In accordance with the Authority's GDL 10 performance audit requirements, Esperance Power Station's Post Review Implementation Plan is shown below.

<b>Item</b>	<b>Action</b>	<b>By Whom</b>	<b>When</b>
23	Add advice to Minister to emergency plans.	Business Manager	Mar 2011
102	Develop a compliance manual that has scheduled bring ups for regulatory compliance items.	Business Manager	Mar 2011
245	Add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices. (Completed after audit period).	Business Manager	Nov 2010
101	Advise the Authority of the change in ownership.	Business Manager	Mar 2011
250	Amend the complaints handling process to include a reference to the Distributor.	Business Manager	Mar 2011
251	Amend the complaints handling process to include a reference to the Distributor.	Business Manager	Mar 2011

Yours faithfully,  
For Esperance Power Station Pty Ltd



Lawrence Teo  
Regulatory Manager