# McGill Engineering Services Pty Ltd



Engineering, Adjudication & Arbitration Services ABN 45 106 691 169

# WORLEYPARSONS ASSET MANAGEMENT PTY LTD GAS TRADING LICENCE GTL 11 PERFORMANCE AUDIT REPORT

Prepared By Kevan McGill Date 2 February 2011

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# McGill Engineering Services Pty Ltd



Engineering, Adjudication & Arbitration Services ABN 45 106 691 169

Lawrence Teo Business Manager WorleyParsons Asset Management Pty Ltd Perth WA 6000

Dear Mr Teo

# **Performance Audit Gas Licences**

The fieldwork on the performance audit of Gas Trading Licence GTL 11 for the audit period (1 September 2007 to 31 August 2010) is complete and I am pleased to submit the report to you.

In my opinion, the Licensee maintained, in all material aspects, effective control procedures in relation to the Gas Trading Licence GTL 11 for the audit period on the relevant clauses referred to within the objectives section of this report. Consistent with the scope limitation, the reports are accurate.

In my opinion, the Licensee has maintained a good level of compliance with the licence conditions. There are 14 non compliances which are important but not significant.

Yours sincerely

Kevan McGill Director

Date 2 February 2011

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# 2 Executive Summary

This performance audit was conducted in accordance with the guidelines<sup>1</sup> issued by the Economic Regulation Authority (*Authority*) for the audit period (1 September 2007 to 31 August 2010).

The Licensee trades on a gas distribution system (GDS) at Esperance. Constructed in 2005, the GDS is relatively new comprising approximately 40 kilometres of low pressure polyethylene mains which supply natural gas to about 300 residential and business customers. The Licence covers the central business district and adjoining suburbs of Chadwick, Nulsen and Sinclair. The distribution network sources gas from the Kambalda to Esperance Gas Pipeline (KEGP) through a pressure reducing station (PRS) at KEGP Main Line Valve No. 4. The PRS is important in maintaining supply pressure, meeting gas consumer demands and monitoring natural gas delivery into the Esperance GDS.

# 2.1 OVERALL CONCLUSION

In my opinion, the Licensee maintained, in all material aspects, effective control procedures in relation to the Gas Trading Licence GTL 11 for the audit period on the relevant clauses referred to within the objectives section of this report. Consistent with the scope limitation, the reports are accurate.

In my opinion, the Licensee has maintained a good level of compliance with the licence conditions. There are 14 non compliances which are important but not significant. The non compliances were: Items 58, 60, 79, 82, 102, 115, 124, 158, 209, 214, 215, 217, 228, and 245.

## 2.2 PERFORMANCE AUDIT

A summary of the findings of the performance audit is:

## 2.2.1 RATINGS

## 2.3 COMPLIANCE SUMMARY

The audit report will provide a table that summarises the compliance rating for each Obligation using the 7-point rating scale (5 for numerical rating score and 2 not rated/not applicable scales) described in table below and as determined by the auditor.

Compliance status	Rating	Description of compliance
COMPLIANT	5	Compliant with no further action required to maintain compliance

<sup>&</sup>lt;sup>1</sup> Economic Regulation Authority: Audit guidelines: Electricity, Gas and Water Licences Aug 2010

COMPLIANT	4	Compliant apart from minor or immaterial recommendations to improve the strength internal controls to maintain compliance
COMPLIANT	3	Compliant with major or material recommendations to improve the strength of internal controls to maintain compliance
NON-COMPLIANT	2	Does not meet minimum requirements
SIGNIFICANTLY NON-COMPLIANT	1	Significant weaknesses and/or serious action required
NOT APPLICABLE	N/A	Determined that the compliance obligation does not apply to the licensee's business operations
NOT RATED	N/R	No relevant activity took place during the audit period, therefore it is not possible to assess compliance

The results are summarised below.

Assessment	Licence obligations	Audit priority 2	Audit priority 4	Audit priority 5
Compliant 5	99	4	61	34
Compliant 4	1			1
Compliant 3				
Non-compliant 2	14	1	5	8
Significantly non compliant 1				
Not Applicable	9		2	7
Not Rated	110		76	34

\* Note Where an obligation was not exercised in the audit period, it was not possible to form an opinion about compliance and the item was not rated.

# 3 PERFORMANCE AUDIT

# 3.1 PERFORMANCE AUDIT OBJECTIVES

Under section 11ZA(1) of the *Energy Coordination Act 1994* (the Act), it is a requirement that every licensee provide the Economic Regulation Authority (*Authority*) not less than once in every period of 2 years with a performance audit conducted by an independent expert acceptable to the *Authority*.

The primary objective of the performance audit is to audit the effectiveness of measures taken by the Licensee to maintain quality and performance standards. Clause 18 of the gas trading licence identifies performance criteria for the purposes of section 11ZA(2)(b) of the Act to be audited as:

#### performance criteria means:

- (a) the terms and conditions of the *licence*; and
- (b) any other relevant matter in connection with the *applicable legislation* that the *Authority* determines should form part of the *performance audit*.

The Act also requires the technical standards in the *Gas Standards Act 1972* to be audited.

The *Authority* has summarised the performance requirements in various legislation in its Gas compliance reporting manual (September 2009)<sup>2</sup>.

The Licensee appointed McGill Engineering Services Pty Ltd to conduct the audit of its Gas Trading Licence with approval from the Authority. A preliminary assessment was conducted with the Licensee's management to determine the inherent risk and the state of control for each compliance element of the Licence obligation. McGill Engineering Services Pty Ltd then prioritised the audit coverage based on the risk profile of the Licensee with an emphasis on providing greater focus and depth of testing for areas of higher risk to provide reasonable assurance that the Licensee had complied with the standards, outputs and outcomes under the Licence obligations.

The audit was conducted in a manner consistent with Australian Auditing Standards (AUS) 808 "Planning Performance Audits" and AUS 806 "Performance Auditing". McGill Engineering Services Pty Ltd evaluated the adequacy and effectiveness of the controls and performance by the Licensee relative to the standards referred in the Gas Trading Licence through a combination of enquiries, examination of documents and detailed testing for Gas Trading Licence GTL 11 for the Licensee.

## 3.2 STATEMENT OF INDEPENDENCE

To the best of my knowledge and belief, there is no basis for contraventions of any professional code of conduct in respect of the audit.

<sup>&</sup>lt;sup>2</sup> Economic Regulation Authority: Gas compliance reporting manual, September 2009

I have not done or contemplate undertaking any other work with the Licensee.

There are no independence threats due to:

- self-interest as the audit company or a member of the audit team have no financial or non-financial interests in the licensee or a related entity;
- self-review no circumstance has occurred where:
  - the audit company or a member of the audit team has undertaken other nonaudit work for the licensee that is being evaluated in relation to the audit/review; or
  - when a member of the audit team was previously an officer or director of the licensee; or
  - where a member of the audit team was previously an employee of the licensee who was in a position to exert direct influence over material that will be subject to audit during an audit/review.

There is no risk of a self-review threat as:

- no work has been
  - undertaken by the auditor, or a member of the audit/review team, for the licensee within the previous 24 months; or
  - the auditor is currently undertaking for the licensee; or
  - the auditor has submitted an offer, or intends to submit an offer, to undertake for the licensee within the next 6 months; and
- familiarity there is no close family relationship with a licensee, its directors, officers or employees,
- the auditor is not nor is perceived to be too sympathetic to the licensee's interests.

### 3.3 LICENSEE'S BUSINESS

The Licensee trades on a gas distribution system (GDS) at Esperance. Constructed in 2005, the GDS is relatively new comprising approximately 40 kilometres of low pressure polyethylene mains which supply natural gas to about 300 residential and business customers. The Licence covers the central business district and adjoining suburbs of Chadwick, Nulsen and Sinclair. The distribution network sources gas from the Kambalda to Esperance Gas Pipeline (KEGP) through a pressure reducing station (PRS) at KEGP Main Line Valve No. 4. The PRS is important in maintaining supply pressure, meeting gas consumer demands and monitoring natural gas delivery into the Esperance GDS.

## 3.4 AUDIT PERIOD

The audit period is 1 September 2007 to 31 August 2010.

## 3.5 SCOPE LIMITATION

The review was undertaken by examination of documents, interviews with key persons and observations and is not a detailed inspection of physical items.

While sample testing of key computations related to licence performance reporting has been carried out, assessment of accuracy of computations is limited to inspection of spreadsheets and the like with an overview of the calculations and random inspection of formulae. Because of the nature of this type of inspection no conclusion can be made that all calculations are correct nor can assurance that data entry errors have not occurred be drawn. The form and nature of financial statements have been examined but no detailed examination of the calculations therein.

## 3.5.1 EXCLUDED CONDITIONS

Conditions relating to the Gas Corporations are not applicable (29-31). As there is no other persons trading (retail) on the licensee's distribution systems there is no need for a retail market scheme (the Act s 11ZOE) therefore conditions relating to a retail scheme are not applicable (18-22). As there has been no designation as supplier of last resort, conditions relating to carrying out supplier of last resort functions are not applicable (11, 12, 14, 15 & 16).

## 3.6 INHERENT LIMITATIONS

Because of the inherent limitations of any internal control structure, it is possible that fraud, error or non-compliance with laws and regulations may occur and not be detected.

An audit is not designed to detect all weaknesses in compliance measures as an audit is not performed continuously throughout the period and the audit procedures performed on the compliance measures are undertaken on a test basis.

Any projection of the evaluation of the operating licences to future periods is subject to the risk that the compliance measures in the plans may become inadequate because of changes in conditions or circumstances, or that the degree of compliance with them may deteriorate.

The audit opinion expressed in this report has been formed on the above basis.

## 3.7 SCOPE OF THE AUDIT

The *Authority* guideline<sup>3</sup> for performance audits sets out that the audit should be conducted in 3 phases.

<sup>&</sup>lt;sup>3</sup> Audit Guidelines: Electricity, Gas and Water Licences, Aug 2010

### 1. RISK AND MATERIALITY ASSESSMENT

With reference to AS/NZS4360 Risk Management a preliminary assessment was made of the risk and materiality of non-compliance with the required licence conditions in order to focus the audit effort on areas of higher compliance risk and identify areas for testing and analysis.

### 2. SYSTEM ANALYSIS, ASSERTION SETTING AND REVIEW

Through discussion, observation and review, a sample of cases or data was analysed relating to the licensee's quality and performance systems and standards against requirements of the Licence conditions to be audited.

#### 3. FIELDWORK: TESTING AND ANALYSIS

Using the results of the risk assessment and systems analysis, detailed testing and analysis was performed to compare those standards maintained by the licensee with the relevant clauses of the Licence.

During this audit the Esperance licence areas were visited.

### 3.8 ACTIONS FROM PREVIOUS AUDITS

The actions to follow up previous audits are detailed below.

Audit Item	Recommendation	Actions Taken Further action Required
Old Licence	Issue 1	
Clause 7	n Issue 1	The availability of gas was advertised in the local media. This is no longer a licence requirement.
		No further action required.

The report to the licensee clearly expresses the opinion of the auditor in respect of the findings of the audit.

The key contacts were:

- Licensee
  - Lawrence Teo [Business Manager], Brendon Schoknecht [Esperance Area Manager], Debbie O'Shaughnessy – [Administrative Officer], Alan Shackleton – [Financial Controller]
  - Cornelius De Groote Principal Engineer Gas Supply Energy Safety;

- McGill Engineering Services Pty Ltd
  - Kevan McGill,

The audit was conducted during September and October 2010. The auditor took 120 hours.

### 3.9 AUDIT REQUIREMENTS

Compliance with licence conditions was examined according to the likely inherent risk and the adequacy of controls to manage that risk.

#### Nature of audit work conducted

The Authority guidelines for performance audits require that the audit considers:

- a) **Process compliance** the effectiveness of systems and procedures in place throughout the audit period, including the adequacy of internal controls.
- b) **Outcome compliance** the actual performance against standards prescribed in the licence throughout the audit period.
- c) **Output compliance** the existence of the output from systems and procedures throughout the audit period (that is, proper records exist to provide assurance that procedures are being consistently followed and controls are being maintained).
- d) **Integrity of performance reporting** the completeness and accuracy of the performance reporting to the Authority.
- e) **Compliance with any individual licence conditions -** the requirements imposed on the specific licensee by the Authority or specific issues for follow-up that are advised by the Authority.

Stage	Auditor	Standard
1. Risk & Materiality Assessment Outcome - Operational/ Performance Audit Plan	K McGill	ASA 300 Planning ASA 315: Risk Assessments and Internal Controls AUS 808: Planning Performance Audits AS/NZS 4360:2004: Risk Management ERA Guidelines
2. System Analysis	K McGill	AUS 810: Special Purpose Reports on Effectiveness of Control Procedures
3. Fieldwork Assessment and testing of;	K McGill	AUS 502: Audit Evidence AUS 806: Performance Auditing
<ul> <li>The control environment</li> <li>Information system</li> </ul>		
<ul> <li>Compliance procedures</li> </ul>		

Compliance attitude		
4. Reporting	K McGill	ASA 300 Planning
		AUS 806: Performance Auditing

## 3.10 FINDINGS

The conclusions of each of the elements of the licence are summarised in the following table. The audit risk as determined for each licence condition is also shown. The details of the audit can be seen in Detailed audit findings (Page 24)

ltem	Obligations under condition	Licence Clause/Condition eference (Cl.=clause, Sch.=schedule)	ype	Consequences 3-Maior 2-Moderate 1-Minory	Likelihood A=likelv B=Probable C=LInlikelv)	inherent Risk	Adequacy of Existing Controls	Review priority	Rati	ng	3	4	5	N <sup>a</sup>	N <sup>r</sup>
1	Act <sup>4</sup> s. 11Q(1-2)	TL <sup>°</sup> CI 4.1	2	2 2	Ц С	 Medium	M	<u>- ഥ</u> 4	1	2	5	+	 ☑	IN	
2.	Act s. 11WG(1)	TL CI 12.1	2	2	C	Medium	M	4							
3.	Act s. 11WG(2)	TL CI 13.1	2	2	C	Medium	М	4							
4.	Act s. 11WK(1-2)	TL CI 5.1	NR	1	С	Low	М	5							
5.		TL CI 5.1	NR	1	С	Low	М	5					V		
6.	Act s. 11X(3)	TL CI 5.1,	NR	1	С	Low	М	5					V		
10	Act s. 11ZA(1)	TL CI 18.1	2	2	С	Medium	М	4					N		
13		TL CI 16.1	2	2	С	Medium	М	4							
17	Act s. 11ZK(3)	TL CI 5.1	NR	1	С	Low	М	5							V
24	Act s. 11ZQH	TL CI 20	2	2	С	Medium	М	4							
25.	Act s. 11Z	TL CI5.1	1	3	С	High	S	2							
32		TL CI 5.1	NR	3	С	High	S	2					M		
33	EC(CC) Reg 12 (4)(a)	TL CI 5.1	NR	1	С	Low	М	5					V		
34	EC(CC) Reg 12 (4)(b)	TL CI 5.1	NR	1	С	Low	М	5							
35	EC(CC) Reg 12 (5)(a)	TL CI 5.1	NR	1	С	Low	М	5					M		
36.	EC(CC) Reg 12 (5)(b)	TL CI 5.1	NR	1	С	Low	М	5							
37.	EC(CC) Reg 12 (5)(c)	TL CI 5.1	NR	1	С	Low	М	5							
38.	EC(CC) Reg 12 (5)(d)	TL CI 5.1	NR	1	С	Low	М	5 5							
39.	EC(CC) Reg 12 (5)(e)		NR	1	С	Low	М	5							$\checkmark$
40.	EC(CC) Reg 12 (6), Clause 5.1.1.2 AGA Code	TL CI 5.1	NR	1	С	Low	M	5							
41.	EC(CC) Reg 12 (6), Clause 5.1.1.3 AGA Code	TL CI 5.1	NR	1	С	Low	M	5							V

<sup>4</sup> Energy Coordination Act 2004 <sup>5</sup> Trading Licence

		1	r	-		-							1	<del></del>
42.		TL CI 5.1	NR	1	С	Low	Μ	5						
	Clauses 5.1.2.1 & 5.1.2.2 AGA Code													1
12		TL CI 5.1	NR	1	С	Low	М	5		-	-			
43.	Clauses 5.1.3.1 &		IND	1	C	LOW	IVI	5						
	5.1.3.2 AGA Code													
44.		TL CI 5.1	NR	1	С	Low	М	5						
	Clauses 5.1.4.1 &			-	-			-						
	5.1.4.2 AGA Code													
45.		TL CI 5.1	NR	1	С	Low	М	5						V
	Clauses 5.1.5.1 &													
	5.1.5.2 AGA Code				-						_			
46.		TL CI 5.1	NR	1	С	Low	М	5						
	Clause 5.1.7.2 AGA Code													
47	EC(CC) Reg 12 (6),	TL CI 5.1	NR	1	С	Low	М	5			-			
47.	Clause 5.1.8.1(a)		IND	1	C	LOW	IVI	5						
	AGA Code													
48.		TL CI 5.1	NR	1	С	Low	М	5						
	Clause 5.1.8.1(b)			-	-			-						
	AGA Code													
49.	EC(CC) Reg 12 (6),	TL CI 5.1	NR	1	С	Low	М	5					V	
	Clause 5.1.8.1(c)													
	AGA Code				-						_			L
50.		TL CI 5.1	NR	1	С	Low	М	5						
	Clause 5.1.8.1(d)													
<u> </u>	AGA Code	TL CI 5.1	NR	4	С	Low	М	5						
51.	EC(CC) Reg 12 (6), Clause 5.1.8.1(e) and			1	C	Low	IVI	5						
	(f) AGA Code													
52		TL CI 5.1	NR	1	С	Low	М	5						
· _ ·	Clause 5.2.2.2 AGA			-	-			-						
	Code													
53.	EC(CC) Reg 13 (1),	TL CI 5.1	NR	1	С	Low	Μ	5					V	
	Clause 4.4.6.2 AGA													
	Code				-						_		_	<u> </u>
		TL CI 5.1	NR	1	С	Low	M	5						<u> </u>
		TL CI 5.1	NR	1	С	Low	M	5 5				_		<b> </b>
		TL CI 5.1	NR	1	С	Low	Μ			_	_			
57.		TL CI 5.1	NR	1	С	Low	Μ	5						
	Clauses 4.1.2.1 & 4.1.2.2 AGA Code													
58		TL CI 5.1	NR	1	С	Low	М	5		ſ	-			
50.	Clause 4.1.3.1 &			l'	C	LOW	IVI	5		•				
	4.1.3.2 AGA Code													
59.		TL CI 5.1	NR	1	С	Low	М	5						
	Clause 4.2.1 AGA			-	-			-						
	Code													
60.		TL CI 5.1	NR	1	А	Medium	М	4	<b>₽</b>	1				1
1	Clause 4.2.3.1,													ĺ
	4.2.3.2 & 4.2.3.3 AGA													1
<b>C</b> 1				4				-						
61.	EC(CC) Reg 15 (1), Clause 4.2.3.2 AGA	TL CI 5.1	NR	1	С	Low	М	5						
	Clause 4.2.3.2 AGA													ĺ
62.	EC(CC) Reg 15 (1)	TL CI 5.1	NR	1	С	Low	М	5						
<u> </u>	and (2)				Ŭ		1.41	Ĭ						
63.		TL CI 5.1	NR	1	С	Low	М	5						
	and 47 (2) and (4),	_										_		1
		•	1			•								

Code         Code         C         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L         L </th <th></th> <th></th> <th>1</th> <th></th> <th>-</th> <th></th> <th>Т</th> <th>-</th> <th></th> <th></th> <th></th> <th></th> <th>1</th> <th></th>			1		-		Т	-					1	
64.       EC(CC) Reg 15 (1), Clause 4.2.4.1 AGA Code       TL Cl 5.1       NR       1       C       Low       M       5       Ø         65.       EC(CC) Reg 15 (1), Clause 4.2.4.2 AGA Code       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø         66.       EC(CC) Reg 15 (1), Clause 4.2.4.4 AGA Code       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø         67.       EC(CC) Reg 15 (1), Clause 4.2.4.5 AGA Code       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø         68.       EC(CC) Reg 15 (1), Clause 4.3.2.1 AGA Code       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø         69.       EC(CC) Reg 16 (3)       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø       O       Ø       O       Ø       O       Ø       O       Ø       O       Ø       Ø       Ø       Ø       O       Ø       Ø       Ø       Ø       Ø       O       Ø       O       Ø       O       Ø       Ø       Ø       Ø       Ø       O		Clause 4.2.3.4 AGA												
65.       EC(CC) Reg 15 (1), Clause 4.2.4.2 AGA Code       TL CI 5.1       NR       1       C       Low       M       5       9       9         66.       EC(CC) Reg 15 (1), Clause 4.2.4.4 AGA Code       TL CI 5.1       NR       1       C       Low       M       5       9       9         7.       EC(CC) Reg 15 (1), Clause 4.2.4.5 AGA Code       TL CI 5.1       NR       1       C       Low       M       5       9       9         68.       EC(CC) Reg 15 (1), Clause 4.3.2.1 AGA Code       TL CI 5.1       NR       1       C       Low       M       5       9       9       1       1       C       Low       M       5       9       9       1       1       C       Low       M       5       9       9       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1 <td>64.</td> <td>EC(CC) Reg 15 (1), Clause 4.2.4.1 AGA</td> <td>TL CI 5.1</td> <td>NR</td> <td>1</td> <td>С</td> <td>Low</td> <td>М</td> <td>5</td> <td></td> <td></td> <td>V</td> <td></td> <td></td>	64.	EC(CC) Reg 15 (1), Clause 4.2.4.1 AGA	TL CI 5.1	NR	1	С	Low	М	5			V		
Clause 4.2.4.4 AGA         Code         M         S         Ø           67.         EC(CC) Reg 15 (1). Clause 4.2.4.5 AGA         TL CI 5.1         NR         1         C         Low         M         5         Ø         Ø           68.         EC(CC) Reg 15 (1). Clause 4.3.2.1 AGA         Code         NR         1         C         Low         M         5         Ø         Ø           69.         EC(CC) Reg 15 (1). Clause 4.3.2.2 AGA         TL CI 5.1         NR         1         C         Low         M         5         Ø         Ø           70.         EC(CC) Reg 16 (3)         TL CI 5.1         NR         1         C         Low         M         5         Ø         Ø           71.         EC(CC) Reg 19         TL CI 5.1         NR         1         C         Low         M         5         Ø         Ø         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O         O<	65.	EC(CC) Reg 15 (1), Clause 4.2.4.2 AGA	TL CI 5.1	NR	1	С	Low	М	5					V
Clause 4.2.4.5 AGA Code         Intervention         In		Clause 4.2.4.4 AGA Code		NR	1	С	Low	М	5					
Clause 4.3.2.1 AGA Code         Image: Code State 1 and State 2 and St	67.	Clause 4.2.4.5 AGA	TL CI 5.1	NR	1	С	Low	М	5					
Clause 4.3.2.2 AGA         Code         Code <thcode< th=""> <thcode< th="">         Code</thcode<></thcode<>	68.	Clause 4.3.2.1 AGA	TL CI 5.1	NR	1	С	Low	М	5					
71.       EC(CC) Reg 19       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         72.       EC(CC) Reg 20 (2)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         73.       EC(CC) Reg 27 (4)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         74.       EC(CC) Reg 20 (3)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         75.       EC(CC) Reg 22 and       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         76.       EC(CC) Reg 49 (3)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         77.       EC(CC) Reg 49 (3)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø<	69.	Clause 4.3.2.2 AGA		NR	1		Low							
72.       EC(CC) Reg 20 (2) Clause 4.3.5.1 AGA Code       TL CI 5.1       NR       1       C       Low       M       5       I       I       I         73.       EC(CC) Reg 27 (4) and 40 (3)       TL CI 5.1       NR       1       C       Low       M       5       I       I       I         74.       EC(CC) Reg 20 (3) and 48       TL CI 5.1       NR       1       C       Low       M       5       I       I       I         76.       EC(CC) Reg 22 and 49 (2)       TL CI 5.1       NR       1       C       Low       M       5       I       I       I         76.       EC(CC) Reg 49 (3)       TL CI 5.1       NR       1       C       Low       M       5       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I       I	70.	EC(CC) Reg 16 (3)	TL CI 5.1	NR	1		Low	М	5					
Clause 4.3.5.1 AGA       Code       Image: Code	71.	EC(CC) Reg 19	TL CI 5.1	NR	1	С	Low	М						
and 40 (3)       TL CI 5.1       NR       1       C       Low       M       5         74.       EC(CC) Reg 20 (3)       TL CI 5.1       NR       1       C       Low       M       5       9       9         75.       EC(CC) Reg 24 (3)       TL CI 5.1       NR       1       C       Low       M       5       9       9         76.       EC(CC) Reg 49 (3)       TL CI 5.1       NR       1       C       Low       M       5       9       9         77.       EC(CC) Reg 49 (5)       TL CI 5.1       NR       1       C       Low       M       5       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9       9		Clause 4.3.5.1 AGA Code		NR	1	С	Low					M		
and 48         Image: Constraint of the second		and 40 (3)	TL CI 5.1	NR	1	С	Low	Μ	5					
49 (2)       76.       EC(CC) Reg 49 (3)       TL CI 5.1       NR       1       C       Low       M       5       67         77.       EC(CC) Reg 49 (4)       TL CI 5.1       NR       1       C       Low       M       5       67         78.       EC(CC) Reg 49 (5)       TL CI 5.1       NR       1       C       Low       M       5       67         79.       EC(CC) Reg 49 (5)       TL CI 5.1       NR       1       C       Low       M       5       67         80.       EC(CC) Reg 44       TL CI 5.1       NR       1       C       Low       M       5       67         81.       Act s. 11M, EC(CC)       TL CI 5.1       NR       1       C       Low       M       5       67         82.       Act s. 11M, EC(CC)       TL CI 5.1       NR       1       Like Medium       M       4       67         83.       EC(CC) Reg 46 (1) &       TL CI 5.1       NR       1       C       Low       M       5       67         84.       EC(CC) Reg 28, clause 3.1.1(a) AGA       Code       70       1       C       Low       M       5       67         90.	74.		TL CI 5.1	NR	1	С	Low	М	5					
77.       EC(CC) Reg 49 (4)       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø         78.       EC(CC) Reg 49 (5)       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø         79.       EC(CC) Reg 50       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø         80.       EC(CC) Reg 44       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø         81       Act s. 11M, EC(CC)       TL Cl 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø	75.		TL CI 5.1	NR	1	С	Low	Μ	5					
78.       EC(CC) Reg 49 (5)       TL CI 5.1       NR       1       C       Low       M       5       Image: Constraint of the state of the s	76.	EC(CC) Reg 49 (3)	TL CI 5.1	NR	1	С	Low	Μ	5				V	
79.       EC(CC) Reg 50       TL CI 5.1       NR       1       C       Low       M       5       Ø         80.       EC(CC) Reg 44       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         81       Acts. 11M, EC(CC)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         82.       Acts. 11M, EC(CC)       TL CI 5.1       NR       1       Like Medium       M       4       Ø       Ø         83.       EC(CC) Reg 46 (1)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         84.       EC(CC) Reg 46 (4)       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         85.       EC(CC) Reg 28, clause 3.1.1(a) AGA       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø       Ø         90.       EC(CC) Reg 33 (3), clause 3.5.2.2 AGA       TL CI 5.1       NR       1       C       Low       M       5       Ø       Ø         91.       EC(CC) Reg 42       TL CI 5.1       NR       1       C	77.	EC(CC) Reg 49 (4)	TL CI 5.1	NR	1	С	Low	М	5				V	
80.       EC(CC) Reg 44       TL CI 5.1       NR       1       C       Low       M       5       Image: Constraint of the state	78.	EC(CC) Reg 49 (5)	TL CI 5.1	NR	1	С	Low	М						
81       Act s. 11M, EC(CC) Reg 45 (1)       TL Cl 5.1       NR       1       C       Low       M       5       Image: Constraint of the second secon	79.	EC(CC) Reg 50	TL CI 5.1	NR	1	С	Low	М		2	1			
Reg 45 (1)       Image: Constraint of the second seco	80.	EC(CC) Reg 44	TL CI 5.1	NR	1	С	Low		5					
Reg 45 (2)       Iv	81		TL CI 5.1	NR	1	С	Low	Μ	5			M		
(2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (2)       (		Reg 45 (2)		NR	1	ly	Medium	Μ	4	V	1			
85.       EC(CC) Reg 28, clause 3.1.1(a) AGA Code       TL CI 5.1       NR       1       C       Low       M       5       Image: Constraint of the second s	83.	. , ,	TL CI 5.1	NR	1	С	Low	Μ						
clause 3.1.1(a) AGA       NR       NR       Low       M       5       Image: Clause 3.1.1(b) AGA         86.       EC(CC) Reg 28, clause 3.1.1(b) AGA       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.1.1(b) AGA         90.       EC(CC) Reg 33 (3), clause 3.5.2.2 AGA       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 5.1       NR       1       C       Low       M       5       Image: Clause 3.5.2.2 AGA         91.       EC(CC) Reg 42       TL Cl 18.4       NR       1       C							Low							
clause 3.1.1 (b) AGA       Image: Code       Image: C	85.	clause 3.1.1(a) AGA	TL CI 5.1	NR	1	С	Low	М	5					
clause 3.5.2.2 AGA       Image: Code       Image: Cod	86.	clause 3.1.1(b) AGA	TL CI 5.1	NR	1	С	Low	М	5			M		
96.       Act s. 11M       TL Cl 18.2       2       2       C       Medium       M       4       Image: Marcon set of the set of t	90.	EC(CC) Reg 33 (3), clause 3.5.2.2 AGA	TL CI 5.1	NR	1	С	Low	М						
96.       Act s. 11M       TL Cl 18.2       2       2       C       Medium       M       4       Image: Marcon set of the set of t	91.		TL CI 5.1	NR	1	С	Low	М	5					
97. Act s. 11M       TL CI 18.4       NR       1       C       Low       M       5         ✓         98. Act s. 11M       TL CI 19       NR       1       C       Low       M       5        ✓         99. Act s. 11M       TL CI 22       NR       1       C       Low       M       5       ✓       ✓				2	2				4					
98.         Act s. 11M         TL Cl 19         NR         1         C         Low         M         5         Image: C         Image: C <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>1.</td> <td></td> <td>5</td> <td></td> <td></td> <td></td> <td></td> <td></td>					1		1.		5					
	98.		TL CI 19	NR	1	С	Low		5					
100. Act s. 11M TL CI 23.1 2 2 C Medium M 4 1														
	100	Act s. 11M	TL CI 23.1	2	2	С	Medium	М	4					

101_Acts.11M       TL Cl24       2       2       C       Medium       M       4       Ø         102_Acts.11M       TL Cl25.1       2       2       C       Medium       M       4       Ø       Ø         103_Acts.11M       TL Cl25.2       NR       1       C       Low       M       5       Ø       Ø         106_Acts.11M       TL Cl12.3       NR       1       C       Low       M       5       Ø       Ø         109_Acts.11M       TL Cl14.1       2       2       C       Medium       M       4       Ø       Ø         109_Acts.11M       TL Cl14.1       2       2       C       Medium       M       4       Ø       Ø         111_Acts.11M       TL Sh 3 Cl.1.5       2       2       C       Medium       M       Ø       Ø       Ø         112_Acts.11M       TL Sh 3 Cl.1.7       2       C       Medium       M       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø       Ø </th <th>4.0.4</th> <th>A 1 11A</th> <th></th> <th>6</th> <th>6</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>1</th> <th></th> <th> _</th>	4.0.4	A 1 11A		6	6						1		 _
103.Acts.11M       TL C126       2       2       C. Medium       M       4	-		TL CI 24	2	2		Medium	Μ	4				 
106       Acts. 11M       TL CI 12.2       NR       1       C       Low       M       5       Image: Constraint of the state of					2								 
107. Acts. 11M       TL CI 12.3       NR       1       C. Low       M       5       P       P         108. Acts. 11M       TL CI 13.1       2       2       C. Medium       M       4       Ø         110. Acts. 11M       TL CI 14.1       2       2       C. Medium       M       4       Ø         111. Acts. 11M       TL Sch 3 CI 1.5       2       2       C. Medium       M       4       Ø         113. Acts. 11M       TL Sch 3 CI 1.7       2       2       C. Medium       M       4       Ø         114. Acts. 11M       TL Sch 3 CI 2.1 to       2       2       C. Medium       M       4       Ø         115. Acts. 11ZPP       TL CI 21.1 & 21.2       2       C. Medium       M       4       Ø         116. Acts. 11ZPP and       TL CI 21.1 & 21.2       2       C. Medium       M       4       Ø         117. Acts.s. 11ZPP and       TL CI 21.1 & 21.2       2       C. Medium       M       4       Ø         118. Acts. 11ZPP GCCon       TL CI 21.1 & 21.2       2       C. Medium       M       4       Ø         120. Acts. 11ZPP GCCon       TL CI 21.1 & 21.2       2       C. Medium       M       4       Ø					2				4				
108       Act s. 11M       TL Cl 13.1       2       2       C       Medium       M       4       2       7         109       Act s. 11M       TL Cl 14.1       2       2       Medium       M       4       2       7         110       Act s. 11M       TL Cl 17.1 & 17.2       2       2       Medium       M       4       7       7         112       Act s. 11M       TL Cl 17.1 & 17.2       2       2       C       Medium       M       4       7       7         113       Act s. 11M       TL Sch 3 Cl 2.1 to       2       2       C       Medium       M       4       7       7       7       2       2       C       Medium       M       4       7       7       7       2       2       C       Medium       M       4       7       7       7       2       2       C       Medium       M       4       7       7       7       2       2       C       Medium       M       4       7       7       7       7       7       7       7       7       7       7       7       7       7       7       7       7       7       7 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Low</td> <td></td> <td>5</td> <td></td> <td></td> <td></td> <td></td>							Low		5				
110. Act s. 11M       TL Cl 14.2       2       2       LikelHigh M       M       2       Ø         111 Act s. 11M       TL Cl 17.1 & 17.2       2       2       C       Medium M       4       Ø         113. Act s. 11M       TL Sch 3 Cl 1.7       2       2       C       Medium M       4       Ø         114. Act s. 11M       TL Sch 3 Cl 2.1 to       2       2       C       Medium M       4       Ø         116. Act s. 11M       TL Sch 3 Cl 3.1       2       2       C       Medium M       4       Ø         116. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         117. Act s. 11ZPP and       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         118. Act s. 11ZPP GCCon       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         clause 2.3       112. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         clause 2.3(2)       Caluse 2.3       C       Medium M       4       Ø       Ø       Ø       Ø       Ø       Ø       Ø					1								
110. Act s. 11M       TL Cl 14.2       2       2       LikelHigh M       M       2       Ø         111 Act s. 11M       TL Cl 17.1 & 17.2       2       2       C       Medium M       4       Ø         113. Act s. 11M       TL Sch 3 Cl 1.7       2       2       C       Medium M       4       Ø         114. Act s. 11M       TL Sch 3 Cl 2.1 to       2       2       C       Medium M       4       Ø         116. Act s. 11M       TL Sch 3 Cl 3.1       2       2       C       Medium M       4       Ø         116. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         117. Act s. 11ZPP and       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         118. Act s. 11ZPP GCCon       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         clause 2.3       112. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         clause 2.3(2)       Caluse 2.3       C       Medium M       4       Ø       Ø       Ø       Ø       Ø       Ø       Ø	108.	Act s. 11M	TL CI 13.1	2	2	С	Medium	М					1
110. Act s. 11M       TL Cl 14.2       2       2       LikelHigh M       M       2       Ø         111 Act s. 11M       TL Cl 17.1 & 17.2       2       2       C       Medium M       4       Ø         113. Act s. 11M       TL Sch 3 Cl 1.7       2       2       C       Medium M       4       Ø         114. Act s. 11M       TL Sch 3 Cl 2.1 to       2       2       C       Medium M       4       Ø         116. Act s. 11M       TL Sch 3 Cl 3.1       2       2       C       Medium M       4       Ø         116. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         117. Act s. 11ZPP and       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         118. Act s. 11ZPP GCCon       TL Cl 21.1       2       2       C       Medium M       4       Ø       Ø         clause 2.3       112. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium M       4       Ø       Ø         clause 2.3(2)       Caluse 2.3       C       Medium M       4       Ø       Ø       Ø       Ø       Ø       Ø       Ø	109.	Act s. 11M	TL CI 14.1	2	2	С	Medium	М	4			V	
III. Acts. 11M         TL CI 17.1 & 17.2         2         C         Medium         M         4         Ø           112. Acts. 11M         TL Sch 3 CI 1.5         2         C         Medium         M         4         Ø           113. Acts. 11M         TL Sch 3 CI 1.7         2         C         Medium         M         4         Ø           114. Acts. 11M         TL Sch 3 CI 2.1 to         2         C         Medium         M         4         Ø           115. Acts. 11ZPP         TL CI 21.1 & 21.2         2         C         Medium         M         4         Ø           116. Acts. 11ZPP         TL CI 21.1 & 21.2         2         C         Medium         M         4         Ø         Ø           118. Acts. 11ZPP GCCon         TL CI 21.1 & 21.2         2         C         Medium         M         4         Ø         Ø           120. Acts. 11ZPP GCCon         TL CI 21.1 & 21.2         2         C         Medium         M         4         Ø         Ø           121. Acts. 11ZPP GCCon         TL CI 21.1 & 21.2         2         C         Medium         M         4         Ø         Ø           122. Acts. 11ZPP GCCon         TL CI 21.1 & 21.2         2<	110.	Act s. 11M	TL CI 14.2	2	2	Like	High	М	2				_
112 Acts. 11M       TL Sch 3 Cl 1.5       2       2       C       Medium       M       4       97         113. Acts. 11M       TL Sch 3 Cl 1.7       2       2       C       Medium       M       4       97         114. Acts. 11M       TL Sch 3 Cl 2.1 to       2       2       C       Medium       M       4       97         115. Acts. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       97         116. Acts. 11ZPP and       TL Cl 21.1       2.1.2       2       C       Medium       M       4       97         118. Acts. 11ZPP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       97         119. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       97         120. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       97         121. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       97         122. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium <td< td=""><td></td><td></td><td></td><td></td><td></td><td>у</td><td>Ŭ</td><td></td><td></td><td></td><td></td><td></td><td></td></td<>						у	Ŭ						
2.2       C       Medium       M       4       Ø         115. Acts. 112PP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         117. Acts.s 112PP and 117. Acts.s 112PP GCCon       TL Cl 21.2       2       C       Medium       M       4       Ø         118. Acts. 112PP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       Ø         119. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         120. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         121. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         122. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         124. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C	111.	Act s. 11M	TL CI 17.1 & 17.2	2	2	С	Medium	Μ				V	
2.2       C       Medium       M       4       Ø         115. Acts. 112PP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         117. Acts.s 112PP and 117. Acts.s 112PP GCCon       TL Cl 21.2       2       C       Medium       M       4       Ø         118. Acts. 112PP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       Ø         119. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         120. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         121. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         122. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         124. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C	112.	Act s. 11M	TL Sch 3 Cl 1.5	2	2	С	Medium	М	4				1
2.2       C       Medium       M       4       Ø         115. Acts. 112PP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         117. Acts.s 112PP and 117. Acts.s 112PP GCCon       TL Cl 21.2       2       C       Medium       M       4       Ø         118. Acts. 112PP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       Ø         119. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         120. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         121. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         122. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         124. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C	113.	Act s. 11M	TL Sch 3 Cl 1.7		2	С	Medium	М	4				1
2.2       C       Medium       M       4       Ø         115. Acts. 112PP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         117. Acts.s 112PP and 117. Acts.s 112PP GCCon       TL Cl 21.2       2       C       Medium       M       4       Ø         118. Acts. 112PP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       Ø         119. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         120. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         121. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         122. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         123. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         124. Acts. 112PP GCCon       TL Cl 21.1 & 21.2       2       C	_				2		Medium						
115. Act s. 11M       TL Sch 3 Cl 3.1       2       2       C       Medium       M       4       Ø         116. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         117. Act s. s1ZPP and       TL Cl 21.1       2       2       C       Medium       M       4       Ø       Ø         118. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         119. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         120. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         121. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         122. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         123. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         124. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2 <td< td=""><td>114.</td><td></td><td></td><td>2</td><td>2</td><td></td><td>Medium</td><td></td><td>4</td><td></td><td></td><td>V</td><td></td></td<>	114.			2	2		Medium		4			V	
116. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         117. Act s. s11ZPP and ILM       TL Cl 21.2       2       C       Medium       M       4       Ø         118. Act s. 11ZPP GCCon Clause 2.1       TL Cl 21.1       2       2       C       Medium       M       4       Ø         119. Act s. 11ZPP GCCon Clause 2.3       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø         120. Act s. 11ZPP GCCon Clause 2.3(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         121. Act s. 11ZPP GCCon Clause 2.3(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         122. Act s. 11ZPP GCCon Clause 2.4(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         123. Act s. 11ZPP GCCon Clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         124. Act s. 11ZPP GCCon Clause 2.4(4)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Ø       Ø         125. Act s. 11ZPP GCCon Clause 2.5(2)       TL	115			2	2	С	Medium	М	4	M			
117. Act s.s 11ZPP and 11M       TL Cl 21.2       2       2       C       Medium       M       4       Image: Clause 2.1         118. Act s. 11ZPP GCCon       TL Cl 21.1       2       2       C       Medium       M       4       Image: Clause 2.2         119. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3         120. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3       Image: Clause 2.4       Image: Clause 2.4 <td< td=""><td></td><td></td><td></td><td></td><td>2</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>7</td></td<>					2								7
11M       118. Act s. 11ZPP GCCon <sup>5</sup> TL Cl 21.1       2       C       Medium       M       4       4       4         119. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4         120. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4         121. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4         122. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4       4         123. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4       4         124. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4       4 </td <td></td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>					2								
118. Act s. 11ZPP GCCon <sup>6</sup> TL CI 21.1       2       C       Medium       M       4       Image: Constraint of the second				-	_	Ŭ	Mediam	IVI	-				1
clause 2.1         Image: Clause 2.2         Clause 2.3(1)         Image: Clause 2.3(1)         Image: Clause 2.3(1)         Image: Clause 2.3(2)         Image: Clause 2.3(3)         Image			TL CI 21 1	2	2	С	Medium	М	4				1
119. Act s. 11ZPP GCCon Clause 2.2       TL Cl21.1 & 21.2       2       C       Medium       M       4       I       I         120. Act s. 11ZPP GCCon clause 2.3(1)       TL Cl21.1 & 21.2       2       C       Medium       M       4       I       I         121. Act s. 11ZPP GCCon clause 2.3(2)       TL Cl21.1 & 21.2       2       C       Medium       M       4       I       I         122. Act s. 11ZPP GCCon clause 2.3(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       I       I         123. Act s. 11ZPP GCCon clause 2.4(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       I       I       I         124. Act s. 11ZPP GCCon clause 2.4(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       I       I       I         125. Act s. 11ZPP GCCon clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       I       I       I         126. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       I       I       I         127. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium <td< td=""><td></td><td></td><td></td><td>-</td><td>_</td><td>Ŭ</td><td>Moalan</td><td></td><td></td><td></td><td></td><td></td><td>-</td></td<>				-	_	Ŭ	Moalan						-
Clause 2.2         C         Medium         M         4         Image: Clause 2.3(1)           120. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.3(2)           121. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.3(2)           122. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.3(3)           123. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.4(2)           124. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.4(2)           125. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.4(2)           126. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2         2         C         Medium         M         4         Image: Clause 2.5(1)           127. Act s. 11ZPP GCCon         TL Cl 21.1 & 21.2         2 <t< td=""><td></td><td></td><td>TI CI 21 1 &amp; 21 2</td><td>2</td><td>2</td><td>С</td><td>Medium</td><td>М</td><td>4</td><td></td><td></td><td></td><td>1</td></t<>			TI CI 21 1 & 21 2	2	2	С	Medium	М	4				1
120. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Construction of the constr				-	_	Ŭ	moulain						-
clause 2.3(1)       Image: Clause 2.3(2)         121. Act s. 11ZPP GCCon clause 2.3(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3(2)         122. Act s. 11ZPP GCCon clause 2.3(3)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3(3)         123. Act s. 11ZPP GCCon clause 2.4(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(2)         124. Act s. 11ZPP GCCon clause 2.4(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(2)         125. Act s. 11ZPP GCCon clause 2.4(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(2)         126. Act s. 11ZPP GCCon clause 2.4(4)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         128. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         130. Act s. 11ZPP<			TI CI 21 1 & 21 2	2	2	С	Medium	М	4				1
121. Act s. 11ZPP GCCon clause 2.3(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Second Secon				<b>–</b>		Ŭ							-
clause 2.3(2)       Image: Clause 2.3(3)         122. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3(3)         123. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.3(2)         124. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(2)         125. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(3)         126. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(3)         127. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Acts. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(2)         129. Acts. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(3)         130. Acts. 11ZPP       TL Cl 21.1 & 21.2       2			TL CI 21 1 & 21 2	2	2	С	Medium	М	4				1
122. Act s. 11ZPP GCCon clause 2.3(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Second Secon			0	Г		-			-				-
clause 2.3(3)       TL CI 21.1 & 21.2       2       C       Medium       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       4       M       M       1       M       1			TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
123. Act s. 11ZPP GCCon clause 2.4(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(1)         124. Act s. 11ZPP GCCon clause 2.4(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(2)         125. Act s. 11ZPP GCCon clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         126. Act s. 11ZPP GCCon GCCon clause 2.4(4)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         129. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(4)       Image: Clause 2.5(5)         130. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(1)         131. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       C       Mediu				Г		-			-				
clause 2.4(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(2)         125. Act s. 11ZPP GCCon clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         126. Act s. 11ZPP GCCon clause 2.4(4)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(4)         127. Act s. 11ZPP GCCon clause 2.4(4)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         130. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         131. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         132. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(2)         133. Act s. 11ZPP	123.	Act s. 11ZPP GCCon	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				
124. Act s. 11ZPPGCCon clause 2.4(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(2)         125. Act s. 11ZPP GCCon clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         126. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         129. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         130. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(1)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       Image: Clause 2.6(2)						-			-				
clause 2.4(2)       TL CI 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(3)         126. Act s. 11ZPP GCCon clause 2.4(3)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.4(4)         127. Act s. 11ZPP GCCon clause 2.4(4)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(2)         129. Act s. 11ZPP GCCon clause 2.5(2)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(2)         130. Act s. 11ZPP GCCon clause 2.5(3)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(4)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(1)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL CI 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         133. Act s. 11ZPP GCCon clause 2.6(3)       TL CI 21.1 & 21.2 </td <td>124.</td> <td>Act s. 11ZPPGCCon</td> <td>TL CI 21.1 &amp; 21.2</td> <td>2</td> <td>2</td> <td>С</td> <td>Medium</td> <td>М</td> <td>4</td> <td>V</td> <td></td> <td></td> <td></td>	124.	Act s. 11ZPPGCCon	TL CI 21.1 & 21.2	2	2	С	Medium	М	4	V			
125. Act s. 11ZPP GCCon clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constraints of the second						-			-				
clause 2.4(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(4)         126.       Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.4(4)       Image: Clause 2.5(1)       Image: Clause 2.5(1)       Image: Clause 2.5(1)       Image: Clause 2.5(2)       Image: Clause 2.5(3)       Image: Clause 2.5(4)       Image: Clause 2.5(5)       Image: Clause 2.5(5)       Image: Clause 2.5(5)       Image: Clause 2.5(5)       Image: Clause 2.5(6)       Image: Clause 2.5(3)       Image: Clause 2.5			TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
126. Act s. 11ZPP GCCon clause 2.4(4)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.4(4)         127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.4(4)         127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(2)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(2)         130. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(3)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(1)         133. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(2)       Image: Constance 2.6(3)       I						-			-				
GCCon clause 2.4(4)       Image: Clause 2.5(1)         127. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         129. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         130. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(4)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(2)         133. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       2       C       Medium			TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
127. Act s. 11ZPP GCCon clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.5(1)         128. Act s. 11ZPP GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.5(2)         129. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.5(3)         130. Act s. 11ZPP GCCon clause 2.5(3)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.5(3)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.6(1)         133. Act s. 11ZPP GCCon clause 2.6(2)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constance 2.6(2)       Image:													
clause 2.5(1)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         128.       Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(2)         129.       Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(3)         130.       Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(4)         131.       Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.5(5)         132.       Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(1)         133.       Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(2)         134.       Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Clause 2.6(3)         135.       Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       C       Medium       M       4				2	2	С	Medium	М	4				1
GCCon clause 2.5(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(3)         129. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(3)       Image: Constance 2.5(3)         130. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(4)         131. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.5(5)         132. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(1)         133. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(2)         134. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Constance 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2		clause 2.5(1)											
129. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       C       Medium       M       4       Image: Constraint of the state of the s	128.	Act s. 11ZPP	TL CI 21.1 & 21.2	2	2	С	Medium	Μ	4				1
GCCon clause 2.5(3)       Image: Constraint of the second se		GCCon clause 2.5(2)											
130. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(4)         131. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(1)         133. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Image: Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Im	129.	Act s. 11ZPP	TL CI 21.1 & 21.2	2	2	С	Medium	Μ	4				1
clause 2.5(4)       Image: Clause 2.5(4)       Image: Clause 2.5(5)         131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(1)         133. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)       Image: Clause		GCCon clause 2.5(3)											
131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(1)         133. Act s. 11ZPP GCCon clause 2.6(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon clause 2.6(3)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)       Image: Clause 2.	130.	Act s. 11ZPP GCCon	TL CI 21.1 & 21.2	2	2	С	Medium	М	4		1		1
131. Act s. 11ZPP GCCon clause 2.5(5)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.5(5)         132. Act s. 11ZPP GCCon clause 2.6(1)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(1)         133. Act s. 11ZPP GCCon clause 2.6(2)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon clause 2.6(3)       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)       Image: Clause 2.		clause 2.5(4)			L								
132. Act s. 11ZPP       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Classical Content of Classica	131.	Act s. 11ZPP	TL CI 21.1 & 21.2	2	2	С	Medium	Μ	4				1
GCCon clause 2.6(1)       Image: Constraint of the second se		GCCon clause 2.5(5)											
133. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(2)         134. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)         135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)	-		TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
clause 2.6(2)       Image: Clause 2.6(2)       Image: Clause 2.6(3)       Image:					L								
134. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       ✓         clause 2.6(3)       135. Act s. 11ZPP GCCon       TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       ✓	133.	Act s. 11ZPP GCCon	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
clause 2.6(3)       Image: Clause 2.6(3)       Image: Clause 2.6(3)       Image: Clause 2.6(3)         135.       Act s. 11ZPP GCCon TL Cl 21.1 & 21.2       2       2       C       Medium       M       4       Image: Clause 2.6(3)													
135. Act s. 11ZPP GCCon TL CI 21.1 & 21.2 2 2 C Medium M 4 V			TL CI 21.1 & 21.2	2	2	С	Medium	М	4		1		1
clause 2.6(4)	135.	Act s. 11ZPP GCCon	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				1
		clause 2.6(4)											

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			1-	-	-	<b>b</b> a	<b>.</b>	1. 1		1	-	<u> </u>	
	Act s. 11ZPP GCCon clause 2.6(5)		2	2	С	Medium	М	4				E	
137.	Act s. 11ZPP GCCon clause 2.6(6)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				E	V
	Act s. 11ZPP GCCon clauses 2.6(7) and 2.6(8)	TL CI 21.1 & 21.2	NR	1	С	Low	М	5				E	
139.	Act s. 11ZPP GCCon clause 2.7(1)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				E	V
	Act s. 11ZPP GCCon clause 2.7(2)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				E	V
	Act s. 11ZPP GCCon clause 2.7(3)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				E	
	Act s. 11ZPP GCCon clause 2.7(4)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				6	V
	Act s. 11ZPP GCCon clause 2.7(5)	TL CI 21.1 & 21.2	2	2	С	Medium	М	4				6	
	Act s. 11ZPP GCCon clause 2.8		2	2	С	Medium	М	4					
	Act s. 11ZPP GCCon clause 2.11(1)		2	2	С	Medium	Μ	4				E	
	Act s. 11ZPP GCCon clause 2.11(2)		2	2	С	Medium	Μ	4				E	
	Act s. 11M	GCC <sup>7</sup> CI 3.1(1)	2	2	С	Medium	Μ	4					
	Act s. 11M	GCC CI 3.1(2)	2	2	С	Medium	Μ	4			$\mathbf{N}$		
149.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.1 TL CI 2.1 & Sch 2 GCC CI 4.2(2)	2	2	С	Medium	М	4					
150.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.2(3) TL CI 2.1 & Sch 2 GCC CI 4.2(4)		2	С	Medium	М	4				E	
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.2(5)	2	2	С	Medium	М	4				E	V
152.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.2(6)	2	2	С	Medium	М	4				E	
153.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.3(1)	2	2	С	Medium	М	4				E	
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.3(2)	2	2	С	Medium	Μ	4				E	
155.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.4	2	2	С	Medium	М	4				[	
156.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.5(1)	2	2	С	Medium	М	4				E	
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.5(3)	2	2	С	Medium	М	4			M		
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.6(1)	2	3	С	High	S	2					
159.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.6(2)	2	2	С	Medium	М	4			V		
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.7	2	2	С	Medium	М	4			V		
161.	Act s. 11M	TL CI 2.1 & Sch 2	2	2	С	Medium	М	4					

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			1				- <u>-</u>	<u> </u>	-	1		
100		GCC Cl 4.8(1)	NR	1	С		N 4	5				
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.8(2)		-	_	Low	Μ					
	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.8(3)	2	2	С	Medium	Μ	4				
164.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl 4.9	2	2	С	Medium	Μ	4				
165.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.10	2	2	С	Medium	М	4				
166.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.11(1)	2	2	С	Medium	М	4				
167.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.11(2)	NR	1	С	Low	М	5				
168.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.12(1)	2	2	С	Medium	М	4				
169.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.13	2	2	С	Medium	М	4				
170.	Act s. M	TL CI 2.1 & Sch 2 GCC CI 4.14(1)	2	2	С	Medium	М	4				
171.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.14(2)	2	2	С	Medium	М	4				
172.	Act s. 11M	TL CI 21.1 & 21.2	NR	1	С	Low	М	5				
	Act s. 11M	TL CI 21.1 & 21.2	2		С	Medium	М	4				
174.	Act s. 11M	TL CI 21.1 & 21.2	NR	2	С	Low	М	5				
175.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.15(2)	2	2	С	Medium	М	4				
176.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.16	2	2	С	Medium	М	4			Ø	
177.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.17(1)	2	2	С	Medium	М	4				V
178.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.17(2)	2	2	С	Medium	М	4				M
179.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.18(2)	2	2	С	Medium	М	4				M
180.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.19(2)	NR	1	С	Low	М	5				
181.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.19(3)	2	2	С	Medium	М	4				Ø
182.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.19(4)	NR	1	С	Low	М	5				M
183.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.1	2	2	С	Medium	М	4				
184.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.2(1)	2	2	С	Medium	М	4				
185.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.2(2)	2	2	С	Medium	Μ	4				
186.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.3	2	2	С	Medium	М	4				M
187.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.4	2	2	С	Medium	Μ	4				
188.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.5	2	2	С	Medium	М	4				
189.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.6(1)	2	2	С	Medium	М	4			V	
190.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.6(2)	2	2	С	Medium	М	4				
191.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 5.6(3)	2	2	С	Medium	М	4				
192.	Act s. 11M	TL CI 2.1 & Sch 2	2	2	С	Medium	Μ	4				

		GCC CI 5.7(1)						<u> </u>				
102	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
195.		GCC CI 5.7(2)	2	2	C	Medium	IVI	4				
194	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
104.		GCC CI 5.7(4)	<u> </u>	2	Ŭ	weaturn	IVI					
195	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
100.		GCC CI 5.8(1)		_	Ŭ	modiam		· ·				_
196	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
100.		GCC CI 5.8(2)		_	Ŭ	modiam		· ·				_
197	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
107.		GCC CI 5.8(3)		_	Ŭ	modiam		· ·				_
198	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
		GCC CI 5.9			Ŭ			· ·				_
199	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
		GCC CI 6.1(1)			Ŭ			· ·			_	
200	Act s. 11M	TL Cl 2.1 & Sch 2	NR	1	С	Low	М	5				
L00.		GCC CI 6.1(2)			Ŭ	2011		Ŭ			_	
201	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
LU11		GCC CI 6.1(3)		_	Ŭ	modiam		·				_
202	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
LUL.		GCC CI 6.2(1)		_	Ŭ	modiam		·				_
203	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
200.		GCC CI 6.2(2)	-	-	Ŭ	Mediam	IVI					
204	Act s. 11M	TL CI 2.1 & Sch 2	NR	1	С	Low	М	5				
204.		GCC CI 6.2(3)		'	Ŭ	2000	IVI	Ŭ I				
205	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
200.		GCC CI 6.3	<u> </u>	£	Ŭ	Mediam	IVI	<b>-</b>				
206	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
200.		Code of Conduct Cl	<u>م</u>	~	0	Medium	IVI	7				
		6.4(1)										
207	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
207.		GCC CI 6.4(2)	-	-	Ŭ	Mediam	IVI					
208	Act s. 11M	TL Cl 2.1 & Sch 2	NR	1	С	Low	М	5				
200.		GCC CI 6.6(1)		'	Ŭ		IVI	5				
209	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
200.		GCC CI 6.6(2)	<u>م</u>	£	Ŭ	Mediam	IVI	<b>-</b>				
210	Act s. 11M	TL Cl 2.1 & Sch 2	NR	1	С	Low	М	5				
210.		GCC CI 6.7		'	Ŭ	2011	IVI	Ŭ				
211	Act s. 11M	TL CI 2.1 & Sch 2	2	2	С	Medium	М	4				
<u> </u>		GCC CI 6.8	-	-	Ŭ	Mediam	IVI					
212	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
<u> </u>		GCC CI 6.9(1)	<u> </u>	£	Ŭ	Mediam	IVI	<b>-</b>				
213	Act s. 11M	TL Cl 2.1 & Sch 2	NR	1	С	Low	М	5				
210.		GCC CI 6.9(2)		'	Ŭ	2011	IVI	Ŭ				
214	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
<u> </u>		GCC CI 6.10(1)	<u> </u>	£	Ŭ	Mediam	IVI	<b>-</b>				
215	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
215.		GCC CI 6.10(2)	2	2	C	Medium	IVI	4				
216	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
210.		GCC CI 6.10(3)	<u> </u>	£	Ŭ	Mediam	IVI	<b>-</b>				
217	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4				
<u> </u>		GCC CI 6.10(4)	~	~	0	Medium	IVI	7				
218	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4		┝──┤		
<u>د ۱</u> ٥.		GCC CI 6.11	ŕ	ŕ	Č	MEGIUIII	IVI	+				
210	Act s. 11M	TL CI 2.1 & Sch 2	2	2	С	Medium	М	4		┝──┤		
213.		GCC CI 7.1	2	2		Medium	IVI	4				
220	Act s. 11M	TL CI 2.1 & Sch 2	2	2	С	Medium	М	4		┝──┤		
220.		GCC CI 7.2	2	2		Medium	IVI	۲				
221	Act s. 11M	TL CI 2.1 & Sch	2	2	С	Medium	М	4		┝──┤		
۲۲۱.			4	4	U	Medium	IVI	4				

			1		1		1				
000	Act s. 11M	2GCC Cl 7.3 TL Cl 2.1 & Sch 2	2	0	С	Medium	М	4			
		GCC CI 7.4	2	2							
	Act s. 11M	TL CI 2.1 & Sch 2 DL CI 2.1 & Sch 2 GCC CI 7.6	1	3	С	High	S	2			
225.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 8.1(1)	2	2	С	Medium	Μ	4			
226.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 8.1(2)	2	2	С	Medium	Μ	4		M	
228.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(1)	2	2	С	Medium	М	4	M		
229.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(2)	2	2	С	Medium	М	4			
230.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(3)	2	2	С	Medium	М	4			
231.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl 10.2(1)	2	2	С	Medium	М	4			
232.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl 10.2(2)	2	2	С	Medium	М	4			
233.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(3)	2	2	С	Medium	М	4			
234.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(4)	2	2	С	Medium	М	4			
235.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.3	2	2	С	Medium	М	4			
236.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.4	2	2	С	Medium	М	4			
237.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.5	2	2	С	Medium	М	4			
238.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.5A	2	2	С	Medium	М	4			
240.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl 10.9	NR	1	С	Low	М	5			
241.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.10(1)	2	2	С	Medium	М	4			
242.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.10(2)	2	2	С	Medium	М	4			
243.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl10.10 (3)	2	2	С	Medium	М	4			
244.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.11(1)	2	2	С	Medium	М	4			
245.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.11(2)	2	2	С	Medium	М	4			
246.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI	2	2	С	Medium	М	4			
247.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.1(2)	2	2	С	Medium	М	4			
248.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.2(1)	2	2	С	Medium	М	4			
249.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.2(2)	2	2	С	Medium	М	4			
250.	Act s. 11M	TL Cl 2.1 & Sch 2 GCC Cl 12.1(1)	2	2	С	Medium	М	4			
251.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.1(2)	2	2	С	Medium	М	4			
252.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.1(3)	2	2	С	Medium	М	4			
252	Act s. 11M	TL Cl 2.1 & Sch 2	2	2	С	Medium	М	4			

		GCC CI 12.2		1			[				
254.	Act s. 11M		2	2	С	Medium	М	4			
255.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.4	2	2	С	Medium	М	4			M
256.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.1	2	2	С	Medium	М	4		V	
257.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.2	2	2	С	Medium	М	4		V	
258.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.3(1)	2	2	С	Medium	М	4		V	
259.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.3(2)	2	2	С	Medium	М	4		V	
260.	Act s. 11M	TL CI 2.1 & GCC CI 13.5	2	2	С	Medium	М	4			
261.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.6	2	2	С	Medium	М	4		V	
267.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.15(1)	2	2	С	Medium	М	4		V	
268.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.15(3)	2	2	С	Medium	М	4			
	Old Licence Cl 7			1	С	Low	М	5		V	
В	Old Licence Cl 19			1	С	Low	М	5			

# 3.11 ESTABLISHING THE CONTEXT

The key legislation that governs the licensing of providers of electricity is the Energy Coordination Act 1994. In turn, the compliance elements in the Licence were examined and referred to throughout the audit process.

## 3.11.1 AUDIT RESULTS AND RECOMMENDATIONS

#### Summary of significant results

A number of non compliances have been recorded.

## 3.11.2 COMPLIANCE ELEMENTS REQUIRING CORRECTIVE MEASURES

Item 58	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2			
Licence:	Trading	<u> </u>			
Energy Coordination (Customer Contracts)Regulation 14 AGA Code Clause 4.1.3.1 & 4.1.3.2					
A licensee must give notice of a variation in tariffs charged and provide these notices to customers affected by the change no later than the next bill.					
Recommendations					
Develop scheduled process to insert notice in bill prior to tariff increase of tariff changes.					

Item 60	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2

Licence: Trading

*Energy Coordination (Customer Contracts) Regulation 15(1)* AGA Code (AG 755:1998) Clause 4.2.3.1, 4.2.3.2 & 4.2.3.3

A licensee must prepare a bill in accordance with the terms specified in the AGA code, including the inclusion of any refundable advance.

#### Recommendations

Request exemption of explicit compliance with requirement and allow complying with industry standard or if required amend bill format to include required information required by the AGA Gas Customer Code by including a reference to meter testing in standard terms and conditions.

Item 79	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2
Licence:	Trading	

Energy Coordination (Customer Contracts)Regulation 50

A licensee must include information about its complaint handling process and contact details of the energy ombudsman on any disconnection warning given to a customer.

#### Recommendations

Add the required information to the disconnection warnings template.

Item 82	Trading Licence Clause 14.1	Compliance rating Not Compliant - 2
Liconoci	Tradina	

Licence: Trading

Energy Coordination Act section 11M Energy Coordination (Customer Contracts) Regulation 45(2)

A licensee must from time to time provide the customer with advice with their bill that a customer service charter is available free of charge.

#### Recommendations

None as the regulation is due to be repealed.

Item 102	Trading Licence Clause 21.	Compliance rating					
	5	Not Compliant - 2					
Licence:	Trading						
Energy Co	ordination Act section 11M						
may require	The requirement is that a Licensee must provide to the <i>Authority</i> any information that the <i>Authority</i> may require in connection with its functions under the Energy Coordination Act 1994 in the time, manner and form specified by the <i>Authority</i> .						
Recomme	ndations						
Develop a compliance manual that has scheduled reminders for regulatory compliance items.							

Item 115	Trading Licence Schedule 3 Clause 3.1	Compliance rating Not Compliant - 2				
Licence:	Trading					
Energy Cool	rdination Act section 11M					
	A Licensee must notify the Minister at least one month before a change to any price, price structure, fee or interest rate under the standard form contract is to come into effect.					
Recommendations						
Develop a scheduled procedure to advise Minister of change in tariff at least a month before change.						

Item 124	Trading Licence Clause 21.1 and 21.2	Compliance rating Not Compliant - 2
Licence:	Trading	

Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(2)

Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative must give the information specified to the customer.

#### Recommendations

The Licensee should seek an amendment to the licence from providing redundant information and in the interim provide the prescribed information.

Item 158	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.5(1)	Compliance rating Not Compliant - 2
Licence:	Trading	

Energy Coordination Act section 11M

A retailer must include minimum prescribed information on the customer's bill, unless the customer agrees otherwise.

#### Recommendations

Amend bill to include TTY service number. Seek an amendment of the licence from providing a bar graph and in the interim investigate methods of providing the prescribed graphical information.

Item 209	tem 209 Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating									
Customer Code clause 6.6(2) Not Compliance 1air										
Licence:	Trading	<u> </u>								
Energy Co	ordination Act section 11M									
In giving reasonable consideration under clause 6.6(1), a retailer should refer to the guidelines in its hardship policy referred to in clause 6.10(2)(d).										
Recomme	ndations									
Finalise co	nsultation of hardship policy and set up process for sche	eduled annual consultation.								

Item 214	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating
	Customer Code clause 6.10(1)	Not Compliant - 2
Licence:	Trading	

#### Energy Coordination Act section 11M

A retailer must develop a hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.

#### Recommendations

Finalise the hardship policy including the required consultation.

Item 215	215 Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating								
	Customer Code clause 6.10(2) Not Compliant - 2								
Licence:	Trading								
Energy Co	ordination Act section 11M								
A retailer must ensure that the hardship policy complies with the specified criteria.									
Recomme	ndations								
Finalise the hardship policy including the required consultation.									

Item 217	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rati							
	Customer Code clause 6.10(4) Not Compliant -							
Licence:	Trading							
Energy Co	ordination Act section 11M							
A retailer must keep a record of the specified information related to the hardship policy.								
Recomme	ndations							
Finalise the hardship policy and keep the required records.								

Item 228	tem 228 Trading Licence clause 2.1 and Schedule 2 Gas Compliance ra							
	Customer Code clause 10.1(1)	Not Compliant - 2						
Licence:	Trading							
Energy Co	ordination Act section 11M							
A retailer must give notice of any variations in its tariffs to each of its customers affected by a variation, in the timeframes specified.								
Recomme	ndations							
Develop a scheduled annual procedure to include a notice with the bill prior to a tariff increase.								

Item 245	Trading License clause 2.1 and Schedule 2.Cas Customer	Compliance rating					
item 245							
	Code clause 10.11(2)	Not Compliant - 2					
Licence:	Trading						
Energy Co	ordination Act section 11M						
A retailer and, where appropriate a distributor, must include the telephone number for their special information services and for independent multi-lingual services, on the documents specified.							
Recommendations							

Add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices.

### 3.11.3 SUGGESTIONS FOR IMPROVEMENT

Item 236	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.4	Compliance rating Not Rated
Licence:	Trading	

Energy Coordination Act section 11M

A retailer must give a customer on request, at no charge, the general energy efficiency information specified.

#### Recommendations

Add information on energy efficiency or references to where it may be readily obtained to web site and customer charter. (Non mandatory recommendation audit guidelines 11.4).

Item 268Trading Licence clause 2.1 and Schedule Gas CustomerCompliance ratingCode clause 13.15(3)Not Rated							
Licence:	Trading						
Energy Co	ordination Act section 11M						
A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.							
Recomme	ndations						
Develop a o	compliance manual with scheduled reminders for regulatory co	mpliance issues.					

### 3.11.4 POST AUDIT IMPLEMENTATION PLAN

The Licensee will provide a post audit implementation plan.

## 3.12 DETAILED FINDINGS

### 3.12.1 AUDIT WORK UNDERTAKEN

We conducted interviews and enquiries to:

- Understand the control environment by determining the responsibility matrix and key control points
- Obtain the policies and procedures for managing licensed areas; and

- Identify the information systems and processes employed to manage licensed areas
- Determine the level of understanding of the systems and processes for managing licensed areas
- In reviewing the procedures and protocols for managing provision of services within a licensed area, where applicable, we obtained flowcharts of the processes and assessed the reasonableness of the decision matrix and the adequacy of the control points implemented by the licensee.

## 3.13DETAILED AUDIT FINDINGS

The following sets out the audit findings

## 3.13.1 LICENCE COMPLIANCE REQUIREMENTS – ENERGY COORDINATION ACT 1994

## 3.13.2 LICENCE CONDITIONS ENERGY COORDINATION ACT

Item 1 Trading Licence Clause 5.1						Compliance rating			
							Compliant - 4		
Licence:	Licence: Trading								
Energy Cool	rdina	tion Act section	11Q	(1-2)					
The requiren	nent	is that a License	e m	ust pay the	appli	cable fees in ac	cord	ance with the	
						Regulations Clau			
Observation	าร								
Documents	$\checkmark$	Compliance		$\checkmark$					
Evidence: in	ntervi	ewed Lawrence	Teo	, listed staff	, ins	pected sample i	nstal	lations. Document	s:
Licence fee	invoid	ces and receipts	S.						
Process	Ø	Outcome	V	Output	V	Reporting	V	Compliance	N
The fees hav	ve be	en paid and wit	hin o	ne month o	f invo	ice. The licence	e rea	uires at clause 4 th	at
								the payment time.	
								uding the Act, whic	h
		within a month							
i equi ee puj			•						
Issues									
None									
Recommen	datio	ns							
None									

<b>U O</b>	<b>T</b> I									
Item 2	Irad	ing Licence Cla	iuse 1	12.1					Compliance rating	g
									Compliant - 5	
Licence:	Licence: Trading									
Energy Cool	rdinai	tion Act section	11W	G(1)						
The requiren	nent	is that a License	ee mı	ust, subje	ect	to th	e regulations, n	iot su	pply gas to a custo	omer
other than u	nder	a standard form	۱ or no	on-stand	arc	d con	tract.			
Observation	าร									
Documents	$\mathbf{\Lambda}$	Compliance		$\mathbf{N}$						
Evidence: in	ntervi	ewed Lawrence	• Teo	, listed st	taff	f, insj	pected sample i	nstal	lations. Document	s:
Not applicab	le.									
Process	V	Outcome	V	Output		V	Reporting	Ø	Compliance	V
There are no	) sma	Ill use custome	rs tha	t are not	or	n a st	andard or a nor	n star	ndard contract.	
Issues										
None										
Recommen	datio	ns								
None										

Item 3	Trading Licence Clause 13.1							Compliance rating Not Rated	)
Licence:	ence: Trading								
•		tion Act section		. ,					
The requirer section 11W		is that a License	ee m	ust comply	with	a direction give	n to t	he Licensee under	
Observatio	าร								
Documents		Compliance							
Evidence: in Not applicab		ewed Lawrence	e Teo	, listed sta	ff, ins	pected sample i	nstal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
	The Authority has not required any amendments to the standard form contract and compliance with a direction could not be tested.							e	
Issues									
None									
Recommen	datio	ns							
None									

Item 4	Trading Licence Clause 5.1	Compliance rating Compliant - 5
Licence:	Trading	
Energy Co	oordination Act section 11WK(1-2)	
Gas is dee	emed to be supplied under the standard form contract i	f a customer commences to take

a supply of gas at premises without entering into a contract with the holder of a trading licence.									
Observations									
Documents		Compliance							
		•							
		ewed Lawrence	e Teo	o, listed sta	aff, ins	pected sample i	nstal	llations. Documents	s:
Not applicab	le.								
Process	Ŋ	Outcome	V	Output	V	Reporting	V	Compliance	Ø
All customer	All customers are on standard form contracts. No complaints have been received about gas								
contracts.									
Issues									
None	None								
Recommendations									
None									

Item 5	Trad	ing Licence Cla	ause 5.	1					Compliance rating Compliant - 5	
Licence:	7	rading								
<i>Energy Coordination Act section 11WK(3)</i> A standard form contract continues in force until it is terminated or supply becomes subject to a non-standard contract with the supplier.										
Observation	าร									
Documents	V	Compliance		Ø						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Standard form contract.										
Process	V	Outcome	<b>1</b>	Output		A	Reporting	V	Compliance	Ŋ
There are no received abo			rs with	a non s	stan	Idaro	l contract. No c	omp	laints have been	
Issues										
None										
Recommen	datio	ns								
None										

Item 6 Trading Licence Clause 5.1	Compliance rating Compliant - 5								
Licence: Trading									
Energy Coordination Act section 11X (3)									
A licensee must take reasonable steps to minimise the extent of the duration of any interruption, suspension or restriction of the supply of gas due to an accident, emergency, potential danger or other unavoidable cause.									
Observations									
Documents 🗹 Compliance 🗹									

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process		Outcome	$\mathbf{\nabla}$	Output	V	Reporting	Þ	Compliance	Þ
There have been no interruptions and no complaints have been received about gas interruptions. The Licensee has information advising of Distributor's contact details for emergencies.									
Issues									
None									
Recommendations									
None									

Item 10 Trading Licence Clause 18.1	Compliance rating Compliant - 5							
Licence: Trading								
Energy Coordination Act section 11ZA(1)								
The requirement is that a Licensee must provide the <i>Authority</i> with a performance audit by an independent expert acceptable to the <i>Authority</i> within 24 months of commencement and every 24 months thereafter (or longer if the <i>Authority</i> allows).								
Observations								
Documents 🗹 Compliance 🗹								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample ins The Licensee provided documents with the approval of the auditor.	tallations. Documents:							
Process         Image: Outcome         Image: Output         Image: Output	Image: Compliance   Image: Compliance							
This audit satisfies the requirement. The last audit also satisfied the req	uirements.							
Issues								
None								
Recommendations								
None								

Item 13	Trad	ing Licence Cla		Compliance rating Not Applicable	9					
Licence:	Licence: Trading									
Energy Cool	rdinat	tion Act section	11ZA	F(c)						
The requirement is that a Licensee must carry out the arrangements and other provisions in the approved last resort supply plan if it comes into operation.										
Observation	ns									
Documents		Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process		Outcome		Output			Reporting		Compliance	
There has been no order declaring a last resort supply coming into effect and no designation as supplier of last resort. There has been no plan submitted but none has been requested by the										

Authority.	
Issues	
None	
Recommendations	
None	

	<del>-</del> -								
Item 17	Irad	ing Licence Cla	use :	5.1				Compliance rating	9
								Not Rateo	
Licence:	Licence: Trading								
Energy Coo	rdinat	ion Act section	11ZF	< (3)					
A licensee must pay the costs and expenses incurred in the taking of an interest or easement in respect of land held by a public authority.									
Observatio	ns								
Documents	Documents  Compliance Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.								s:
Process		Outcome		Output		Reporting		Compliance	
and these w	There is no land held by a public authority. The services are at the standard alignment on roads and these were part of the sub division process. The pressure reducing station is on the easement for the Kambalda/ Esperance natural gas pipeline.								
Issues									
None									
Recommen	datio	ns							
None									

Item 24	Tradi	ng Licence Cla	use	20				Compliance rating Compliant 5	)
Licence:	Licence: Trading								
Energy Cool	Energy Coordination Act section 11ZQH								
The requirement is that the Licensee must not supply gas to customers unless the Licensee is a member of an approved Gas Industry Ombudsman Scheme and is bound by any decision or direction of the ombudsman under the Scheme.									
Observation	Observations								
Documents	V	Compliance		V					
		ewed Lawrence an fee receipts		o, listed stat	ff, ins	pected sample i	insta	lations. Document	s:
Process	V	Outcome	$\checkmark$	Output	V	Reporting	V	Compliance	V
The Licensee is a member of an approved Gas Industry Ombudsman Scheme and there are no complaints about not meeting by any decision or direction of the ombudsman under the Scheme.									
Issues									
None									

Recommendations	
None	

Item 25 Trad										
Licence: 7	Licence: Trading									
Energy Coordinat	Energy Coordination Act section 11Z									
The requirement <i>1972</i> .	The requirement is that a Licensee must comply with the standards of the <i>Gas Standards Act</i> 1972.									
Observations										
Documents 🗹	Compliance		Ø							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample gas quality analysis data.										
Process 🗹	Outcome	Q	Output	$\square$	Reporting	Ø	Compliance	V		
The standards in Standards (Gas S					-	ations	, principally the Ga	is		
Issues										
The Gas Standar EnergySafety and										
Energy <i>Safety</i> have not reported any deviations from the required gas quality specifications. A sample of the internal quality control has also not revealed any deviations from gas quality requirements.										
Recommendatio	ons									
None										

Item 32	Trad	ing Licence Cla	use	5.1		Compliance rating Compliant - 5	)			
Licence:	Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 12.(2)										
Except in pro occur if —	Except in prescribed circumstances, a licensee must not disconnect or cause disconnection to occur if —									
(a) a customer has provided to the licensee a written statement from a medical practitioner to the effect that supply is necessary in order to protect the health of a person who lives at the customer's supply address; and										
(b) the custo for gas supp		has entered into	o arra	angement	ts a	accep	otable to the lice	ensee	e in relation to payn	nent
Observatio	าร									
Documents	V	Compliance		V						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample default and disconnection documents.										
Process	V	Outcome	V	Output		Ŋ	Reporting	V	Compliance	V
There have	been	no disconnectio	ons c	outside the	e re	equir	ements.			

Issues	
None	
Recommendations	
None	

Item 33	Tradi	ng Licence Cla	use !	5.1				Compliance rating Compliant - 5	g
Licence:	Licence: Trading								
Energy Coo	Energy Coordination (Customer Contracts)Regulation 12.(4)(a)								
Before disconnecting supply for non-payment of a bill, a licensee must give a written reminder notice to a customer not less than 14 business days after the day on which a bill was issued advising the customer that payment is overdue and requiring payment to be made on or before the day specified in the reminder notice (being a day not less than 20 business days after the billing day).									
Observation	าร								
Documents	V	Compliance		V					
		wed Lawrence t and disconne				pected sample i	nstal	lations. Document	IS:
Process	Ø	Outcome	V	Output	V	Reporting	V	Compliance	Ø
There have been no disconnections outside the requirements. There have been no complaints about disconnections.									
Issues									
None									
Recommen	datio	าร							
None									

Item 34	Trad	ing Licence Cla	Compliance rating Compliant - 5	9						
Licence:	Licence: Trading									
Energy Coo	rdinat	ion (Customer	Cont	racts)Reg	gul	ation	12.(4)(b)			
Before disconnecting supply for non-payment of a bill, a licensee must give a disconnection warning to a customer not less than 22 business days after the billing day advising the customer that disconnection will occur unless payment is made on or before the day specified in the disconnection warning (being a day not less than 10 business days after the day on which the disconnection warning is given).										
Observatio	ns									
Documents	Ŋ	Compliance		M						
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample bill, default and disconnection documents									
Process	Ø	Outcome	N	Output		N	Reporting	V	Compliance	V
	There have been no disconnections outside the requirements. There have been no complaints about disconnections.									

Issues	
None	
Recommendations	
None	

Item 35	Tradi	ng Licence Cla	use	5.1				Compliance rating	
								Compliant 5	
Licence:	icence: Trading								
Licence.		aung							
Energy Coo	rdinati	ion (Customer	Cont	racts)Reg	gulation	12 (5)(a)			
A licensee m	nust re	econnect suppl	v to a	a custome	er withi	n 10 business d	avs a	fter disconnection	for
								in arrangement for	
				-		connection fee.		an an gement let	
Observation	ns								
Documents	Ø	Compliance		Z					
Evidence: in	ntervie	wed Lawrence	e Teo	, listed st	aff, ins	oected sample i	nstal	lations. Document	s:
sample bill,	defaul	t and disconne	ection	docume	nts				
Process		Outcome	V		V	Reporting		Compliance	
FIUCESS		Outcome		Output		Reporting		Compliance	
All reconnec	tions	satisfy the requ	uirem	ents. The	ere hav	e been no comp	plaints	s about reconnection	ons.
Issues									
None									
Recommen	Recommendations								
None									

Item 36	Tradii	ng Licence Cla	Compliance Rating Not Rated						
Licence:	Licence: Trading								
Energy Coord	dinati	on (Customer	Cont	racts)Regu	lation	12.(5)(b)			
A licensee must reconnect supply to a customer within 10 business days after disconnection for denial of access to a meter, if the customer provides access to the meter and the customer has paid any applicable reconnection fee.									
Observation	S								
Documents		Compliance							
Evidence: in Not applicable		ewed Lawrence	e Tec	o, listed staf	f, insj	pected sample i	nstal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
There have b	een r	no disconnectio	ons f	or denial of	acce	ss to meter and	ther	efore no reconnect	ions.
Issues									
None									
Recommend	latior	าร							
None									

ltem 37 ⊤	rading Licence Clause 5.1	Compliance rating Not Rated							
Licence:	Trading								
Energy Coord	Energy Coordination (Customer Contracts)Regulation 12 (5)(c)								
A licensee must reconnect supply to a customer within 10 business days after disconnection for unlawful consumption of gas, if the customer pays for the gas consumed and the customer has paid any applicable reconnection fee.									
Observations									
Documents	□ Compliance □								
Evidence: inte Not applicable	erviewed Lawrence Teo, listed staff, inspected sample instal	ations. Documents:							
Process [	□ Outcome □ Output □ Reporting □	Compliance							
There have be	en no disconnections for unlawful use of gas and therefore	no reconnections.							
Issues									
None									
Recommenda	tions								
None									

Item 38	Trad	ing Licence Cla	Compliance rating	g					
Licence:	7	Frading							
Energy Coordination (Customer Contracts)Regulation 12(5)(d) A licensee must reconnect supply to a customer within 10 business days after disconnection for refusal to pay a refundable advance, if the customer pays the refundable advance and the customer has paid any applicable reconnection fee.									
Observation	ns								
Documents		Compliance							
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.								S:
Process		Outcome		Output		Reporting		Compliance	
There have reconnectior		no disconnection	ons f	or refusal	to pay	a refundable a	dvano	ce and therefore no	)
Issues									
None									
Recommen	Recommendations								
None									

Item 39	Trad	ing Lippnon Cla		<b>5</b> 1				Compliance ratin	~
item 59	Hau	ing Licence Cla	use	5.1				Compliance rating	y
								Not Hated	
Licence:	ence: Trading								
Energy Coo	rdinat	ion (Customer	Cont	racts)Reg	gulation	12.1.5(e)			
A licensee must reconnect supply to a customer within 20 business days after disconnection in an emergency situation or for health, safety or maintenance reasons, if the situation or problem giving rise to the need for disconnection has been rectified, and if the customer has paid any applicable reconnection fee.									
Observation	าร								
Documents		Compliance							
Evidence: in Not applicab		ewed Lawrence	e Tec	o, listed st	aff, insj	pected sample i	instal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
No disconnection in an emergency situation or for health, safety or maintenance reasons and therefore no reconnections.									
Issues									
None	None								
Recommen	datio	ns							
None									

Item 40 Trading Licence	e Clause 5.1		Compliance rating						
			Compliant - 5						
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.1.2 A licensee must not disconnect supply to a customer who is unable to pay until: alternative payment options have been offered to the customer; the customer is given information on government funded concessions; it has used its best endeavours to contact the customer; and it has provided the customer a written notice of its intention to disconnect at least 5 business days prior to the disconnection date, and the customer has refused to accept the alternative payment option or failed to make payments under it.									
Observations	Observations								
Documents 🗹 Complia	ance 🗹								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack (includes standard form contract, customer service charter and fees and charges).									
Process 🛛 Outcome	e ☑ Output ☑	I Reporting ☑	Compliance 🗹						
There are no disconnection available in the customer se									
Issues									
None									
Recommendations									
None									

Item 41	Tradi	ng Licence Cla	Compliance rating Not Rated						
Licence:	e: Trading								
Energy Coo	rdinati	on (Customer	Contr	racts)Reg	ulation	12(6) AGA Coo	le Cl	ause 5.1.1.3	
A licensee must not disconnect supply to a business customer until: it has used its best endeavours to contact the customer; it has offered the customer an extension of time to pay the bill; and it has provided the customer a written notice of its intention to disconnect at least 5 business days notice prior to the disconnection date, and the customer has refused to accept the alternative payment option or failed to make payments under it.									
Observation	าร								
Documents		Compliance							
Evidence: in Not applicab		wed Lawrence	e Teo	, listed sta	aff, insp	pected sample in	nstal	lations. Documents:	
Process		Outcome		Output		Reporting		Compliance [	
There have about discor			ons fo	or busines	s cust	omers. There ha	ave b	been no complaints	
Issues									
None									
Recommen	datior	าร							
None									

Item 42	Trading Licence Clause 5.1	Compliance rating Not Rated									
Licence:	Trading										
Energy Cool	Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.2.1 & 5.1.2.2										
A licensee must not disconnect supply to a customer who denies access to a meter until: the customer has refused access on at least 3 concurrent billing cycles, the customer is given the option to offer alternative access arrangements; the customer is provided written advice on each occasion access was denied; it has used its best endeavours to contact the customer; and it has provided the customer a written notice of its intention to disconnect at least 5 business days prior to the disconnection date.											
Observatior	S										
Documents	Compliance										
Evidence: in Not applicab	terviewed Lawrence Teo, listed staff, inspected sample e.	installations. Documents:									
Process	□ Outcome □ Output □ Reporting	Compliance									
There have been no disconnections for denial of access to meter. There have been no complaints about disconnections.											
Issues											
None											
Recommendations											
None											

Item 43	Tradi	ng Licence Cla	use 5	Compliance rating Not Rated						
Licence:	T	rading								
Energy Cool	rdinati	on (Customer	Contr	racts)Reg	ulation	12(6) AGA Coo	de Cl	ause 5.1.3.1 & 5.1.	3.2	
A licensee who disconnects in the event of an emergency must provide a 24 hour information service, estimate the time when gas supply will be restored and use best endeavours to restore supply when the emergency is over.										
Observation	าร									
Documents		Compliance								
Evidence: in Not applicab		wed Lawrence	e Teo,	, listed sta	ıff, ins	pected sample i	nstal	lations. Document	s:	
Process		Outcome		Output		Reporting		Compliance		
There have been no disconnections in the event of an emergency. There is a 24 information service. There have been no complaints about disconnections.										
Issues										
None										
Recommendations										
None	None									

Item 44	Tradi	ng Licence Cla	use	Compliance rating Not Rated								
Licence: Trading												
Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.4.1 & 5.1.4.2												
A licensee who disconnects supply for health and safety reasons must provide the customer written notice of the reason; allow the customer 5 business days to remove the reason where the customer is able to; and after the 5 business days issued a notice to the customer of its intention to disconnect supply at least 5 business days notice prior to the disconnection date.												
Observation	S											
Documents		Compliance										
Evidence: int Not applicable		wed Lawrence	e Teo	, listed staf	f, insj	pected sample i	nstal	lations. Document	s:			
Process		Outcome		Output		Reporting		Compliance				
There have been no disconnections for health or safety reasons. There have been no complaints about disconnections.												
Issues												
None												
Recommendations												
None												

Item 45	Trading Licence Clause 5.1	Compliance rating Not Rated
Licence:	Trading	

Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.5.1 & 5.1.5.2										
A licensee who disconnects supply for planned maintenance must provide the customer 4 days written notice; and used best endeavours to minimise disruption and restore supply.										
Observation	าร									
Documents		Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.										
Process		Outcome		Output			Reporting		Compliance	
There have been no disconnections for planned maintenance. There have been no complaints about disconnections.										
Issues										
None										
Recommen	datio	ns								
None										

Item 46	Tradi	ng Licence Cla	Compliance rati Not Rated	ng							
Licence:	Т	rading									
Energy Coo	Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.7.2										
A licensee must not disconnect supply for failure by a customer to pay a refundable advance without giving a written notice to the customer of its intention to disconnect at least 5 business days prior to the disconnection date.											
Observatio	ns										
Documents		Compliance									
Evidence: i Not applicat		ewed Lawrence	e Teo	, listed st	aff, ins	pected sample	instal	lations. Docume	nts:		
Process		Outcome		Output		Reporting		Compliance			
There have been no disconnections for failure by a customer to pay a refundable advance. There have been no complaints about disconnections.											
Issues											
None											
Recommen	datio	ns									
None											

Item 47	Tradin	g Licence Clause 5.1			Compliance rating				
					Compliant - 5				
Licence:	Tra	ading							
A licensee mu	<i>Energy Coordination (Customer Contracts)Regulation 12(6)</i> AGA Code Clause 5.1.8.1(a) A licensee must not disconnect supply where the bill owing is less than the average bill over the past 12 months and the customer has agreed to pay.								
Observations									
Documents	V	Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
------------------------------------------------------------------------------------------------------------------------	------	----------------	------	-------------	------	-----------------	-------	--------------------	------
Process	V	Outcome	V	Output	V	Reporting	Ø	Compliance	Ŋ
There have	been	no disconnecti	ions	outside rea	irem	ents. There hav	ve be	en no complaints a	bout
disconnectio			0.10	00000000					
disconneolie	/13.								
Issues									
None									
Recommendations									
None									

Item 48	Trading Licence Clause 5.1								Compliance rating Not Rated		
Licence:	T	rading									
Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.8.1(b)											
A licensee must not disconnect supply where the issue is the subject of complaint by the customer and is being reviewed externally and is not resolved.											
Observation	S										
Documents		Compliance	ompliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.											
Process		Outcome		Output			Reporting		Compliance		
There have been no disconnections where the issue is the subject of complaint by the customer and is being reviewed externally and is not resolved. There have been no complaints externally reviewed. There have been no complaints about disconnections.											
Issues											
None											
Recommendations											
None											

Item 49	Trad	ing Licence Cla		Compliance rating Not applicable	)				
Licence: Trading									
Energy Coo	rdinat	tion (Customer	Cont	racts) Reg	ulatior	n <i>12(6)</i> AGA Co	de C	lause 5.1.8.1(c)	
A licensee must not disconnect supply where an application for a government concession has not been decided.									
Observation	ns								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process		Outcome		Output		Reporting		Compliance	

There are no government concessions for gas. There have been no complaints about disconnections.
Issues
None
Recommendations
None

Item 50	Tradi	ing Licence Cla	use	5.1				Compliance rating Not Rated	
Licence:	Т	rading						L	
Energy Cool	rdinat	ion (Customer	Cont	racts)Reg	gulation	12(6) AGA Co	de Cl	ause 5.1.8.1(d)	
A licensee must not disconnect supply where a customer has failed to pay a debt that is not a direct service charge.									
Observation	าร								
Documents		Compliance							
Evidence: in Introductory			e Teo	, listed st	aff, ins	pected sample	instal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
There have been no disconnections where a customer has failed to pay a debt that is not a direct service charge. There have been no complaints about disconnections.									
Issues									
None									
Recommendations									
None									

Item 51	Tradi	ng Licence Cla	use (	5.1		Compliance rating Compliant - 5				
Licence:	Т	rading								
Energy Coo	Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.1.8.1(e)&(f)									
A licensee must not disconnect supply after 3pm on any day; and not on a Friday, weekend or public holiday or on a day before a public holiday unless it is a planned interruption.										
Observatio	ns									
Documents	V	Compliance		V						
Evidence: in Introductory			e Teo	, listed st	aff, ins	pected sample	instal	lations. Documer	nts:	
Process	V	Outcome	V	Output	V	Reporting	A	Compliance	Ø	
There have been no disconnections outside requirements. Disconnection policy is in introductory pack. There have been no complaints about disconnections.										
Issues										
None										
Recommen	datio	ns								

None	
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Item 52	Tradi	ng Licence Cla	use !	5.1				Compliance rating	)
								Compliant - 5	
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 5.2.2.2									
If a licensee is under an obligation to reconnect supply and the customer makes a request for reconnection after 3pm on a business day, the licensee use best endeavours to reconnect the customer as soon as possible on the next business day.									
Observations									
Documents	N	Compliance		Ŋ					
Evidence: in Introductory			e Teo	, listed sta	aff, ins	pected sample	instal	lations. Document	s:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	M
		ve been in acc been no compl					ectior	n policy is in introdu	ctory
Issues									
None									
Recommendations									
None									

Item 53 Trading Licence Clause 5.1	Compliance rating Not applicable						
Licence: Trading							
Energy Coordination (Customer Contracts) Regulation 13(1) AGA Code C	lause 4.3.5.2						
If a licensee uses a refundable advance to offset an amount owed, it must provide to the customer an account of its use and pay any balance within 10 business days to the customer.							
Observations							
Documents  Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Introductory pack.	lations. Documents:						
Process   Outcome  Output  Reporting	Compliance						
While able to charge a refundable advance they have not been charged. There have been no complaints about refundable advances.							
Issues							
None							
Recommendations							
None							

Hama CA	Tuali							O a manificana a matin	
Item 54	Iradi	ng Licence Cla	use	5. I				Compliance rating Not applicable	g
								Not applicable	
Licence:	Τı	rading							
Energy Coor	dinati	on (Customer	Cont	racts) Reg	gulatio	n <i>13(3</i> )			
A licensee must place refundable advances in separate trust accounts and separately identify the amounts in its accounting records.									
Observatior	S								
Documents		Compliance							
Evidence: in Introductory		wed Lawrence	e Teo	, listed sta	aff, ins	pected sample i	nstal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
While able to charge a refundable advance they have not been charged. There have been no complaints about refundable advances.									
Issues									
None									
Recommend	latior	IS							
None									

Item 55	Trad	ing Licence Cla	use	5.1				Compliance rating Not applicable		
Licence:	7	rading								
Energy Coo	rdinat	tion (Customer	Cont	racts)Regu	lation	13(4)				
A licensee m	A licensee must return interest earned on refundable advances accounts to customers.									
Observation	าร									
Documents		Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance		
		rge a refundabl refundable adv			have	not been charg	ed. T	here have been no	)	
Issues										
None										
Recommendations										
None										

Item 56         Trading Licence Clause 5.1         Compliance rating Compliant - 5								
Licence:	Trading							
Energy Co	ordination (Customer Contracts)Regulation 14(2)							
A licensee must inform customers that the supply charge is either for residential or non residential supply; includes a specified fixed component and specified usage component; and describes the circumstances a customer needs to meet to qualify for residential tariffs.								

Observations										
Documents										
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process	V	Outcome	Ā	Output	V	1	Reporting	V	Compliance	Ŋ
	Customers are given the complying information in the introductory pack and the definition of residential is also in the pack. There have been no complaints about supply charges.									
Issues										
None										
Recommendations										
None										

Item 57	Tradir	ng Licence Cla	use 5.		Compliance ratin Compliant - 5	g			
Licence:	Tr	ading							
Energy Cool	rdinatio	on (Customer	Contra	cts)Reg	gulatior	n <i>14(3)</i> AGA Co	de Cl	ause 4.1.2.1 & 4.1	.2.2
	A licensee must give notice of the tariffs charged and provide these notices to customers without charge upon request.								
Observation	າຣ								
Documents	V	☑ Compliance ☑							
Evidence: in Introductory		wed Lawrence	e Teo, I	isted st	aff, ins	pected sample	instal	lations. Document	IS:
Process	V	Outcome	☑ (	Dutput	Ø	Reporting	V	Compliance	Ø
Notices of ta	riffs cł	narged have b	een giv	ven in th	ne intro	ductory pack fro	ee an	d free on line.	
Issues									
None									
Recommen	dation	IS							
None									

Item 58	Trading Licence Clause 5.1							Compliance rating Not Compliant - 2	,
Licence:	Licence: Trading								
Energy Cool	Energy Coordination (Customer Contracts)Regulation 14 AGA Code Clause 4.1.3.1 & 4.1.3.2								
	A licensee must give notice of a variation in tariffs charged and provide these notices to customers affected by the change no later than the next bill.								
Observation	าร								
Documents	×	Compliance		×					
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.								
Process	Process 🗵 Outcome 🗵 Output 🗵 Reporting 🗵 Compliance 🗹								
Although the introductory pack includes advice that tariffs are subject to annual CPI increases,									

customers have not been advised in the prior bill of a pending increase.

Issues

Advice to customers of pending tariff increase required in bill prior to increase.

#### Recommendations

Develop scheduled process to insert notice in bill prior to tariff increase of tariff changes.

Item 59	Trad	ing Licence Cla	use (		Compliance rating Complaint - 5				
Licence:	Licence: Trading								
Energy Coo	rdinat	tion (Customer	Cont	racts)Reg	gulation	15(1) AGA Coo	de Cl	ause 4.2.1	
A licensee m	A licensee must issue a bill to a customer at least once every 3 months, unless agreed otherwise								
Observation	าร								
Documents	nents 🗹 Compliance 🗹								
Evidence: in Introductory			e Teo	, listed st	aff, ins	pected sample i	nstal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
Bills are issu	ied ev	very month for l	ousin	ess custo	mers a	and 3 monthly fo	or res	idential.	
Issues									
None	None								
Recommendations									
None									

ltem 60	Tradi	ng Licence Cla	use 5.		Compliance rating Not Compliant - 2					
Licence:	Licence: Trading									
Energy Coordination (Customer Contracts) Regulation 15(1) AGA Code (AG 755:1998) Clause 4.2.3.1, 4.2.3.2 & 4.2.3.3										
A licensee must prepare a bill in accordance with the terms specified in the AGA code, including the inclusion of any refundable advance.										
Observation	Observations									
Documents	Documents 🗵 Compliance 🗵									
		ewed Lawrence Sample bills.	e Teo,	listed sta	aff, insp	pected sample i	nstal	lations. Document	s:	
Process	×	Outcome	×	Output	×	Reporting	×	Compliance	×	
terms and co	Bill contents are compliant but the required information for 4.2.3.3 (p) in Code is provided in the terms and conditions which are referenced on the bill and in the introductory pack. This indirect coverage of meter testing appears to be industry practice. There are no refundable advances.								ect	
Issues										
Bill contents do not meet explicit requirements for availability of meter testing but is provided indirectly through reference to the standard terms and conditions on the bill and the standard terms cover meter testing.										

#### Recommendations

Request exemption of explicit compliance with requirement and allow complying with industry standard or if required amend bill format to include required information required by the AGA Gas Customer Code by including a reference to meter testing in standard terms and conditions.

Item 61	Tradi	ng Licence Cla	Licence Clause 5.1							)
Licence:	icence: Trading									
Energy Coo	rdinati	ion (Customer	Cont	racts)Reg	gul	lation	15(1) AGA Co	de Cl	ause 4.2.3.2	
A licensee must apply payments received from a customer as directed by the customers (if the bill includes charges for other goods and services).										
Observation	าร									
Documents	ocuments  Compliance Compliance									
		wed Lawrence Sample bills.	e Teo	, listed st	af	f, insp	pected sample	instal	lations. Document	s:
Process		Outcome		Output			Reporting		Compliance	
There are no	o char	ges for goods	and s	ervices o	n	bills i	n audit period.			
Issues										
None										
Recommen	datio	าร								
None										

Item 62 Trading Licence Clause 5.1	Compliance rating Not Rated							
Licence: Trading								
Energy Coordination (Customer Contracts)Regulation 15(1) & 15(2)								
If a customer does not direct how a payment is to be allocated, a licensee must apply the payment —								
(i) to charges for the supply of gas before applying any portion of it to such	goods or services; or							
	(ii) if such goods or services include electricity, to the charges for gas and the charges for electricity in equal proportion before applying any portion of it to any other such goods or services.							
Observations								
Documents 🗹 Compliance 🗹								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Introductory pack. Sample bills.	lations. Documents:							
ProcessImage: OutcomeImage: OutputImage: OutputImage: Output	Compliance 🗹							
There are no charges for goods and services on bill in audit period.								
Issues								
None								
Recommendations								
None								

Item 63	Tradi	ng Licence Cla		Compliance rating Compliant - 5					
Licence:	Т	rading							
Energy Coordination (Customer Contracts)Regulation 15(1), 47(2) & (4) AGA Code Clause 4.2.3.4									
A licensee must provide available bill data to customers upon request free of charge subject to clause 47 (2) and (4) of the Energy Coordination (Customer Contracts) Regulations 2004.									
Observation	าร								
Documents	V	Compliance		V					
		wed Lawrence Sample bills.	e Teo	, listed st	aff, ins	pected sample i	instal	lations. Document	S:
Process	$\checkmark$	Outcome	V	Output	V	Reporting	V	Compliance	Ø
Bill data is p	rovide	d free of charg	je.		•				•
Issues									
None									
Recommendations									
None									

Item 64	Trad	ing Licence Cla	Licence Clause 5.1							)
Licence:	icence: Trading									
Energy Coo	rdinat	ion (Customer	Contr	racts)Reg	gula	tion	15(1)AGA Cod	e Cla	ause 4.2.4.1	
A licensee n per year.	nust b	ase a custome	r's bil	l on a me	eter	rea	ding and meters	s mu	st be read at least o	once
Observation	าร									
Documents	V	Compliance		V						
		ewed Lawrence Sample bills.	e Teo	, listed st	aff,	insp	pected sample i	nstal	lations. Document	s:
Process	V	Outcome	V	Output		V	Reporting	V	Compliance	V
Meters are r	ead n	nonthly (busine	ss) or	r 3 month	ıly (	resi	dential).			•
Issues										
None										
Recommen	datio	ns								
None										

Item 65	Trading Licence Clause 5.1	Compliance rating Not Rated
Licence:	Trading	
Energy Cod	rdination (Customer Contracts)Regulation 15(1)AGA Code Cla	ause 4.2.4.2
	who accepts a customer reading of the meter, must not adjust ne licensee subsequently discovers the reading was incorrect i	

Observatio	Observations									
Documents		Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.										
Process		Outcome		Output		Reporting		Compliance		
There have	been	no meter reads	by c	customers	in the	audit period.				
Issues										
None										
Recommendations										
None										

ltem 66	Tradii	ng Licence Cla	use 5.		Compliance ration Compliant 5	g			
Licence:	Licence: Trading								
Energy Cool	rdinati	on (Customer	Contra	acts)Reg	gulatior	n <i>15(1)</i> AGA Coo	le Cla	ause 4.2.4.4	
A licensee, who provides a customer with an estimated bill and is subsequently able to read the meter, must adjust the estimated bill in accordance with the meter reading.									
Observation	าร								
Documents	V	Compliance		Ø					
		wed Lawrence Sample bills.	e Teo,	listed st	aff, ins	pected sample	instal	lations. Document	IS:
Process	V	Outcome		Output	V	Reporting	V	Compliance	V
There was o	ne est	imated reading	g in the	e audit p	period a	and that complie	ed wit	h requirements.	
Issues									
None									
Recommen	datior	IS							
None									

Item 67	Trading Licence Clause 5.1								Compliance rating Compliant - 5	)
Licence:	T	rading								
Energy Cool	rdinati	on (Customer	Cont	racts)Reg	gul	ation	15(1)AGA Coc	le Cla	ause 4.2.4.5	
A licensee must read a customer's meter upon request and may impose a fee for doing so.										
Observations										
Documents	V	Compliance		Ø						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.										
Process	$\mathbf{\nabla}$	Outcome	V	Output		V	Reporting	V	Compliance	Ø
There have been meter reads when customers move from premises. There are no charges for extra meter reads.										

Issues	
None	
Recommendations	
None	

Item 68 Tra	adir	ng Licence Cla	iuse 5.	1				Compliance rating Compliant - 5		
Licence:	Licence: Trading									
Energy Coordin	Energy Coordination (Customer Contracts)Regulation 15(1)AGA Code Clause 4.3.2.1									
A licensee must offer payment in person and payment by mail.										
Observations										
Documents [	$\checkmark$	Compliance		Ø						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.										
Process 🗹	ĺ	Outcome	☑ (	Dutput	Ø	Reporting	Ŋ	Compliance	V	
Compliant - opt	ions	s on bill.			<u>.</u>					
Issues										
None										
Recommendations										
None										

Item 69	Trad	ng Licence Cla	Compliance rating Complaint - 5						
Licence:	Т	rading							
Energy Coordination (Customer Contracts)Regulation 15(1)AGA Code Clause 4.3.2.2									
A licensee must offer customers who are absent for a long period, payment in advance facilities and the option of redirecting the bill.									
Observations									
Documents	V	Compliance		V					
		ewed Lawrence Sample bills.	e Tec	o, listed st	aff, ins	pected sample	instal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	Ø	Compliance	V
Payment in a	advar	ce or redirection	on is	offered. I	nforma	tion is in introdu	uctory	pack and on bill.	•
Issues									
None									
Recommendations									
None									

Item 70 Trading Licence Clause 5.1	Compliance rating								
	Compliant 5								
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 16(3)									
A licensee must not terminate a contract if a customer commits a breach of the contract (other than a substantial breach) unless —									
(a) the licensee has a right to disconnect supply under the contract, a written law or a relevant code; and									
(b) the licensee has disconnected supply at all supply addresses of the customer covered by the contract.									
Observations									
Documents 🗹 Compliance 🗹									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample in: Introductory pack. Sample bills.	stallations. Documents:								
Process         Image: Outcome         Image: Output         Image: Output	☑ Compliance								
No contracts have been terminated other than for non payment reasons and there is a right to disconnect for this purpose. The only disconnections are for customers with one supply address only.									
Issues									
None									
Recommendations									
None									

Item 71	Item 71 Trading Licence Clause 5.1							Compliance rating Compliant - 5	l
Licence:	T	rading							
Energy Coo	Energy Coordination (Customer Contracts)Regulation 19								
A licensee m	nust p	rovide a custon	ner						
(a) a copy of	f their	customer servi	ice ch	arter;					
(b) copies of	regul	ations or any re	eleva	nt code;					
(c) information	on abo	out fees and ch	arges	s payabl	e unde	r the contr	act;		
(d) with infor	matio	n on energy eff	ficiend	cy;					
(e) billing da	ta; an	d							
(f) with inform requested by			nt As	sistance	Progra	ams and F	inancial (	Counselling Services	if
Observation	ns								
Documents	$\mathbf{\nabla}$	Compliance		V					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	V	Outcome	V	Output	V	Reportir	ng 🗹	Compliance	$\checkmark$
The required information is provided on request.									

Issues	
None	
Recommendations	
None	

Item 72	Trad	ing Licence Cla	use	5.1				Compliance rating Compliant - 5	g
								oompilant o	
Licence:	7	rading							
Energy Coo	rdinai	tion (Customer	Cont	racts)Reg	gulation	<i>20(2)</i> AGA Co	de Cl	ause 4.3.5.1	
A licensee must offer a customer who is experiencing payment difficulties: instalment plan options; right to have bill redirected to third person; information or referral on government assistance programs; and information on independent financial counselling services.									
Observation	าร								
Documents	cuments 🗹 Compliance 🗹								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
Payment options are offered for those with payment difficulties. Instalment plans, redirection of bills to third parties and information on financial counselling is offered. There are no government assistance programs available.									
Issues									
None									
Recommendations									
None									

Item 73	Trad	ing Licence Cla	Compliance rating	g					
Licence:	7	Frading							
Energy Coordination (Customer Contracts)Regulation 27(4) & 40(3)									
A licensee must not supply gas to the customer under a door to door contract during the cooling- off period unless the customer requests supply.									
Observatio	ns								
Documents	V	Compliance		Ø					
Evidence: in Not applicat		ewed Lawrence	e Teo	o, listed sta	ff, ins	pected sample i	nstal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	Ø	Compliance	
There have	been	no door to door	r con	tracts.			•		
Issues									
None									
Recommendations									
None									

Item 74	Tradi	ng Licence Cla	use !	Compliance rating Compliant - 5					
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 20(3) & 48									
A licensee must not commence legal action in relation to a customer debt if the customer has entered into arrangements to pay and is maintaining this arrangement.									
Observations									
Documents	$\mathbf{\nabla}$	Compliance	Compliance 🗹						
Evidence: in Introductory			e Teo	, listed st	aff, ins	pected sample i	instal	lations. Document	s:
Process	V	Outcome	Ø	Output	V	Reporting	V	Compliance	Ø
Legal action	has n	ot been comm	ence	d in audit	period				•
Issues									
None									
Recommendations									
None									

Item 75 Trading Licence Clause 5.1	Compliance rating Not applicable						
Licence: Trading	·						
Energy Coordination (Customer Contracts)Regulation 22 & 49(2)							
A licensee must only provide a credit reporting agency with default information relevant to one of their bills.							
Observations							
Documents  Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.							
Process 🗆 Outcome 🗆 Output 🗆 Reporting	Compliance						
A credit reporting agency has not been used in the audit period. There have been no complaints about credit agency information.							
Issues							
None							
Recommendations							
None							

Item 76         Trading Licence Clause 5.1         Compliance rating Not applicable								
Licence:	Trading							
Energy Co	Energy Coordination (Customer Contracts)Regulation 49(3)							
A licensee must notify a credit reporting agency immediately if a customer has cleared their debt.								
Observatio	ons							

Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	
A credit reporting agency has not been used in the audit period. There have been no complaints about credit agency information.									
Issues									
None									
Recommendations									
None									

Item 77	Tradi	ng Licence Cla	iuse 5		Compliance rating Not applicable	9			
Licence:	T	rading							
Energy Coo	Energy Coordination (Customer Contracts)Regulation 49(4)								
	If a customer remedies a default and demonstrates extenuating circumstances, a licensee must request the credit reporting agency to remove the default record.								
Observatio	Observations								
Documents		Compliance							
Evidence: in Introductory			e Teo,	listed sta	aff, ins	pected sample i	instal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
		agency has no cy information.	t beer	n used in	the au	dit period. The	re ha	ve been no compla	aints
Issues									
None									
Recommen	datio	ns							
None									

Item 78	Trad	ing Licence Cla		Compliance rating Compliant - 5					
Licence:									
Energy Coo	Energy Coordination (Customer Contracts)Regulation 49(5)								
A licensee must not refer a default to a credit reporting agency that is the subject of a complaint or matter of review.									
Observatio	ns								
Documents	V	Compliance		Ø					
Evidence: in Introductory			e Tec	o, listed staf	f, ins	pected sample i	nstal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	☑	Compliance	V
No references were made to a credit reporting agency in the audit period. There have been no complaints about credit agency information.									

Issues	 
None	
Recommendations	
None	

								-		
Item 79	Tradir	ng Licence Cla	use 5	.1				Compliance rating Not Compliant - 2		
Licence:	Tr	ading								
Energy Cool	rdinati	on (Customer	Contra	acts)Reg	gulatior	n 50				
A licensee must include information about its complaint handling process and contact details of the energy ombudsman on any disconnection warning given to a customer.										
Observations										
Documents	Documents 🗹 Compliance 🗹									
Evidence: in Introductory		wed Lawrence	e Teo,	listed st	aff, ins	pected sample	instal	lations. Document	IS:	
Process	V	Outcome		Output	V	Reporting	V	Compliance	Ø	
Information i	s not p	provided with a	discon	nection	warnin	gs.				
Issues										
The required	The required information is not on disconnections warnings.									
Recommendations										
Add the requ	Add the required information to the disconnection warnings template.									

Item 80 T								9
Licence:	Trading							
Energy Coord	lination (Custom	er Cont	racts)Regi	ulation	44			
customer at le contract is les	When a non-standard contract is due to expire a licensee must issue a notice in writing to a customer at least 2 months prior to the expiry date (or at the commencement of the contract if the contract is less than 1 month) with information about: the expiry date; alternative supply options, and the terms and conditions for continued supply post contract expiry.							
Observations								
Documents	Complian	ce						
Evidence: inte Not applicable		nce Teo	, listed sta	ff, insl	pected sample i	nstal	lations. Document	S:
Process I	Outcome		Output		Reporting		Compliance	
There are no r	non standard co	ntracts	for small u	se cus	stomers.	•		
Issues								
None								
Recommenda	ations							
None								

Item 81								Compliance rating Compliant – 5		
Licence:	T	rading								
Energy Coo 45(1)	rdinati	ion Act section	11M	Energy	Coordii	nation (Custom	er Co	ntracts)Regulation		
Upon request, a licensee must provide a customer free of charge with a copy of its customer service charter within 2 business days of the request.										
Observations										
Documents	Documents 🗹 Compliance 🗹									
Evidence: in Introductory			e Tec	o, listed st	aff, ins	pected sample	instal	lations. Document	s:	
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V	
Provided im	media	tely when requ	este	d. Informa	ation is	in introductory	pack	and on web site.	•	
Issues										
None	None									
Recommen	datio	ns								
None										

Item 82	Trading Licence Clause 14.1 Compliance rating Not Compliant - 2								
Licence:	T	rading							
Energy Cool 45(2)	rdinati	ion Act section	11M	Energy	Coordi	nation (Custom	er Co	ntracts) Regulation	1
A licensee must from time to time provide the customer with advice with their bill that a customer service charter is available free of charge.									
Observations									
Documents	×	Compliance		×					
		ewed Lawrence Sample bill.	e Teo,	listed st	aff, ins	pected sample	instal	lations. Document	s:
Process	×	Outcome	×	Output	×	Reporting	×	Compliance	×
Advice is no	t on b	ill but charter is	s on w	eb site a	and in i	ntroductory pac	k.		
Issues									
Bill contents do not meet requirements. The requirement does not specify the frequency but an annual reminder would seem to be reasonable. However the Office of Energy has advised that this regulation is to be repealed.									
Recommendations									
None, as the	None, as the regulation is due to be repealed.								

Item 83	Trading Licence Clause 5.1	Compliance rating Not Rated
Licence:	Trading	
Energy Co	ordination (Customer Contracts)Regulation 46(1)& (2)	

Upon request, a licensee must provide a customer with a copy of the <i>Gas Industry (Customer Contract) Regulations 2004</i> or a relevant code.									
Observation	าร								
Documents 🗹 Compliance 🗹									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable									
Process	$\mathbf{\nabla}$	Outcome	V	Output	V	Reporting	V	Compliance	
No requests	for c	odes or regulati	ions I	nave been	ı recei	ved.			
Issues									
None									
Recommen	datio	ns							
None									

Item 84	Tradi	ng Licence Cla	use 5	5.1					Compliance rating	)
									Compliant - 5	
Licence:	Ti	rading								
Energy Cool	rdinati	on (Customer	Contr	racts)Reg	julati	ion	46(4)			
	A licensee must ensure that a copy of the <i>Energy Coordination (Customer Contract) Regulations</i> 2004 or a relevant code is available for inspection at its offices at no charge.									
Observation	Observations									
Documents	ocuments 🗹 Compliance 🗹									
Evidence: in Not applicab		wed Lawrence	е Тео	, listed st	aff, ir	nsp	ected sample i	nstal	lations. Document	s:
Process	V	Outcome	V	Output		Z	Reporting	V	Compliance	V
Available at	Esper	ance office on	reque	est.	•					
Issues										
None										
Recommen	datior	าร								
None										

Item 85	Trad	ading Licence Clause 5.1							Compliance rating Compliant - 5	l
Licence:	Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 28 AGA Code 3.1.1(a)										
A licensee n supply.	A licensee must provide, install and maintain equipment for the supply of gas up to the point of supply.									
Observatio	ns									
Documents	V	Compliance		Ŋ						
The licensee.										
Process	Process 🗹 Outcome 🗹 Output 🗹 Reporting 🗹 Compliance 🗹									
There has been no interruption (apart from third party damage to services) or reports from										

Energy Safety of defects.
Issues
While included in the summary this item was inadvertently omitted from the audit plan detail.
Recommendations
None

Item 86	Tradir	ng Licence Cla	use 5.1	1				Compliance rating Compliant - 5	9
Licence:	Tr	ading							
Energy Cool	rdinatio	on (Customer	Contra	cts)Reg	gulatio	n 28 AGA Code	3.1.1	(b)	
A licensee m address.	nust pr	ovide, install a	ınd mai	ntain n	neterin	g and necessary	y equ	ipment at the suppl	y
Observation	ns								
Documents	Documents 🗹 Compliance 🗹								
The licensee	э.								
Process	M	Outcome	⊠ (	Dutput	V	Reporting	V	Compliance	Ø
		o interruption on ig a calibration					cts. T	he meters are still 6	5
Issues									
While includ	ed in t	he summary th	nis item	was ir	nadver	ently omitted fro	om th	e audit plan detail.	
Recommen	dation	IS							
None									

Item 90	Trading Licence Clause 5.1 Compliance rating Compliant - 4								
Licence:	Licence: Trading								
Energy Cool	rdinat	ion (Customer	Cont	racts)Reg	gulatio	n 33(3) AGA Co	ode 3	.5.2.2	
A licensee must ensure that any representatives seeking access to the supply address on its behalf wear, carry and show official identification.									
Observation	าร								
Documents		Compliance		Ø					
Evidence: in Not applicab		ewed Lawrence	e Teo	o, listed st	aff, ins	pected sample	instal	lations. Document	S:
Process	A	Outcome	V	Output	Ø	Reporting	Ŋ	Compliance	V
The License forms	e's co	ontracted meter	read	ders carry	the Li	censee's badge	and	use the licensee's	
Issues									
None									
Recommen	datio	ns							
None									

Item 91	Trad	rading Licence Clause 5.1 Compliance rating Not Rated								
Licence:	T	rading								
Energy Coo	rdinat	ion (Customer	Cont	racts)Reg	gulatior	n 42				
A licensee n	A licensee must notify a customer of any amendment to a non-standard contract.									
Observatio	าร									
Documents		Compliance								
Evidence: in Not applicab		ewed Lawrence	e Tec	o, listed st	aff, ins	pected sample	instal	llations. Document	s:	
Process		Outcome		Output		Reporting		Compliance		
There are no	o non	standard contr	acts.		•					
Issues										
None										
Recommen	datio	ns								
None										

Item 96	Tradir	ng Licence Cla	ause 18					Compliance ratin Compliant - 5	g
Licence:	Tr	ading							
Energy Coor	dinatio	on Act section	11M						
		that a Licens d guidelines c				require its exper mance audit.	rt to c	comply with the	
Observatior	IS								
Documents	V	Compliance		V					
						pected sample i approval of the		lations. Documen or.	ts:
Process	Ŋ	Outcome	⊠ C	output	Ø	Reporting	V	Compliance	Ø
The review n	neets	the requireme	nts. The	e last r	eview a	lso met the req	uirem	ient.	
Issues									
None									
Recommend	dation	S							
None									

Item 97 7	radin <b>g</b> Licence Clause 18	.4		Compliance rating Not Rated
Licence:	Trading			
Energy Coord	lination Act section 11M			
A licensee's ir	ndependent auditor must b	e appr	oved by the Authority prior t	to the audit.
Observations	\$			
Documents	☑ Compliance	V		

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: The licensee provided documents to the Authority on approval of the auditor.									
Process	Ø	Outcome	V	Output	Ŋ	Reporting	V	Compliance	
This audit m	eets	the requiremen	ts. T	he last revie	w als	o met the requi	reme	ent.	
Issues									
None									
Recommendations									
None									

Item 98	Trading Licence Clause 19 Compliance rating Not Rated									
Licence:	Tr	rading								
Energy Coord	dinati	on Act section	11M							
A licensee ma	ay be	subject to indi	ividua	al perform	nanc	ce s	tandards.			
Observation	S									
Documents		Compliance								
Evidence: in Not applicable		wed Lawrence	e Teo	, listed st	aff, i	insp	pected sample i	instal	lations. Documen	ts:
Process		Outcome		Output	[		Reporting		Compliance	
There are no	indivi	idual performa	nce s	standards	s.					•
Issues										
None										
Recommend	atior	ns								
None										

Item 99	Trad	in <b>g</b> Licence Cla	use	22				Compliance rating Compliant - 5	9
Licence:	7	rading							
Energy Coo	rdina	tion Act section	11M	1					
		specified, all no I in accordance				•	egar	ded as having beer	ו
Observation	ns								
Documents	V	Compliance		Ø					
Evidence: in sample com			e Teo	, listed staf	f, ins	pected sample i	nstal	lations. Document	S:
Process	V	Outcome	N	Output	V	Reporting	V	Compliance	Ŋ
All notices a	re in	writing. All mate	erial o	communica	tion v	with the Authorit	y is ir	n writing.	
Issues									
None									
Recommen	datio	ns							

None

Item 100	Trad	ing Licence Cla	use	23.1				Compliance rating Compliant - 5	)
Licence:	T	rading							
Energy Cool	rdinat	ion Act section	11M	1					
	comp	oly with the Aus						naintain accounting uivalent Internation	
Observation	ns								
Documents	Documents 🗹 Compliance 🗹								
Evidence: ir annual repor		ewed Lawrence	e Tec	o, listed sta	ff, ins	pected sample i	nstal	lations. Document	S:
Process	Ø	Outcome	V	Output	V	Reporting	V	Compliance	V
The financia accounting s			s in t	he annual	report	s confirm comp	lianc	e with the required	
Issues									
None									
Recommen	datio	ns							
None									

Item 101	Tradii	ng Licence Cla	use 24	ļ				Compliance rating Compliant - 5	g
Licence:	Τı	rading							
Energy Cool	rdinati	on Act section	11M						
	on or e					<i>Authority</i> if the its corporate, fi		nsee is under exter al or technical	nal
Observation	าร								
Documents	V	Compliance		V					
Evidence: in Not applicab		wed Lawrence	e Teo, I	isted st	aff, ins	pected sample	instal	llations. Document	S:
Process	V	Outcome		Dutput	Ø	Reporting	V	Compliance	N
		status of the l gnificant chan		ee and i	in its c	orporate, financ	ial or	technical circumsta	ances
Issues									
None									
Recommen	datior	IS							
None									

Item 102	Trad	ading Licence Clause 21. Compliance rating Not Compliant - 2								
Licence:	T	rading								
Energy Coor	dinat	ion Act section	11M							
The requirement is that a Licensee must provide to the <i>Authority</i> any information that the <i>Authority</i> may require in connection with its functions under the Energy Coordination Act 1994 in the time, manner and form specified by the <i>Authority</i> .										
Observation	IS									
Documents 🗹 Compliance 🗹										
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: compliance and statistical information returns.									
Process	$\mathbf{\nabla}$	Outcome	V	Output	I	$\checkmark$	Reporting	V	Compliance	V
form required August wher	d but eas t	2 year complia	nce re ports a	eports w are due	ere I 30 S	late. Sept		ce re	ty in the manner a ports are due 31 with the scope	nd
Issues										
Two of the co	ompli	ance reports w	ere la	te.						
Recommend	latio	ns								
Develop a co	mpli	ance manual th	at has	schedu	uled	rem	ninders for regul	atory	compliance items	6.

Item 103	Tradi	ing Licence Cla	use	Compliance rating Not Rated					
Licence:	Т	rading							
Energy Cool	rdinat	ion Act section	11M						
The requirement is that a Licensee must publish any information it is directed by the <i>Authority</i> to publish, within the timeframes specified.									
Observation	Observations								
Documents		Compliance							
Evidence: in Not applicab		ewed Lawrence	e Tec	o, listed st	aff, ins	pected sample	instal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
The Authorit	y has	not required a	ny in	formation	to be	published.			
Issues									
None	None								
Recommen	Recommendations								
None									

Item 106	Trading Licence Clause 12.2	Compliance rating Not Rated								
Licence:	Trading									
Energy Coordination Act section 11M										

A licensee must, if directed by the Authority, review the standard form contract and submit to the Authority the results of that review within the time specified by the Authority.										
Observations	Observations									
Documents		Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.										
Process [		Outcome		Dutput		Reporting		Compliance		
There has bee	en no	direction to a	mend tl	he stand	dard fo	rm contract.				
Issues										
None										
Recommenda	Recommendations									
None										

Item 107	Tradi	ng Licence Cla	Compliance Rating Not Rated							
Licence:	Licence: Trading									
Energy Cool	rdinati	on Act section	11M							
A licensee must comply with any direction given by the Authority in relation to the scope, process and methodology of the standard form contract review.										
Observations										
Documents		Compliance								
Evidence: in Not applicab		wed Lawrence	е Тео	, listed sta	aff, ins	pected sample	instal	lations. Document	s:	
Process		Outcome		Output		Reporting		Compliance		
There has be	een no	o direction to re	eview	the stand	dard fo	rm contract.			•	
Issues										
None	None									
Recommen	Recommendations									
None										

Item 108	Trad	ing Licence Cla	Compliance rating Not Rated	)					
Licence:	7	rading							
Energy Cool	rdinat	tion Act section	11M	1					
The requirement is that a Licensee must only amend the standard form contract in accordance with the Energy Coordination Act 1994 and Regulations.									
Observatio	ns								
Documents		Compliance							
Evidence: in	ntervi	ewed Lawrence	e Tec	o, listed stat	f, ins	pected sample i	nstal	lations. Documents	s:
Not applicab	Not applicable.								
Process		Outcome		Output		Reporting		Compliance	

The standard form contract has not been amended.
Issues
None
Recommendations
None

0							Compliance rating Compliant - 5	)	
Licence:	Licence: Trading								
Energy Coor	dinati	on Act section	11M						
The requirem	nent is	that a Licens	ee mu	st prepa	ire a cu	stomer service	chart	er.	
Observation	S								
Documents	V	Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter.									
Process	V	Outcome		Output	V	Reporting	V	Compliance	V
The custome	r serv	vice charter rec	quirem	ents ha	ve beer	n satisfied.	•		•
Issues									
None									
Recommend	Recommendations								
None									

Item 110 Trading Licence Clause 14.2	Compliance rating Compliant 5								
Licence: Trading									
Energy Coordination Act section 11M									
The requirement is that a Licensee must, unless otherwise notified in writing by the <i>Authority</i> , review the customer service charter at least once every 36 months and submit the results of that review to the <i>Authority</i> within 5 days after it is completed.									
Observations									
Documents 🗹 Compliance 🗹									
<b>Evidence:</b> interviewed Lawrence Teo, listed st Customer service charter.	aff, inspected sample installations. Documents:								
Process 🗹 Outcome 🗹 Output	Image: Image with the second								
The customer service charter been reviewed a <i>Authority</i> web site Jan 2009 and May 2010.	nd submitted results to the Authority and loaded on								
Issues									
None.	None.								
Recommendations									
None.									

Item 111								Compliance rating Compliant - 5	9
Licence:	Ti	rading							
Energy Coord	dinati	ion Act section	11M						
The requirement is that a Licensee must maintain supply to a customer if it supplies, or within the last 12 months supplied, gas to that customer's premises unless another supplier starts supplying the customer.									
Observation	S								
Documents	V	Compliance		Ø					
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Introductory pack.								
Process	V	Outcome	Ŋ	Output	V	Reporting	V	Compliance	V
Supply has been available (maintained) except for some interruptions due to third party damage to mains. The trader has not discontinued selling of gas providing payment has been made. There is no other supplier available. There have been no complaints of not maintaining (continuing) supply.									
Issues									
None	None								
Recommend	atior	าร							
None									

Item 112 Trading Licence Schedule 3 Clause 1.5	Compliance rating Not Rated								
Licence: Trading									
Energy Coordination Act section 11M									
The requirement is that a Licensee must provide the <i>Authority</i> within 3 business days of a request by the <i>Authority</i> with reasons for refusing to commence supply to a customer if requested by the <i>Authority</i> .									
Observations									
Documents  Compliance									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Not applicable.	lations. Documents:								
Process   Outcome  Output  Reporting	Compliance								
The Authority has not requested reasons for refusal to commence supply	to a customer.								
Issues									
None									
Recommendations									
None									

Item 113	Trading Licence Schedule 3 Clause 1.7	Compliance rating Not Rated
Licence:	Trading	

Energy Coordination Act section 11M									
The requirement is that a Licensee must comply with a direction from the Authority to supply a customer, subject to specified conditions.									
Observation	Observations								
Documents	Documents  Compliance Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process		Outcome		Output		Reporting		Compliance	
The Authorit	y has	not directed to	com	imence sup	oly to	a customer.			
Issues									
None									
Recommen	datio	ns							
None									

Item 114	Т	rading Licence	Sche	edule 3 Cla	use 2	.1 to 2.2		Compliance ratin Compliant 5	g		
Licence:	7	Trading									
Energy Cool	Energy Coordination Act section 11M										
A licensee must provide reasonable information relating to its activities under the licence as requested by the holder of a distribution licence to enable for the safe and efficient operation of the relevant distribution system, provided such disclosure does not prejudice the commercial interests of the licensee.											
Observation	ns										
Documents	V	Compliance		M							
Evidence: in Not applicab		ewed Lawrence	e Teo	o, listed sta	ff, ins	pected sample i	nstal	lations. Documen	ts:		
Process	V	Outcome	V	Output	V	Reporting	Q	Compliance	V		
The distribut natural.	ion lie	censee is a rela	ited p	party and th	ney ha	ave common sta	aff so	information share	is		
Issues											
None											
Recommen	datio	ns									
None											

Item 115	Tra	ading Licence Sched	ule 3 C	lause 3.1	Compliance rating Not Compliant - 2
Licence:	Tr	ading			
Energy Coord	dinatio	on Act section 11M			
				e month before a change to d form contract is to come i	
Observation	S				
Documents	X	Compliance	×		

	Fuidement interviewed Lewrence Tee listed staff increased seconds installations. Desure star										
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.											
Process											
Although advice was given with issue of licence and is in introductory pack that the tariff is subject to annual CPI increase advice has not been given to Minister.											
Issues	Issues										
Advice is rec	quirec	d to Minister at I	east	one month	befo	re a change of t	ariff.				
Recommendations											
Develop a scheduled procedure to advise Minister of change in tariff at least a month before change.											

Item 116	T	rading Licence	Clau	ses 21.1	& 21.2			Compliance rating Not Rated	
Licence:	T	irading							
Energy Coo	rdinat	ion Act section	11ZF	₽P					
The requirer	nent i	s that a Licens	ee m	ust comp	ly with	the Gas Marke	ting C	ode of Conduct.	
Observatio	ns								
Documents		Compliance							
Evidence: in Not applicat		ewed Lawrence	e Teo	, listed st	aff, ins	pected sample	instal	lations. Docume	nts:
Process		Outcome		Output		Reporting		Compliance	
		o door to door s marketing.	mark	eting in tl	he audi	t period. There	have	been no complai	nts
Issues									
None									
Recommen	datio	ns							
None									

Item 117	Tradi	ng Licence Cla	use	21.2					Compliance rating Not Rated	)
Licence:	Trading									
Energy Cool	rdinat	ion Act section	11M	and 112	ZPI	Р				
The requirer Marketing C			ee m	ust ensur	e a	all ag	ents and emplo	oyees	comply with the G	as
Observation	าร									
Documents		Compliance								
Evidence: in Not applicab		ewed Lawrence	e Teo	, listed st	aff	, ins	pected sample	instal	lations. Document	S:
Process	Process  Outcome Output Reporting Compliance									
	There has been no door to door marketing in the audit period. There have been no complaints eceived about gas marketing.									

Issues	
None	
Recommendations	
None	

Item 118	Trading Licence Clause 21.1 Compliance rating Not Rated								g
Licence:	T	rading							
Energy Coo	rdinati	on Act section	11ZPI	P Code	of Con	duct Clause 2.1			
A marketer Conduct.	must	ensure that its	s mark	eting re	preser	ntatives comply	v with	Part 2 of the Cod	e of
Observation	าร								
Documents		Compliance							
Evidence: in Not applicab		wed Lawrence	e Teo,	listed st	aff, ins	pected sample	instal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
There has b received abo			marke	ting in th	ie audi	t period. There	have	been no complain	ts
Issues									
None									
Recommen	datio	าร							
None									

Item 119	Tradi	ng Licence Cla	iuse 2		Compliance rating Not Rated					
Licence:	icence: Trading									
Energy Coo	rdinati	ion Act section	11ZF	P Code	of Con	duct Clause 2.2				
		ensure that st conditions spe			on-stan	dard contracts a	are er	ntered into in the ma	anner	
Observatio	าร									
Documents		Compliance								
Evidence: in Not applicab		ewed Lawrence	e Teo	, listed st	aff, ins	pected sample	instal	lations. Document	s:	
Process		Outcome		Output	V	Reporting	V	Compliance	V	
There has b received abo			mark	eting in th	ne audi	t period. There	have	been no complaint	S	
Issues										
None										
Recommen	Recommendations									
None										

Item 120	Tradi	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated								
Licence:	cence: Trading									
Energy Cool	rdinati	on Act section	11ZF	P Code	of Cond	duct Clause 2.3	(1)			
customer be	A marketing representative must ensure that the information specified is provided to the customer before arranging a contract and that the customer is provided with a written copy of the contract on request.									
Observation	าร									
Documents		Compliance								
Evidence: in Not applicab		wed Lawrence	е Тео	, listed st	aff, insj	pected sample i	nstal	lations. Document	s:	
Process		Outcome		Output		Reporting		Compliance		
There has be received abo			mark	eting in th	ne audi	t period. There	have	been no complain	ts	
Issues										
None										
Recommendations										
None										

Item 121	Tradi	ing Licence Cla	use	21.1 and 21	.2			Compliance rating Not Rated			
Licence:	Т	rading									
Energy Coo	Energy Coordination Act section 11ZPP Code of Conduct Clause 2.3(2)										
Where a standard form contract is not entered into as a result of door to door marketing or for a non-standard contract initiated by telephone, a marketing representative must obtain and make a record of the customer's verifiable consent that the specified information has been given.											
Observatio	ns										
Documents		Compliance									
Evidence: in Not applicab		ewed Lawrence	э Тес	o, listed staf	f, ins	pected sample i	instal	lations. Document	S:		
Process		Outcome		Output		Reporting		Compliance			
		o door to door i is marketing.	mark	eting in the	audi	t period. There	have	been no complain	ts		
Issues											
None											
Recommen	datio	ns									
None											

Item 122	Trading Licence Clause 21.1 and 21.2	Compliance rating Not Rated
Licence:	Trading	

#### Energy Coordination Act section 11ZPP Code of Conduct Clause 2.3(3)

Where a standard form contract is entered into as a result of door to door marketing or for a non-standard contract (other than that initiated by the customer by telephone or electronic means), a marketing representative must obtain the customer's written acknowledgement that the specified information has been given.

Observations											
Documents											
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.											
Process	Process  Outcome Output Reporting Compliance										
There has be received abo			mark	eting in th	e audi	t period. There I	nave	been no complaint	S		
Issues											
None											
Recommen	datio	ns									
None	None										

Item 123	Trading Licence Clause 21.1 and 21.2 Compliance rating Compliant - 5							)	
Licence:	Licence: Trading								
Energy Coo	Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(1)								
Where the customer has entered into a new contractual relationship with a retailer, a retailer or marketing representative must offer to provide the customer with a copy of the contract and, where this offer is accepted by the customer, provide a copy of the contract at that time or as soon as possible thereafter.									
Observatio	ns								
Documents	Ŋ	Compliance		V					
Evidence: in Introductory		wed Lawrence	e Teo,	listed st	aff, in	spected sample	instal	lations. Document	S:
Process	Ø	Outcome	Ŋ	Output	V	Reporting	V	Compliance	V
The introduc	tory p	ack which con	tains t	he contr	act is	given to all new	custo	omers.	
Issues									
None	None								
Recommen	Recommendations								
None									

Item 124	Trading Licence Clause 21.1 and 21.2	Compliance rating
		Compliance rating Not Compliant - 2
Licence:	Trading	
Energy Co	ordination Act section 11ZPP Code of Conduct Clause 2.4(2)	
	customer has entered into a new contractual relationship wing representative must give the information specified to the o	

Observation	Observations									
Documents										
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process	Ŋ	Outcome	×	Output	×	Reporting	Ø	Compliance	×	
information a	The required information is in the introductory pack (except the not applicable marketing code information as the Licensee does not use marketers). The inclusion of the marketing information (2.4(a)(ii), (b) and (c)) would only confuse customers when the Licensee does not use marketers.									
Issues										
The prescriptive nature of the Code requires information that is redundant when marketers are not used.										
Recommen	datior	าร								
		uld seek an am ide the prescrik				ce from providi	ng ree	dundant information	1 and	

Item 125	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated								
Licence:	Licence: Trading								
Energy Coo	rdinai	tion Act section	11ZI	PP Code of	Con	duct Clause 2.4	(3)		
In circumstances where a standard form contract is not entered into as a result of door to door marketing, a retailer or marketing representative must give the specified information no later than with or on the customer's first bill and a copy of the contract if requested by the customer (and the customer has not previously received a copy).									
Observatio	ns								
Documents		Compliance							
Evidence: in Introductory			е Тес	o, listed stat	f, ins	pected sample i	nstal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
		o door to door no complaints i					rcur	nstances did not ar	ise.
Issues	Issues								
None									
Recommendations									
None									

Item 126 Trading Licence Clause 21.1 and 21.2	Compliance rating Not Rated
Licence: Trading	
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(4)	
In circumstances where a standard form contract is entered into as a marketing or a non-standard contract, a retailer or marketing represent specified information and a copy of the contract before the customer h contract and must obtain a written acknowledgement that the information	ntative must give the nas entered into the

Observations											
Documents	V	☑   Compliance   ☑									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.											
Process	V	Outcome	V	Output	Ŋ	Reporting	V	Compliance	V		
		o door to door no complaints					circur	nstances did not ar	ise.		
Issues											
None	None										
Recommen	Recommendations										
None											

Item 127	Tradi	ng Licence Cla	luse	Compliance ratir Not Rated	ıg					
Licence: Trading										
Energy Coo	Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(1)									
	A marketing representative must not, when marketing, engage in conduct that is misleading, deceptive or likely to mislead or deceive or that is unconscionable.									
Observatio	ns									
Documents		Compliance								
Evidence: in Introductory			e Tec	o, listed st	aff, ins	pected sample	insta	llations. Documer	its:	
Process		Outcome		Output		Reporting		Compliance		
There has b received abo			mark	eting in th	ne audi	t period. There	have	e been no complai	nts	
Issues										
None										
Recommen	datio	ns								
None										

Item 128	Trad	ing Licence Cla		Compliance rating	)				
	Not Rated								
Licence:	7	rading							
Energy Coo	rdinat	tion Act section	11ZI	PP Code of	Con	duct Clause 2.5	(2)		
-	A marketing representative must not exert undue pressure on a customer, nor harass or coerce a customer.								
Observation	ns								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	

There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.

Issues

#### None

#### Recommendations

None

Item 129 7	radir	ng Licence Cla	use	21.1 and	21.2			Compliance rating	g
	Not Rated								
Licence: Trading									
Energy Coord	linatio	on Act section	11ZF	P Code	of Cond	duct Clause 2.5	(3)		
A marketing	repre	esentative mu	st en	sure that	the ind	clusion of conc	essio	ons is made clear	to
-						are disclosed			
Observations	S								
Documents		Compliance							
Evidence: int Introductory p		wed Lawrence	e Tec	, listed st	aff, insp	pected sample	instal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	
There has been received about			mark	eting in th	ne audi	period. There	have	been no complair	its
Issues									
None	None								
Recommend	ation	IS							
None									

Item 130	Tradir	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated							g
Licence:	Licence: Trading								
Energy Coor	dinati	on Act section	11ZF	PP Code o	of Con	duct Clause 2.5	(4)		
						ndard form cor andard contrac		ts that are entered e in writing.	d into
Observation	S								
Documents		Compliance							
Evidence: in Introductory		wed Lawrence	e Teo	, listed sta	aff, ins	pected sample	instal	lations. Documen	ts:
Process		Outcome		Output		Reporting		Compliance	
There has be received abo			mark	eting in th	e audi	t period. There	have	been no complai	nts
Issues									
None									
Recommend	atior	IS							

None	
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Item 131	Tradi	ing Licence Cla	use l	21.1 and :	21.2			Compliance rating	g
	Not Rated								
Licence:									
		laanig							
Energy Cool	rdinat	ion Act section	11ZF	PP Code	of Con	duct Clause 2.5	(5)		
A marketer	must	ensure that a	custo	omer is a	ble to	contact the mai	rkete	r on the marketer'	s
telephone n	umbe	er during norm	al bu	siness ho	ours fo	r the purposes	of ei	nquiries, verificatio	ons
and compla	ints.								
Observation	าร								
Documents		Compliance							
Evidence: in Introductory			е Тео	, listed st	aff, ins	pected sample i	nstal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
There has be	een n	o door to door	mark	etina in th	e aud	t period. There	have	been no complain	its
received abo				sting in ti					
_									
Issues									
None	None								
Recommendations									
None									

Item 132	Trad	ing Licence Cla	Compliance rating Not Rated						
Licence:	Licence: Trading								
Energy Coo	rdinat	ion Act section	11ZI	PP Code of	Cond	duct Clause 2.6	(1)		
A marketing representative must provide the information specified to the customer when marketing by means other than face to face and after having identified the purpose of the contact, if the contact is not by electronic means, the marketing representative must ask the customer whether they wish to proceed further.									
Observation	าร								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	
There has been no direct marketing in the audit period. There have been no complaints received about gas marketing.									
Issues									
None									
Recommendations									
None									

Item 133	Tradi	ng Licence Cla	iuse 2	Compliance rating Not Rated					
Licence:	T	rading							
Energy Coo	rdinati	ion Act section	11ZF	P Code	of Con	duct Clause 2.6	(2)		
A marketing representative must, on request, provide the customer with its and the retailer's complaints telephone number and marketing identification number.									
Observation	าร								
Documents	ents D Compliance D								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	
There has been no door to door or direct marketing in the audit period. There have been no complaints received about gas marketing.									
Issues									
None									
Recommendations									
None									

Item 134 Trading Licence Clause 21.1 and 21.2	Compliance rating Not Rated						
Licence: Trading							
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(3)							
A marketing representative who meets with a customer face to face mu	ust:						
a) as soon as practicable tell the customer the purpose of the visit	t;						
b) wear a clearly visible and legible identity card showing the infor	rmation specified; and						
c) as soon as practicable provide the information specified in writi	ng to the customer.						
Observations							
Documents  Compliance Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.							
Process   Outcome  Output  Reporting	Compliance 🛛						
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.							
Issues							
None							
Recommendations							
None							

Item 135	Trading Licence Clause 21.1 and 21.2	Compliance rating Not Rated
Licence:	Trading	

Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(4)									
If, when marketing to a customer, the customer indicates that they wish to end the contact, the marketing representative must end the contact as soon as practicable and not attempt to contact the customer for the next 30 days unless the customer agrees otherwise.									
Observation	IS								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	
There has been no door to door or direct marketing in the audit period. There have been no complaints received about gas marketing.									
Issues	Issues								
None									
Recommend	datio	ns							
None									

Item 136	Trad	ing Licence Cla	Compliance rating	g					
Licence:	Т	rading							
Energy Coo	rdinat	ion Act section	11ZI	PP Code o	f Con	duct Clause 2.6	(5)		
Unless requested by the customer, a marketing representative must not make contact with a customer outside the permitted call times, unless the contact is by electronic means or the contact arises outside the customer's premises in circumstances where the customer initiates contact.									
Observatio	ns								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process		Outcome		Output		Reporting		Compliance	
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
Issues									
None									
Recommendations									
None									

Item 137 Trading Licence Clause 21.1 and 21.2	Compliance rating Not Rated									
Licence: Trading										
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(6)										
A marketing representative must ensure that contact for the purposes of marketing does not continue for more than 15 minutes past the end of the permitted call times without the customer's verifiable consent unless the contact is by electronic means.										
Observations										
------------------------------------------------------------------------------------------------------------------------	--	------------	------	-------------	--------	-----	---------------	------	--------------------	----
Documents		Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process		Outcome		Output			Reporting		Compliance	
There has be received abo			mark	eting in th	ne auc	dit	period. There	have	e been no complain	ts
Issues										
None										
Recommendations										
None										

Item 138	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated								g	
Licence:	icence: Trading									
Energy Coo	rdina	tion Act section	11ZI	PP Code of	Con	duct Clause 2.0	6(7) 8	& 2.6(8)		
		ise to a custom e it initiates co						eep the specified of marketing.		
Observatio	ns									
Documents		Compliance								
Evidence: in Introductory			e Tec	, listed staf	f, ins	pected sample	instal	lations. Documen	is:	
Process		Outcome		Output		Reporting		Compliance		
		io door to door as marketing.	mark	eting in the	audi	t period. There	have	been no complair	its	
Issues	sues									
None										
Recommen	datio	ns								
None										

Item 139         Trading Licence Clause 21.1 and 21.2         Compliance rating           Not Rated         Not Rated									
Licence:	Tr	ading							
Energy Coord	dinatio	on Act section 11ZPP	Code	of Conduct Clause 2.7(1)					
	a marketer must ensure that a customer is not contacted on its behalf in relation to the supply of gas for a period of two years unless:								
a) the c	uston	ner requests contact	; or						
b) the c	uston	ner has moved prem	ises; d	or					
c) a ma	c) a marketer has a legal obligation to contact the customer.								
Observations									
Documents		Compliance							

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.																
Process		Outcome		Output		Reporting		Compliance								
	There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.															
Issues																
None	None															
Recommendations																
None																

Item 140	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated									
Licence:	Licence: Trading									
Energy Coo	rdinat	tion Act section	11Z	PP Code of	Con	duct Clause 2.7(2)	)			
	s the	name, addres				ho has requested nber of the custo		not to be contacted er at the time the	l,	
Observatio	ns									
Documents		Compliance								
Evidence: in Introductory			e Teo	o, listed staf	f, ins	pected sample ins	ta	lations. Document	S:	
Process		Outcome		Output		Reporting [		Compliance		
		o door to door as marketing.	mark	eting in the	audi	t period. There ha	ave	been no complain	ts	
Issues										
None										
Recommen	datio	ns								
None										

Item 141	Tradi	ng Licence Cla	Licence Clause 21.1 and 21.2 Compliance rating Not Rated							9
Licence:	T	rading								
Energy Cool	rdinati	ion Act section	11ZF	PP Code	of Co	nd	uct Clause 2.7	(3)		
A marketer request.	must	give a copy of	the	record to	the C	Ga	s Ombudsmar	n or t	he Authority on	
Observation	Observations									
Documents		Compliance								
Evidence: in Introductory			e Teo	, listed st	aff, in	isp	ected sample i	nstal	lations. Document	s:
Process		Outcome		Output		]	Reporting		Compliance	
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.										

Issues	
None	
Recommendations	
None	

Item 142	Tradi	rading Licence Clause 21.1 and 21.2 Compliance rating							
		Not Rated							
Licence:	Т	rading							
Licence.		lauling							
Energy Coo	rdinati	ion Act section	11ZF	PP Code	of Con	duct Clause 2.7	'(4)		
		provide the cu ted for the ne			quest v	vith written cor	nfirma	ation that the custo	mer
Observatio	าร								
Documents		Compliance							
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.								
Process		Outcome		Output		Reporting		Compliance	
	There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.						S		
Issues									
None									
Recommendations									
None									

Item 143 Trading Licence Clause 21.1 and 21.2	Trading Licence Clause 21.1 and 21.2 Compliance rating Not Rated							
Licence: Trading								
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.7(5)								
A marketing representative must comply with a notice on or near the p the customer does not wish to receive unsolicited mail or other market								
Observations								
Documents  Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Introductory pack.	lations. Documents:							
Process   Outcome  Output  Reporting	Compliance 🛛							
There has been no door to door marketing in the audit period. There have received about gas marketing.	been no complaints							
Issues								
None								
Recommendations								
None								

Item 144	Tradi	rading Licence Clause 21.1 and 21.2 Compliance rating Compliant - 5							
Licence:	T	rading							
Energy Coo	rdinat	ion Act section	11ZF	PP Code	of Con	duct Clause 2.8			
								oles as set out in t Code of Conduct	
Observatio	ns								
Documents	V	Compliance		V					
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.								
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
								ere has been no do ed about privacy.	or to
Issues									
None									
Recommendations									
None									

Item 145	Tradi	ding Licence Clause 21.1 and 21.2 Compliance rating Not Rated							ng
Licence:	Ti	rading							
Energy Coo	rdinati	ion Act section	11ZF	PP Code	of Con	duct Clause 2.1	1(1)		
for the purp	A marketer must keep a record of each complaint made by a customer or a person contacted for the purposes of marketing and, on request, gives all information relating to the complaint to the Gas Ombudsman.								
Observatio	าร								
Documents		Compliance							
Evidence: in Introductory			е Тес	o, listed st	aff, ins	pected sample	insta	llations. Docume	nts:
Process		Outcome		Output		Reporting		Compliance	
There has b received abo			mark	eting in th	ne aud	t period. There	have	been no complai	nts
Issues	Issues								
None									
Recommendations									
None									

Item 146	Trading Licence Clause 21.1 and 21	.2 Compliance rating
		Not Rated
Licence:	Trading	
Energy Co	ordination Act section 11ZPP Code of	Conduct Clause 2.11(2)
A markete	r must keep a record or other informa	ation required by the Code to be kept for at

least 2 years.									
Observations									
Documents  Compliance Compliance									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process  Outcome Output Reporting Compliance									
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
Issues									
None									
Recommendations									
None									

Item 147		ng Licence claı omer Code cla	Compliance rating Compliant - 5	J					
Licence:	Trading								
Energy Coo	Energy Coordination Act section 11M								
If a retailer agrees to sell gas to a customer or arrange for the connection of the customer's supply address, the retailer must forward the customer's request for the connection to the relevant distributor.									
Observation	าร								
Documents	V	Compliance		V					
Evidence: in Introductory			e Teo	, listed sta	ff, ins	pected sample i	nstal	lations. Document	s:
Process	$\mathbf{\nabla}$	Outcome	V	Output	V	Reporting	V	Compliance	N
The Trader a the other.	and D	istributor are re	lated	and share	e com	mon staff so co	mmu	nication with one is	with
Issues									
None									
Recommen	datio	ns							
None									

Item 148	Frading	g Licence clause 2.1	and S	Schedule 2 Gas	Compliance rating						
(	Custon	Compliant - 5									
Licence:	Tra	ding									
Energy Coord	Energy Coordination Act section 11M										
	A retailer must forward the customer's request for the connection to the relevant distributor in the timeframe specified unless the customer agrees otherwise.										
Observation	S										
Documents	Ø	Compliance	V								
Evidence: int	erview	ved Lawrence Teo, li	sted st	aff, inspected sample instal	lations. Documents:						

Not applicable.									
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
The Trader and Distributor are related and share common staff so communication with one is with the other.									
Issues									
None									
Recommen	Recommendations								
None									

Item 149	Tradir	ading Licence clause 2.1 and Schedule 2 Gas Compliance rating								
(	Custo	mer Code cla	use 4.	1				Compliant - 5		
Licence:	Tr	ading								
Energy Coord	dinatio	on Act section	11M							
	A retailer must issue a bill no more than once a month and at least once every three months unless the circumstances specified exist.									
Observation	S									
Documents	V	Compliance		V						
Evidence: in Introductory p			e Teo, li	sted st	aff, ins	pected sample i	instal	lations. Document	S:	
Process	$\square$	Outcome	⊠ C	Dutput	V	Reporting	V	Compliance	N	
The residenti	al cus	tomers are bil	led 3 m	onthly	and bu	isiness custome	ers m	onthly.		
Issues										
None	None									
Recommend	ation	S								
None										

Item 150	Tradi	ng Licence clau	ise 2	2.1 and Sc	hedul	e 2 Gas		Compliance rating	)
	Cust	omer Code cla	use	4.2(2)				Not Rated	
Licence:	T	rading							
Energy Coo	Energy Coordination Act section 11M								
	A retailer may only place a residential customer on a shortened billing cycle, without the customer's verifiable consent, in the circumstances specified.								
Observation	าร								
Documents		Compliance							
Evidence: in Not applicab		ewed Lawrence	e Teo	, listed stat	ff, insp	pected sample i	nstal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	v
There has b	There has been no shortened billing cycles in the audit period.								
Issues									
None									

Recommendations	
None	

Item 151	Tradir	ng Licence cla	use 2.1	l and S	chedu	le 2 Gas		Compliance rati	ng
	Custo	mer Code cla	ause 4.	.2(3)				Not Rated	
Licence:	Trading								
Eneray Cool	dinati	on Act section	11M						
Energy Coordination Act section 11M A retailer must give the customer written notice of a decision to shorten the customer's billing cycle within 10 business days of making the decision.									
Observation	าร								
Documents		Compliance							
Evidence: in Not applicab		wed Lawrence	e Teo, I	isted st	aff, ins	pected sample	instal	lations. Docume	nts:
Process		Outcome		Dutput		Reporting		Compliance	
There has be	en no	shortened bil	ling cyc	cles in t	he auc	lit period.	1		
Issues									
None									
Recommen	dation	IS							
None									

Item 152		ing Licence clai comer Code cla			nedul	le 2 Gas		Compliance rating Not Rated	
Licence:	7	rading							
Energy Coo	rdinai	tion Act section	11M						
A retailer mu	ust er	sure that a sho	rtene	ed billing cy	cle is	for a period of	at lea	ast 10 business day	/S.
Observation	ns								
Documents		Compliance							
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.								
Process		Outcome		Output		Reporting		Compliance	
There has b	een n	o shortened bil	ling o	cycles in the	e aud	it period.			
Issues									
None									
Recommen	datio	ns							
None									

Item 153	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating
	Customer Code clause 4.2(5)	Not Rated
Licence:	Trading	
Energy Co	ordination Act section 11M	

A retailer must return a customer, who is subject to a shortened billing cycle and has paid three consecutive bills by the due date, on request, to the billing cycle that previously applied to the customer.									
Observatio	าร								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process		Outcome		Output		Reporting		Compliance	
There has b	een n	o shortened bil	ling o	cycles in the	aud	it period.			
Issues									
None									
Recommen	datio	ns							
None									

Item 154		ng Licence clau			chedu	ıle 2 Gas		Compliance rating	g
	Custo	Customer Code clause 4.2(6) Not Rated							
Licence:	Tr	ading							
Energy Cool	Energy Coordination Act section 11M								
								at least once every	
three months	s, of th	e conditions up	oon wł	nich a cu	istome	er can be returne	ed to i	ts previous billing o	ycle.
Observation	IS								
Documents		Compliance							
Evidence: in Not applicab		wed Lawrence	e Teo,	listed st	aff, ins	spected sample	instal	lations. Document	is:
Process		Outcome		Output		Reporting		Compliance	
There has be	en no	shortened bil	ling cy	cles in t	he au	dit period.	•		<u>.</u>
Issues									
None									
Recommen	dation	IS							
None									

Item 155	Trading Licence clause 2.1	and Schedule 2 Gas	Compliance rating						
	Customer Code clause 4.	3(1)	Not Rated						
Licence:	Trading								
Energy Coor	dination Act section 11M								
In respect of any 12 month period, on receipt of a request by a customer, a retailer may provide a customer with estimated bills under a bill smoothing arrangement.									
Observation	S								
Documents	Compliance								
Evidence: in Not applicabl		isted staff, inspected sample insta	Illations. Documents:						

Process		Outcome		Output		Reporting	Compliance	
There has b	een n	o request for b	ill sm	oothing in t	he au	ıdit period.		
Issues								
None								
Recommen	datio	ns						
None								

Item 156	Iradir	ng Licence cla	use 2.1	and S	chedu	e 2 Gas		Compliance ratin	g	
	Customer Code clause 4.3(2) Not Rated									
Licence:	Trading									
LICCHCC.		aunig								
Energy Cool	rdinatio	on Act section	11M							
If a retailer p	rovide	s a customer	with est	timated	l bills u	nder a bill smoo	thina a	arrangement the ret	ailer	
		e conditions s								
must crisure	inai ii		peeme		ici.					
Observatio										
Observation	15									
Documents		Compliance								
Evidence: in	ntervie	wed Lawrence	e Teo, li	isted st	aff, ins	pected sample	instal	lations. Documen	ts:	
Not applicab	le.									
Process		Outcome		Dutput		Reporting		Compliance		
Thore has h		request for b		thing is	a tha ai	udit pariod				
There has be	enno	request for b	III SIIIOU	nunng n	i the at	all penoa.				
Issues										
None										
_										
Recommen	dation	IS								
None										

Item 157	Tradi	ng Licence clau	use 2	2.1 and Sch	nedul	e 2 Gas		Compliance rating	J
	Customer Code clause 4.4 Compliant - 5								
Licence:	T	irading							
Energy Cool	rdinat	ion Act section	11M						
		ue a bill to a cu other address o					lress	, unless the custom	ıer
Observation	าร								
Documents	V	Compliance							
Evidence: in Sample bill.			e Tec	, listed staf	f, insj	pected sample i	nstal	lations. Document	s:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	Ŋ
		en issued on pa s but it could be					e has	been no request fo	or an
Issues									
None									
Recommen	datio	ns							

None

								1	
Item 158		ing Licence clau			chedul	e 2 Gas		Compliance rating	
		tomer Code cla	use	4.5(1)				Not Compliant - 2	
Licence:	7	Frading							
Energy Coo	rdinai	tion Act section	11M						
A retailer mu agrees othe			oresci	ibed infor	mation	on the custome	er's b	ill, unless the custo	omer
Observatio	ns								
Documents	×	Compliance		×					
Evidence: i Sample bill.			e Teo	, listed st	aff, insj	pected sample i	nstal	lations. Documents	s:
Process	×	Outcome	×	Output	×	Reporting	×	Compliance	×
customer ch Licensee do information	harter) les no that w	ot have the capa	uirec acity f r gra	l before 2 to produc ph is alre	011 are e one v ady giv	e included exce vith their softwa en on the bill. It	pt the re bu	e bar graph as the	S
Issues									
								ded but not in grap software and costs.	
Recommen	datio	ns							
								ence from providing ed graphical informa	
Item 159		ing Licence clau tomer Code cla			chedul	e 2 Gas		Compliance rating Compliant - 5	)

Licence:	7	rading									
Energy Coo	Energy Coordination Act section 11M										
A retailer must advise the customer of the amount of historical debt and its basis before, with or on the customer's next bill, if the retailer wishes to bill the customer for the historical debt.											
Observation	ns										
Documents	V	Compliance		V							
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Sample bill. Customer Code.										
Process	V	Outcome	V	Output	Ŋ	Reporting	Ø	Compliance	Ø		
The previous	s bala	ance (debt) is gi	iven	on the bill							
Issues											
None											
Recommen	datio	ns									
None											

Item 160	Trad	ing Licence claι	use 2	.1 and So	chedul	e 2 Gas		Compliance rating	3	
	Cust	omer Code cla	use 4	4.6(1)				Compliant - 5	-	
Licence:	icence: Trading									
Energy Cool	rdinat	ion Act section	11M							
A retailer mu	ist ba	se the custome	r's bil	ll on the c	distribu	tor's or metering	a aqe	ent's reading of the		
						rcumstances sp		•		
Observation	าร									
Documents	V	Compliance		N						
Evidence: in	ntervi	ewed Lawrence	e Teo,	, listed sta	aff, ins	oected sample i	nstal	lations. Document	s:	
Sample bill.	Custo	omer Code.								
Process	$\checkmark$	Outcome	$\checkmark$	Output	$\checkmark$	Reporting	$\checkmark$	Compliance	V	
				•	<u> </u>			•		
								e meter. There have	)	
been no cus	tomei	r reads. There r	ave t	been no c	compia	ints received ab	outr	neter readings.		
Issues										
None										
Recommen	datio	ns								
None										

	<u> </u>										
Item 161 Trading Licence clause 2.1 and Schedule 2 Gas											
Customer Code clause 4.6(2)	Compliant - 5										
ence: Trading											
Energy Coordination Act section 11M											
A retailer must give the customer information that explains to that customer	how to read a met	er									
correctly (if applicable) in clear, simple and concise language.											
Observations											
Documents 🗹 Compliance 🗹											
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installa	ations. Documents	s:									
Customer service charter. Customer Code											
ProcessImage: OutcomeImage: OutputImage: OutputImage: OutputImage: OutputImage: OutputImage: OutputImage: Output	Compliance	V									
The information is in the customer service charter.											
Issues											
None											
Recommendations											
None											

Item 162	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating						
	Customer Code clause 4.7 Compliant - 5							
Licence:	Trading							
Energy Coordination Act section 11M								
	A retailer must use its best endeavours to ensure that metering reading data is obtained as frequently as is required to prepare its bills and, in any event, at least once every twelve months in							

accordance	accordance with clause 4.6(1)(a) of the Gas Customer Code.									
Observation	Observations									
Documents 🗹 Compliance 🗹										
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	Process 🗹 Outcome 🗹 Output 🗹 Reporting 🗹 Compliance 🗹									
There have b	been	no more than c	one m	issed me	ete	r rea	ds in the audit p	erioo	d (i.e. at least quarte	erly).
Issues										
None										
Recommend	datio	ns								
None										

Item 163		ng Licence clai omer Code cla			Schedu	le 2 Gas		Compliance ratir Compliant - 5	ıg
Licence:	nce: Trading								
Energy Coo	rdinati	ion Act section	11M						
	•	e the customer e a bill on a rea				e manner spe	cified,	if the retailer is un	able
Observation	าร								
Documents	V	Compliance		V					
		wed Lawrence charter. Custo		-	aff, ins	pected sample	insta	llations. Documer	its:
Process	Ø	Outcome	V	Output	V	Reporting	V	Compliance	N
		ve been provid er (away and v			retailer	is unable to re	asona	ably base a bill on	a
Issues									
None									
Recommen	datior	าร							
None									

Item 164		ing Licence cla			hedu	e 2 Gas		Compliance rating	3
	Cust	omer Code cla	ause	4.8(2)				Compliant - 5	
Licence:	7	rading							
Energy Coo	rdinat	tion Act section	11M						
A retailer mu estimated.	ust sp	ecify the stated	l info	rmation in o	circur	nstances where	e the	customer's bill is	
Observation	ns								
Documents	V	Compliance		V					
Evidence: in	ntervi	ewed Lawrence	e Tec	, listed stat	ff, ins	oected sample i	nsta	lations. Document	s:
Customer se	ervice	charter. Custo	mer	Code		-			
Process	Ø	Outcome	Ŋ	Output	V	Reporting	V	Compliance	Ŋ

The customers are advised of the basis and reasons leading to estimation of bill. There have been no complaints received about estimated bills.

Issues

None

### Recommendations

None

Item 165	Fradir	ng Licence clau	use 2.1	and S	Schedul	e 2 Gas		Compliance rating	3	
(	Custo	mer Code cla	use 4.	8(3)				Compliant - 5		
Licence:		ading		-(-)						
LICENCE.										
Energy Coord	Energy Coordination Act section 11M									
A retailer must tell a customer, on request, the basis and reason for the estimation.										
Observations	S									
Documents	V	Compliance		V						
		wed Lawrence charter. Custor			aff, insp	pected sample	instal	lations. Document	s:	
Process	V	Outcome	⊠ C	Dutput	V	Reporting	V	Compliance	Ø	
The customer	's are	advised of the	e basis	and re	asons l	eading to estim	ation	of bill. There have		
		s received abo				0				
Issues										
None	None									
Recommendations										
None										

Item 166		ng Licence clau omer Code cla			chedul	e 2 Gas		Compliance rating Compliant - 5	]
Licence:	Ti	rading		-					
Energy Cool	Energy Coordination Act section 11M								
Where the retailer gives a customer an estimated bill and the meter is subsequently read the retailer must include an adjustment on the next bill to take account of the actual meter reading.									
Observation	าร								
Documents	V	Compliance		Ø					
		ewed Lawrence charter. Custo	-		aff, insj	pected sample i	nstal	lations. Document	s:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
								ence from the previous the estimation was	
Issues	Issues								
None	None								
Recommen	datior	าร							

None

Item 167	Trad	ing Licence cla	use 2	2.1 and Sch	nedul	e 2 Gas		Compliance ratin	g
	Cust	tomer Code cla	ause	4.10				Not Rated	
Licence:	7	Frading							
Energy Coordination Act section 11M									
A retailer must replace an estimated bill with a bill based on an actual reading if the customer satisfies the requirements as specified.									
Observatio	ns								
Documents		Compliance							
Evidence: in	ntervi	ewed Lawrence	e Teo	o, listed staf	f, ins	pected sample	instal	lations. Documen	ts:
Customer se	ervice	charter. Custo	mer	Code		·			
Process		Outcome		Output		Reporting		Compliance	v
There have	been	no requests fo	r an a	actual readir	ng in	the audit period	d.		
Issues									
None	None								
Recommendations									
None									

Item 168		ing Licence clai omer Code cla			chedu	le 2 Gas		Compliance rating	9
Licence:	Т	rading							
Energy Coo	Energy Coordination Act section 11M								
	A retailer must request the distributor or metering agent to test the meter if a customer requests the meter to be tested and pays any reasonable charge of the retailer for testing the meter.								
Observatio	ns								
Documents		Compliance							
		ewed Lawrence charter. Custo			aff, ins	pected sample	instal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
There have	been	no requests for	rmete	er testing	in the	audit period.			•
Issues									
None									
Recommendations									
None	None								

Item 169	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating
	Customer Code clause 4.11(2)	Not Rated
Licence:	Trading	
Energy Co	ordination Act section 11M	

	If the meter is tested and found to be defective, the retailer's reasonable charge for testing the meter (if any) is to be refunded to the customer.									
Observations										
Documents	Documents  Compliance Compliance									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process		Outcome		Dutput			Reporting		Compliance	
There have be	een n	o requests for	meter	testing	in the	e a	udit period.			
Issues										
None	None									
Recommendations										
None	None									

Item 170 Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.12(1)	Compliance rating Not Rated							
Licence: Trading	NOL HALEU							
Energy Coordination Act section 11M								
If a retailer offers alternative tariffs, a retailer must change the customer to an alternate tariff within the period specified if the customer applies to receive an alternate tariff and demonstrates to the retailer that the Customer satisfies the conditions of eligibility.								
Observations								
Documents  Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Customer service charter. Customer Code	lations. Documents:							
Process  Outcome  Output  Reporting	Compliance							
No alternative tariffs are offered.								
Issues								
None								
Recommendations								
None								

		ng Licence clause 2.1 Imer Code clause 4.		Schedule 2 Gas	Compliance rating Not Rated					
Licence:	Trading									
Energy Coord	Energy Coordination Act section 11M									
tariff if the cus	A retailer must give the customer written notice prior to changing the customer to an alternative tariff if the customer's gas use has changed and the customer is no longer eligible to continue to receive an existing, more beneficial tariff.									
Observations	S									
Documents	Documents  Compliance Compliance									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									

Process		Outcome	Output	Reporting	Compliance	
No alternativ	ve tar	iffs are offered.				
Issues						
None						
Recommen	datio	ns				
None						

Item 172	Tradi	ng Licence cla	use 2	2.1 and Sch	nedul	e 2 Gas		Compliance rating	g
	Cust	omer Code cla	ause	4.14(1)				Not Rated	
Licence:		irading							
Energy Coo	Energy Coordination Act section 11M								
customer's g	A retailer may recover any amounts undercharged to a customer as a result of a change in the customer's gas use for the period of up to 12 months prior to the date on which the retailer provided notice in the specified manner.								
Observatio	ns								
Documents		Compliance							
		ewed Lawrence charter. Custo			f, ins	pected sample i	instal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
There have	been	no overcharge	or ur	nder charge	-				
Issues									
None	None								
Recommen	Recommendations								
None									

Item 173		ing Licence clau omer Code cla			ched	lule	e 2 Gas		Compliance rating	g
Licence:	Т	rading								
Energy Coo	Energy Coordination Act section 11M									
	A retailer must repay any amounts overcharged to a customer as a result of a change in the customer's gas use.									
Observatio	าร									
Documents		Compliance								
		ewed Lawrence charter. Custo			aff, in	ısp	ected sample i	nstal	lations. Document	S:
Process		Outcome		Output		]	Reporting		Compliance	
There have	been	no overcharge	or un	ider charç	ge.					
Issues										
None										
Recommendations										
None										

Item 174	Tradi	ng Licence clai	use 2	2.1 and S	Sche	edul	e 2 Gas		Compliance rating	9
	Custo	omer Code cla	ause	4.15(1)					Compliant - 5	
Licence:		rading								
Energy Cool	Energy Coordination Act section 11M									
	A retailer must use reasonable endeavours to arrange for a final bill if a customer requests the retailer to issue a final bill at the customer's supply address.									
Observation	าร									
Documents	V	Compliance		V						
Evidence: in	ntervie	wed Lawrence	e Teo	, listed st	taff,	ins	pected sample i	nstal	lations. Document	s:
Customer se	ervice	charter. Custo	mer (	Code		-				
Process	V	Outcome	V	Output		V	Reporting	V	Compliance	Ø
Final bill has	been	provided whe	re rec	quested.				•		•
Issues										
None	None									
Recommendations										
None										

Item 175 Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating										
item 175		•			chequ	le 2 Gas			J	
	Customer Code clause 4.15(2) Compliant - 5									
Licence: Trading										
Energy Cool	rdinati	on Act section	11M							
A retailer mu	ist rep	ay the custom	er an	y amoun	t in cre	dit at the time o	of acco	ount closure.		
Observation	าร									
Documents	V	Compliance		V						
Evidence: in	ntervie	wed Lawrence	e Teo	. listed st	aff, ins	pected sample	instal	lations. Document	s:	
		charter. Custo		-						
Process	V	Outcome	V	Output	V	Reporting	Ø	Compliance	N	
Any amount	in cre	dit at the time	of ac	count clo	sure ha	as been paid to	the c	ustomer.	•	
Issues										
None	None									
Recommendations										
None										

Item 176	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.16	Compliance rating Not Rated								
Licence:										
Energy Coordination Act section 11M										
the lesser of	nust review the customer's bill on request by the custom of the portion of the bill agreed to not be in dispute or an er's bill over the previous 12 months, and paying any fu	amount equal to the average of								

Observations											
Documents											
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code											
Process		Outcome		Output		Reporting		Compliance			
There have	been	no requests for	r a re	view.							
Issues											
None											
Recommendations											
None	None										

Item 177	Tradi	ng Licence cla	use 2	2.1 and Sch	nedu	le 2 Gas		Compliance rating	r		
		omer Code cla						Not Rated	9		
Licence:	Licence: Trading										
Energy Coo	rdinati	on Act section	11M								
	A retailer must follow the procedures specified if a review of a bill has been conducted and the retailer is satisfied that the bill is correct or incorrect (as applicable).										
Observation	าร										
Documents		Compliance									
		ewed Lawrence charter. Custo			f, ins	pected sample i	nstal	lations. Document	s:		
Process		Outcome		Output		Reporting		Compliance			
There have	been i	no requests for	r a re	view.	•		•				
Issues											
None											
Recommen	datior	าร									
None											

Item 178										
	Custo	omer Code cla	ause 4	4.17(2)				Not Rated		
Licence:	Licence: Trading									
Energy Coo	rdinati	on Act section	11M							
	A retailer must inform the customer of the outcome of the review of a bill as soon as practicable, but, in any event, within 20 business days from the date of receipt of the request for review.									
Observatio	ns									
Documents		Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process		Outcome		Output		Reporting		Compliance		
There have	There have been no requests for a review.									

Issues	
None	
Recommendations	
None	

	<del>.</del>									
Item 179	Trading Licence clause 2.1 and Schedule 2 Gas Compliance Rating									
	Custo	Customer Code clause 4.18(2) Not Rated								
Licence:	Trading									
Licence.		aung								
Energy Coo	rdinati	on Act section	11M							
	A retailer must recover an amount undercharged as a result of an act or omission by a retailer or distributor in the manner specified.									
Observation	าร									
Documents		Compliance								
Evidence: in	ntervie	wed Lawrence	e Teo.	listed sta	ff. ins	pected sample i	nstal	lations. Document	s:	
		charter. Custo			,					
Process		Outcome		Output		Reporting		Compliance		
There has b	een no	oundercharge	as a i	result of a	n act	or omission by a	a reta	iler or distributor.	•	
Issues										
None										
Recommen	datior	IS								
None										

	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating									
C	usto	mer Code cla	ause 4.	19(2)				Not Rated		
Licence:	Tra	ading								
Energy Coord	inatio	on Act section	11M							
						· ·	•	a customer who h		
								ount overcharged eriod specified.	d as a	
Tesuit of all ac		Sin by a	retailer		indutor,		anu p	enoù specineu.		
Observations	6			-						
Documents		Compliance								
Evidence: inte Customer serv					aff, ins	pected sample	instal	lations. Docume	nts:	
Process [		Outcome		Dutput		Reporting		Compliance		
There has bee	en no	overcharge.	· · · ·							
Issues										
None										
Recommenda	ation	S								
None										

11 404 -								<b>0</b> "		
Item 181	radin	ig Licence clai	use 2.1	and S	chedu	e 2 Gas		Compliance rating	g	
(	Customer Code clause 4.19(3) Not Rated									
Licence:										
Energy Coord	dinatio	on Act section	11M							
	A retailer must pay the amount overcharged in accordance with the customer's instructions within 12 business days of receiving the instructions.									
Observation	s									
Documents		Compliance								
Evidence: int	ervie	wed Lawrence	e Teo, li	sted st	aff. ins	pected sample	e instal	lations. Document	s:	
		charter. Custo			, , ,	<b>-</b>			-	
Process		Outcome		Output		Reporting		Compliance		
There has be	en no	overcharge.					•			
Issues										
None										
Recommend	ation	S								
None										

Item 182		ng Licence clai omer Code cla		Compliance rating Not Rated	9					
Licence:	ence: Trading									
Energy Cool	rdinati	on Act section	11M							
business da	A retailer must use reasonable endeavours to credit the amount overcharged within 20 business days of the customer making the request, in circumstances where instructions as to payment are not received by the customer.									
Observation	าร									
Documents		Compliance								
		wed Lawrence charter. Custo			aff,	insp	pected sample i	nstal	lations. Document	S:
Process		Outcome		Dutput			Reporting		Compliance	
There has be	en no	o overcharge.								
Issues										
None										
Recommen	datior	IS								
None										

Item 183	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating
	Customer Code clause 5.1	Compliant - 5
Licence:	Trading	
Energy Coo	ordination Act section 11M	
	te on the bill must be at least 12 business days from the deemed to be the date of the bill, unless the retailer spe	
Observatio	ns	

Documents												
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.												
Process	A	Outcome	Ŋ	Output	V	Reporting	A	Compliance	V			
The due date	e mee	ets the requiren	nents	5.								
Issues												
None												
Recommendations												
None												

Item 184	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating									
	Customer Code clause 5.2(1) Compliant - 5									
Licence:	Licence: Trading									
Energy Coo	rdinati	on Act section	11M							
A retailer m	A retailer must as a minimum offer the specified payment methods to the customer.									
Observatio	าร									
Documents	Documents 🗹 Compliance 🗹									
Evidence: in	ntervie	wed Lawrence	e Teo	, listed st	aff, ins	pected sample	instal	lations. Document	s:	
Customer se	ervice	charter. Custo	mer (	Code. Sa	mple b	ill.				
Process	Ø	Outcome	V	Output	Ø	Reporting	V	Compliance	Ø	
The required	l meth	ods are suppli	ed ar	nd Centre	epay.					
Issues										
None										
Recommendations										
None										

Item 185	5									
	Customer Code clause 5.2(2) Compliant - 5									
Licence:	Licence: Trading									
Energy Coordination Act section 11M										
A retailer must comply with the Electronic Funds Transfer Code of Conduct with respect to an electronic payment arrangement.										
Observations										
Documents	V	Compliance		V						
		wed Lawrence charter. Custo						instal	lations. Document	S:
Process	V	Outcome		Dutput	N N	Z	Reporting	V	Compliance	Ŋ
The Licensee complies with the Electronic Funds Transfer Code of Conduct. The Licensee only provides the information for a financial institution to make the transfer. There have been no complaints received about electronic transfers.										

Issues	
None	
Recommendations	
None	

1						~ ~ ~				
Item 186	Irad	ing Licence cla	use 2	2.1 and Sch	nedu	e 2 Gas		Compliance rating	]	
	Customer Code clause 5.3 Not Rated									
Licence:	icence: Trading									
		0								
Energy Coo	rdinat	ion Act section	11M							
A retailer must, prior to commencing a direct debit, obtain the customer's verifiable consent and agree to the specified conditions for the direct debit.										
Observatio	าร									
Documents		Compliance								
Evidence: in	ntervi	ewed Lawrence	e Teo	o, listed staf	f, ins	pected sample i	nstal	lations. Document	s:	
		charter. Custo								
Process		Outcome		Output		Reporting		Compliance		
There are no	o dire	ct debit facilitie:	s offe	ered.	•		•			
Issues										
None										
Recommen	datio	ns								
None										

	187Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 5.4Compliant - 5									
Licence: Trading										
Energy Coord	Energy Coordination Act section 11M									
A retailer must accept payment in advance from a customer on request, in the circumstances specified.										
Observation	s									
Documents 🗹 Compliance 🗹										
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	$\square$	Outcome		Dutput	Ŋ	Reporting	V	Compliance	V	
Payments in	advar	nce are accept	ted in a	Il circur	nstance	s.				
Issues										
None										
Recommend	ation	IS								
None	None									

Item 188	Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 5.5Not Rated								
Licence:	Licence: Trading								
Energy Coo	rdinat	ion Act section	11M						
A retailer must, at no charge, offer a residential customer a redirection of the customer's bill to a third person, if requested by a customer who is unable to pay by a minimum payment method, due to illness or absence.									
Observatio	ns								
Documents		Compliance							
		ewed Lawrence charter. Custo					nstal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
Free redirec	tions	are offered but	no re	equest has	been	made.	•		
Issues									
None									
Recommendations									
None									

Item 189	Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 5.6(1)Compliant - 5									
Licence:										
Energy Coo	rdinat	ion Act section	11M							
A retailer m specified.	ust no	ot charge a res	sidentia	al custo	omer a	late payment fe	e in	the circumstances		
Observation	าร									
Documents	V	Compliance		Ŋ						
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	V	Outcome	<b>1</b>	Output	Ø	Reporting	V	Compliance	Ŋ	
						and no compla an extension to		o ombudsman. No	fee	
Issues										
None										
Recommen	datio	ns								
None										

Item 190	Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating									
	Customer Code clause 5.6(2)	Compliant - 5									
Licence:	Trading										
Energy Co	Energy Coordination Act section 11M										
	nust not charge a residential customer an additional late payr vithin five business days from the date of receipt of the previ										

Observations									
Documents	V	Compliance		Ø					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	A	Outcome	V	Output	V	Reporting	M	Compliance	V
There have I	been	no double late	fees.						
Issues									
None									
Recommen	datio	ns							
None									

	n 191Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 5.6(3)Compliant - 5									
Licence: Trading										
Energy Coordination Act section 11M										
A retailer must not charge a residential customer more than three late payment fees in relation to the same bill.										
Observation	Observations									
Documents	Documents 🗹 Compliance 🗹									
		wed Lawrence Teo, li charter. Customer Co				instal	lations. Document	is:		
Process	V	Outcome 🛛 🖸 C	Output		Reporting	V	Compliance	V		
Only one late	fee h	as been charged.		•						
Issues										
None										
Recommend	ation	S								
None										

Item 192	Tradi	ing Licence cla	use 2.	1 and S	chedu	le 2 Gas		Compliance rating	)
	Customer Code clause 5.7(1) Compliant - 5								
Licence: Trading									
Energy Coordination Act section 11M									
A retailer must not require a customer who has vacated a supply address to pay for gas consumed at the customer's supply address in the circumstances specified.									
Observations									
Documents	V	Compliance		N					
Evidence: in	ntervie	ewed Lawrence	e Teo,	listed st	aff, ins	pected sample	instal	lations. Document	s:
Customer service charter. Customer Code. Sample bill.									
Process	V	Outcome		Output	V	Reporting	V	Compliance	V
Customers I	nave r	not paid for gas	where	e the rec	quired r	notice had been	n give	n.	

Issues	
None	
Recommendations	
None	

Item 193	Tradir	ng Licence clau	use 2.1	1 and S	chedul	e 2 Gas		Compliance rating	g	
	Custo	mer Code cla	use 5	.7(2)				Not Rated		
Licence:	Licence: Trading									
Energy Coordination Act section 11M										
A retailer must not require a customer who was evicted or otherwise required to vacate a supply address to pay for gas consumed at the customer's supply address in the circumstances specified.										
Observation	Observations									
Documents	Documents D Compliance D									
		wed Lawrence charter. Custor					nstal	lations. Document	S:	
Process		Outcome		Dutput		Reporting		Compliance		
There have a vacate a sup			ved th	at a cus	stomer	had been evicte	ed or	otherwise require	d to	
Issues										
None	None									
Recommend	dation	IS								
None										

Item 194	Trad	ing Licence clau	use 2	2.1 and Sch	nedul	e 2 Gas		Compliance rating	]
	Cust	omer Code cla	ause	5.7(4)				Compliant - 5	
Licence:	7	rading							
Energy Cool	Energy Coordination Act section 11M								
A retailer must not require a previous customer to pay for gas consumed at the supply address in the circumstances specified. A previous retailer must not require the customer to pay for gas consumed at the supply address in the circumstance specified. A retailer must not require the customer to pay for gas consumed at a disconnected supply address in the circumstances specified.									
Observatio	าร								
Documents	V	Compliance		Ø					
		ewed Lawrence charter. Custo					nstal	lations. Document	s:
Process	V	Outcome	Ŋ	Output	V	Reporting	V	Compliance	Ø
New contracts are set to commence at end date of previous contract or disconnection sets end date so new customers do not pay for previous gas consumed. There is no other trader. There are no complaints about paying for others gas.									
Issues	Issues								
None									

Recommendations	
None	

Item 195	Tradir	ng Licence cla	use 2.1	and S	che	dul	e 2 Gas		Compliance rating	9
	Custo	mer Code cla	ause 5.	8(1)					Not Rated	
Licence:	cence: Trading									
Energy Cool	Energy Coordination Act section 11M									
A retailer must comply with the Conduct Principles set out in the guideline on debt collection issued by the Australian Competition and Consumer Commission.										
Observations										
Documents	ocuments D Compliance D									
Evidence: in	ntervie	wed Lawrence	e Teo. I	isted st	aff. i	insc	pected sample i	nstal	lations. Document	s:
		charter. Custo			,	'	·			
Process		Outcome		Dutput			Reporting		Compliance	
There is no o	debt co	ollection.								
Issues										
None	None									
Recommendations										
None										

Item 196		ng Licence clai omer Code cla			Schedu	le 2 Gas		Compliance rating Not Rated	9		
Licence:	Licence: Trading										
Energy Coordination Act section 11M											
A retailer mu	A retailer must not commence proceedings for recovery of a debt in the circumstances specified.										
Observatio	Observations										
Documents	Documents D Compliance D										
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.											
Process		Outcome		Output		Reporting		Compliance			
There have	been	no debt procee	edinge	S.							
Issues											
None											
Recommendations											
None											

Item 197	5							
	Customer Code clause 5.8(3) Not Ra							
Licence: Trading								
Energy Coordination Act section 11M								
A retailer m	ust not recover or attempt to recover a debt relating to a supp	ly address from a						

•	person other than the customer with whom the retailer has or had entered into a contract for the supply of gas to that supply address.										
Observations											
Documents		Compliance									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.											
Process  Outcome Output Reporting Compliance											
There have b	been r	no debt recove	ry								
Issues											
None											
Recommend	datior	ıs									
None											

Item 198	Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 5.9Not Rated										
Licence:	Trading										
Energy Cod	Energy Coordination Act section 11M										
Where a retailer and residential customer have entered into a dual fuel contract, or separate contracts for the supply of electricity and gas, the retailer must apply a payment received from a residential customer for charges for the sale of electricity or sale and supply of gas in the circumstances specified.											
Observatio	Observations										
Documents	Compliance										
Evidence: Not applica	interviewed Lawrence Teo, listed staff, inspected sample insta ble.	llations. Documents:									
Process	Outcome     Output     Reporting	Compliance									
There are r	o dual fuel contracts.	· · · · · · · · · · · · · · · · · · ·									
Issues											
None											
Recommen	ndations										
None											

Item 199	Fradin	g Licence clause 2.1	and S	chedule 2 Gas	Compliance rating						
(	Customer Code clause 6.1(1) Compliant -										
Licence:	cence: Trading										
Energy Coord	Energy Coordination Act section 11M										
A retailer must assess whether a residential customer is experiencing payment difficulties or financial hardship, within three business days from when the residential customer informs a retailer that the customer is experiencing payment problems.											
Observations	Observations										
Documents	V	Compliance	V								
Evidence: int	ervie	wed Lawrence Teo, li	sted st	aff, inspected sample instal	llations. Documents:						

Customer service charter. Customer Code.										
Process	V	Outcome	V	Output	Z	Reporting	$\mathbf{\Lambda}$	Compliance	Ŋ	
The assessr	The assessment of financial difficulties is done on the spot in person or telephone.									
Issues										
None										
Recommen	Recommendations									
None										

Item 200		ng Licence clai omer Code cla			chedu	le 2 Gas		Compliance rating Compliant - 5	9	
Licence:	T	rading		. ,						
Energy Coo	rdinat	ion Act section	11M							
A retailer must give reasonable consideration to the information and advice specified when undertaking an assessment regarding payment difficulties or financial hardship.										
Observatio	Observations									
Documents	Documents 🗹 Compliance 🗹									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process	Ŋ	Outcome	V	Output	V	Reporting	Ŋ	Compliance	V	
The licensee financial cou		•	ed tha	at the cus	tomer	cannot pay. Cu	stom	ers are referred to a	a	
Issues										
None										
Recommendations										
None										

Item 201	Tradi	ng Licence cla	use 2	2.1 and S	chedul	e 2 Gas		Compliance rating	g	
	Cust	omer Code cla	ause	6.1(3)				Not Rated		
Licence:	T	irading								
Energy Coordination Act section 11M										
A retailer must advise a residential customer on request of the details of an assessment.										
Observation	ns									
Documents	Documents D Compliance D									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process		Outcome		Output		Reporting		Compliance		
There have	been	no requests for	deta	ails of ass	essme	nt.				
Issues										
None										
Recommendations										
None										

Item 202	Tradi	ng Licence cla	use 2	.1 and S	chedu	e 2 Gas		Compliance ratin	g	
	Customer Code clause 6.2(1) Not Rated									
Licence:				0.=(.)						
Licence.	11	rading								
Energy Cool	rdinati	on Act section	11M							
		unreasonably rcumstances s			ntial cu	stomer's reques	st for a	temporary suspen	sion	
Observation	าร									
Documents	Documents  Compliance Compliance									
Evidence: in	ntervie	wed Lawrence	e Teo.	listed st	aff. ins	oected sample	instal	lations. Documen	ts:	
		charter. Custo	-		,	·				
Process		Outcome		Output		Reporting		Compliance		
There have	been r	no requests fo	r susp	ension o	f actior	IS.	•			
Issues										
None										
Recommen	datior	IS								
None										

Item 203	Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 6.2(2)Not Rated										
Licence: Trading											
Energy Coo	rdinati	ion Act section	11M								
A retailer mu	ust allo	ow a temporary	/ sus	pension o	of action	ns for a period	of at I	east 10 days.			
Observation	าร										
Documents		Compliance									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process		Outcome		Output		Reporting		Compliance			
There have	been i	no requests for	r susp	pension c	of action	IS.					
Issues											
None											
Recommen	datior	าร									
None											

Item 204Trading Licence clause 2.1 and Schedule 2 GasCompliance ratinCustomer Code clause 6.2(3)Not Rated							
Licence:	Trading						
Energy Coordination Act section 11M							
the manne	must give reasonable consideration to a request by er specified to allow a relevant consumer representa sess a residential customer's capacity to pay.						

Observation	าร								
Documents		Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process		Outcome		Output		Reporting		Compliance	
There have been no requests from customers for consumer representative organisations to consider additional time to assess customer's capacity to pay. Reasonable consideration is given to customers requests for consideration for capacity to pay and options are given such as an instalment plan, financial counselling, Centrepay.									
Issues									
None									
Recommen	datio	ns							
None									

Item 205		ng Licence clau omer Code cla			chedul	e 2 Gas		Compliance rating Compliant - 5	9
Licence:	Tr	ading							
Energy Coo	rdinati	on Act section	11M						
that addition	al assi		e avail	able, in	circum	stances where a		residential custome idential customer is	
Observatio	าร								
Documents	N	Compliance		V					
		wed Lawrence charter. Custor			aff, ins	pected sample i	instal	lations. Document	s:
Process	V	Outcome		Output	M	Reporting	V	Compliance	V
Alternative p Centrepay	aymei	nt options and	advice	e is give	n such	as an instalmer	nt pla	n, financial counse	lling,
Issues									
None									
Recommen	dation	IS							
None									

Item 206	Fradir	ng Licence clause 2.1	and S	Schedule 2 Gas	Compliance rating					
(	Customer Code clause 6.4(1) Compliant - 5									
Licence:	icence: Trading									
Energy Coord	dinatio	on Act section 11M								
A retailer must offer a residential customer who is experiencing payment difficulties or financial hardship at least the specified payment arrangements.										
Observation	S									
Documents	V	Compliance	Ø							
		wed Lawrence Teo, li charter. Customer Co		taff, inspected sample instal	lations. Documents:					

Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
Time to pay	orac	complying insta	Imen	t plan is off	ered.				
Issues									
None									
Recommen	datio	ns							
None									

Item 207	Tradi	ng Licence cla	use 2	2.1 and S	chedu	le 2 Gas		Compliance rating	J
	Cust	omer Code cla	ause	6.4(2)				Compliant - 5	
Licence:	Т	irading							
Enorgy Coo	rdinat	ion Act contion	111/						
Energy Cool	rumat	ion Act section							
								ke the specified act	
when offerin	g an i	nstalment plan	to a	residentia	al custo	omer experienci	ng pa	ayment difficulties o	r
financial har	dship								
Observatio	ne								
	13				-				
Documents	$\mathbf{\nabla}$	Compliance		$\square$					
Evidence: i	ntervie	wed Lawrence		listed st	aff ins	nected sample i	instal	lations. Document	ç.
		charter. Custo			an, mo		insta		5.
_		-				I		· - ··	
Process	V	Outcome	☑	Output		Reporting	Ø	Compliance	
Offered insta	almen	t plans meet th	e req	uirement	s.				<u> </u>
Issues									
155065									
None									
Recommen	datio	ns							
None									

Item 208	Trading Licence clause 2.1 and Schedule 2 GasCompliance ratingCustomer Code clause 6.6(1)Not Rated										
Licence:		rading	luse	0.0(1)				Not Hated			
Energy Coo	rdinai	tion Act section	11M								
						uest by a custor tomer's fees, ch		or a relevant consu s, or debt.	mer		
Observation	าร										
Documents		Compliance									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process		Outcome		Output		Reporting		Compliance			
There have	been	no requests for	redu	uction of the	cust	omer's fees, ch	arge	s, or debt.	•		
Issues											
None											
Recommen	datio	ns									
None											

Item 209	Trad	ing Licence cla	use 2	.1 and S	Sched	lule	e 2 Gas		Compliance rating	9
	Cust	omer Code cla	ause	6.6(2)					Not Compliant - 2	
Licence:	T	rading								
Energy Coor	dinat	ion Act section	11M							
In giving reas	sonat	ole consideratio	n unc	ler claus	e 6.6(	(1),	a retailer shou	ıld re	fer to the guideline	s in
its hardship	oolicy	referred to in a	clause	e 6.10(2)	(d).				-	
Observation										
Observation	15									
Documents	V	Compliance		×						
Evidence: in	itervi	ewed Lawrence	e Teo	, listed st	taff, in	ısp	ected sample i	nstal	lations. Document	s:
Customer se	rvice	charter. Custo	mer C	Code.						
Process	A	Outcome	V	Output	V	1	Reporting	V	Compliance	×
The License	e has	a draft financia	al har	dship po	licy so	c c	annot be assur	ed o	f meeting the	
		rements before	e it is f	inalised.	Subj	ect	t to consultation	n the	document meets the	ne
requirements	5.									
Issues										
Hardship pol	icy is	not in place								
Recommen	datio	ns								
Finalise cons	sultat	ion of hardship	polic	y and se	t up p	roc	cess for schedu	uled a	annual consultation	

Item 210 Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating
Customer Code clause 6.7	Not Rated
Licence: Trading	
Energy Coordination Act section 11M	
A retailer must give reasonable consideration to offering a customer an	
to revise an existing instalment plan, in circumstances where it is reaso	-
retailer that the customer is unable to meet its previously elected payme	ent arrangement.
Observations	
Documents  Compliance	
Evidence: interviewed Lawrence Teo, listed staff, inspected sample ins	stallations. Documents:
Customer service charter. Customer Code.	
Process  Outcome Output Reporting	□ Compliance □
There has been no revised instalment plan offered after an existing inst	alment plan. New
instalment plans have been offered.	
Issues	
None	
Recommendations	
None	

Item 211	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.8	Compliance rating Compliant - 5
Licence:	Trading	

Energy Coordination Act section 11M										
A retailer must advise the customer of the specified assistance information.										
Observations										
Documents	V	Compliance		Ø						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V	
Customers a	are ad	vised of compl	ying	assistance	inforr	nation.	•			
Issues										
None										
Recommen	datio	ns								
None										

Item 212		ng Licence clau omer Code cla			chedu	le 2 Gas		Compliance rating Not Rated		
Licence:	Licence: Trading									
Energy Coordination Act section 11M										
A retailer must determine the minimum payment in advance amount for residential customers experiencing payment difficulties or financial hardship in consultation with relevant consumer representative organisations.										
Observations										
Documents		Compliance								
		ewed Lawrence charter. Custo			aff, ins	pected sample	instal	lations. Document	s:	
Process		Outcome		Output		Reporting		Compliance		
	There has been no request for advance payment at all and none therefore from those with payment difficulties.									
Issues										
None										
Recommen	Recommendations									
None										

Item 213	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating									
(	Customer Code clause 6.9(2)									
Licence:	Licence: Trading									
Energy Coord	linatio	n Act section 11M								
	A retailer may apply different minimum payment in advance amounts for residential customers experiencing payment difficulties or financial hardship and other customers.									
Observation	Observations									
Documents	Ø	Compliance	Ø							
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents:										

Customer service charter. Customer Code.									
Process	V	Outcome	V	Output	Z	Reporting	V	Compliance	Ŋ
Flexible plar	Flexible plans are offered depending on the circumstances.								
Issues									
None									
Recommendations									
None									

Item 214	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating									
		omer Code cla			0110040			Not Compliant - 2		
Licence:	Trading									
Energy Cool	Energy Coordination Act section 11M									
A retailer must develop a hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.										
Observations										
Documents	×	Compliance		X						
Evidence: in	ntervie	wed Lawrence	e Teo,	listed st	aff, ins	pected sample i	instal	lations. Document	s:	
Customer se	ervice	charter. Custo	mer Co	ode. Dra	aft hard	ship policy.				
Process	N	Outcome	× (	Output		Reporting	V	Compliance	×	
A draft policy	/ has I	oeen develope	ed.		•					
Issues										
A hardship policy is not in place.										
Recommendations										
Finalise the	hardsł	nip policy inclu	ding th	ne requi	red con	sultation.				

Item 215 Trading Licence clause 2.1 and Schedule 2 Gas	Compliance rating								
Customer Code clause 6.10(2)	Not Compliant - 2								
Licence: Trading									
Energy Coordination Act section 11M									
A retailer must ensure that the hardship policy complies with the specified criteria.									
Observations									
Documents 🗵 Compliance 🗵	Documents 🗵 Compliance 🗵								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample ins Customer service charter. Customer Code. Draft hardship policy.	tallations. Documents:								
Process 🗹 Outcome 🗵 Output 🗹 Reporting	Image: Compliance								
The draft policy complies with the requirements subject to consultation to	being completed.								
Issues									
A hardship policy is not in place.									
Recommendations									
Finalise the hardship policy including the required consultation.									

Item 216	Trad	ing Licence cla	use 2	2.1 and Sch	iedul	e 2 Gas		Compliance rating	9
	Cust	tomer Code cla	ause	6.10(3)				Not Rated	
Licence:	icence: Trading								
Enorgy Coo	rdina	tion Act section	111	1					
Energy Cool	luilla	IION ACI SECIION							
A retailer mu	ust giv	ve a customer,	finan	cial counse	llor o	r relevant consu	umer	representative	
organisation	, on r	equest, details	of th	e financial h	ards	hip policy, at no	chai	rge.	
		•						-	
Observatio	ns								
Documents	×	Compliance		×					
Evidence: in	ntervi	ewed Lawrence	e Tec	o, listed staff	f, ins	oected sample i	nstal	lations. Document	s:
Customer se	ervice	charter. Custo	mer	Code. Draft	hard	ship policy.			
Process	V	Outcome	×	Output	V	Reporting	V	Compliance	×
The policy is	s not o	completed to m	ake a	available.			•		•
Issues									
None									
Recommen	Recommendations								
None									

Item 217 Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.10(4)	Compliance rating Not Compliant - 2							
Licence: Trading								
Energy Coordination Act section 11M								
A retailer must keep a record of the specified information related to the	nardship policy.							
Observations								
Documents 🗵 Compliance 🗵								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample instal Customer service charter. Customer Code. Draft hardship policy.	lations. Document	s:						
Process 🗵 Outcome 🗵 Output 🗵 Reporting 🗵	Compliance	×						
The policy is not in place to keep the records.								
Issues								
Records are not kept.								
Recommendations								
Finalise the hardship policy and keep the required records.								

Item 218Trading Licence clause 2.1 and Schedule 2 GasCompliance rationCustomer Code clause 6.11Not Rated						
Licence:	Trading					
Energy Co	ordination Act section 11M					
	nust consider any reasonable request for alternative paymer ustomer who is experiencing payment difficulties.	it arrangements from a				

Observations									
Documents		Compliance							
Evidence: in	ntervi	ewed Lawrence	e Teo	, listed sta	aff, ins	pected sample	insta	llations. Docume	ents:
Customer se	ervice	charter. Custo	mer (	Code.					
Process		Outcome		Output		Reporting		Compliance	
There have	been	no requests for	alter	mative pag	yment	arrangements.			
Issues									
None									
Recommendations									
None									

Item 219	Trad	ng Licence cla	use 2	2.1 and S	chedu	le 2 Gas		Compliance rating	J
	Cust	omer Code cla	ause	7.1				Compliant - 5	
Licence:	Licence: Trading								
Energy Coo	Energy Coordination Act section 11M								
A retailer must give the customer a reminder notice, use its best endeavours to contact the customer and give the customer a disconnection warning, in the manner and timeframes specified, prior to arranging for disconnection of a customer's supply address for failure to pay a bill.									
Observation	าร								
Documents	A	Compliance		N					
		ewed Lawrence charter. Custo					nstal	lations. Document	S:
Process	V	Outcome	V	Output	Ø	Reporting	Q	Compliance	Ø
A complying reminder notice and a complying disconnection warning are issued in the manner and timeframes specified prior to arranging for disconnection.									
Issues									
None									
Recommendations									
None									

Item 220	Fradir	g Licence clause 2.1	and S	chedule 2 Gas	Compliance rating				
(	Custo	mer Code clause 7.2		Compliant - 5					
Licence:	r: Trading								
Energy Coord	linatio	on Act section 11M							
	A retailer must not arrange for disconnection of a customer's supply address for failure to pay a bill in the circumstances specified.								
Observation	S								
Documents	Documents 🗹 Compliance 🗹								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------	---------	---	--------	---	-----------	---	------------	---
There have been no disconnections where there was compliance with an instalment plan or the bill had been paid. There have been no complaints received about disconnections.									
Issues									
None									
Recommen	datio	ns							
None									

r									
Item 221	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating								
	Customer Code clause 7.3 Not Rated								
Licence:	Trading								
Energy Coo	Energy Coordination Act section 11M								
In relation to	o dual	fuel contracts	or s	eparate c	ontrac	ts for the supp	ly of e	electricity and the su	upply
of gas, a reta	ailer m	nust not arrang	e for	disconneo	ction o	f the residentia	l cust	omer's supply add	ress
								tion of the resident	
customer's									
	gae et								
Observatio	ns								
		1							
Documents		Compliance							
Evidence i	ntervie	wed Lawrence	Teo	listed sta	aff insi	nected sample	instal	lations. Document	د.
		charter. Custo					mota		0.
						10.			
Process		Outcome		Output		Reporting		Compliance	
Thoro have	boon	no dual fuel co	otrao	te					<u> </u>
There have	Deen		niac	15.					
Issues									
None									
Recommen	datio	าร							
None									

Item 222	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating								)
	Customer Code clause 7.4 Compliant - 5								
Licence:	Licence: Trading								
Energy Coo	Energy Coordination Act section 11M								
		t arrange for the ter unless the					oly ac	ddress for denying	
Observatio	ns								
Documents	V	Compliance							
		ewed Lawrence charter. Custo					nstal	lations. Document	s:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
There have	been	no disconnection	ons fo	r denying	acces	ss to the meter.			
Issues									
None									

Recommendations	
None	

Item 224	Trad	ing Licence cla	use 2	2.1 and Sch	nedu	le 2 Gas		Compliance ratin	g
	Customer Code clause 7.6 Compliant - 5								
Licence:	7	rading							
Energy Coordination Act section 11M									
	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.								
Observatio	ns								
Documents	V	Compliance		Ø					
Evidence: in	ntervi	ewed Lawrence	e Tec	o, listed staf	f, ins	pected sample in	nstal	lations. Documen	ts:
Customer se	ervice	charter. Custo	mer	Code. Samp	ole bi	lls.			
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
There have	been	no disconnecti	ons v	where there	was	a complaint or c	outsio	de the proscribed t	mes.
Issues									
None									
Recommen	datio	ns							
None									

	Trading Licence clause 2.1 and Schedule 2 GasCompliandCustomer Code clause 8.1(1)Compliant								g
Licence:	Licence: Trading								
Energy Coor	dinatio	on Act section	11M						
A retailer must arrange for reconnection of the customer's supply address if the customer has remedied its breach, makes a request for reconnection, pays the retailer's reasonable charges (if any) or accepts an offer of an instalment plan for the retailer's reasonable charges.									
Observation	S								
Documents	V	Compliance		Ø					
		wed Lawrence charter. Custor					instal	lations. Document	S:
Process	$\square$	Outcome	⊠ C	Dutput	V	Reporting	V	Compliance	V
Reconnection about reconn			in a co	mplyin	g manr	er. There have	beer	no complaints rec	eived
Issues									
None									
Recommend	lation	IS							
None									

								<b>a</b> "	
Item 226	Iradi	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating							
	Customer Code clause 8.1(2) Compliant - 5								
Licence:									
LICENCE.	11	aung							
Energy Coo	rdinati	on Act section	11M						
A retailer mu specified.	A retailer must forward the request for reconnection to the relevant distributor within the timeframe specified.								
Observation	าร								
Documents	V	Compliance		Ø					
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.								
Process	Ø	Outcome	V	Output		Reporting	V	Compliance	V
		listributor are r th the other as					muni	cating with one is	
Issues									
None	None								
Recommendations									
None									

Item 228 Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.1(1)	5 I S								
Licence: Trading									
Energy Coordination Act section 11M									
A retailer must give notice of any variations in its tariffs to each of its customers affected by a variation, in the timeframes specified.									
Observations									
Documents 🗹 Compliance 🗹									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
ProcessImage: OutcomeImage: OutputImage: OutputImage: Output	Compliance	Ø							
While the notice that tariffs are subject to annual CPI increases in the infor are not told with the prior bill of a pending increase.	mation pack custo	mers							
Issues									
Required to advise customers at least in the prior bill of a tariff increase.									
Recommendations									
Develop a scheduled annual procedure to include a notice with the bill price	or to a tariff increas	e.							

Item 229	· · · · · · · · · · · · · · · · · · ·								
Customer Code clause 10.1(2) Compliant - 5									
Licence:	Trading								
Energy Co	Energy Coordination Act section 11M								
	nust give a customer on request, at no charge, reasonal ding alternative tariffs (if any).	ble information on the retailer's							

Observations									
Documents	V	Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	$\mathbf{A}$	Outcome	V	Output	V	Reporting	Q	Compliance	N
Tariff information tariff.	Tariff information is in the information pack and available free on request. There is no alternative tariff.								
Issues									
None									
Recommendations									
None									

Item 230	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating								
	Cust	Customer Code clause 10.1(3) Not Rated							
Licence:	Licence: Trading								
Energy Coo	rdinati	ion Act section	11M						
	A retailer must give a customer the information requested on tariffs in the manner and within the timeframes specified.								
Observatio	าร								
Documents		Compliance							
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.								S:
Process		Outcome		Output		Reporting		Compliance	
There have available fre			' infor	mation. T	Tariff in	formation is in	the in	formation pack and	
Issues									
None									
Recommendations									
None									

Item 231	Tradi	Trading Licence clause 2.1 and Schedule 2 Gas Compliance rating							)
	Customer Code clause 10.2(1) Not Rated								
Licence:	ence: Trading								
Energy Cool	Energy Coordination Act section 11M								
A retailer mu	A retailer must, on request, give a customer its billing data.								
Observation	Observations								
Documents		Compliance							
		ewed Lawrence charter. Custo					instal	lations. Document	S:
Process        Outcome     Output     Reporting     Compliance     Image: Compliance									
There have been no requests for information. Billing information is in the information pack and									
Process There have I	D been					1 0		•	

available free on request.
Issues
None
Recommendations
None

Item 232	Tradir	ng Licence clau	use 2.	.1 and S	chedul	e 2 Gas		Compliance rating	3	
(	Custo	mer Code cla	use 1	10.2(2)				Not Rated		
Licence:	Trading									
Liberioe.		aanig								
Energy Coord	dinatio	on Act section	11M							
A retailer must give the requested billing data at no charge in the circumstances specified.										
Observations										
Documents		Compliance								
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.										
Process		Outcome		Output		Reporting		Compliance		
There have b	een r	no requests for	infori	mation. E	Billing ir	formation is in	the ir	nformation pack and	d	
available free	on re	equest.			-					
Issues										
None										
Recommend	ation	IS								
None										

Item 233		ing Licence clau comer Code cla			che	dul	e 2 Gas		Compliance rating Not Rated	
Licence:	Trading									
Energy Coo	rdinat	tion Act section	11M							
A retailer must give the requested billing data within 10 business days of the receipt of the request or payment of the retailer's reasonable charge for providing the billing data.										
Observation	Observations									
Documents		Compliance	Compliance							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.										
Process		Outcome		Output			Reporting		Compliance	
There have available fre		•	infoi	rmation. E	Billing	ıg in	formation is in	the ir	nformation pack and	d
Issues										
None	None									
Recommen	datio	ns								
None										

Item 234		ing Licence cla e clause 10.2(4		.1 and So	che	edule	e 2 Gas Custom	er	Compliance rating Compliant - 5	9
Licence:	nce: Trading									
Energy Coordination Act section 11M										
A retailer must keep a customer's billing data for seven years.										
Observations										
Documents	Ø	Compliance	Compliance 🗹							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.										
Process	V	Outcome	V	Output		$\checkmark$	Reporting	V	Compliance	V
The custom	er billi	ng data is avai	able	on the se	erve	ers fo	or the 5 years of	f ope	ration.	
Issues										
None										
Recommen	datio	ns								
None										

Item 235 Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.3	Compliance rating Not Rated									
Licence: Trading	e: Trading									
Energy Coordination Act section 11M										
A retailer must give a customer on request, at no charge, the concession	information specifie	d.								
Observations	Observations									
Documents  Compliance Compliance										
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.										
Process  Outcome Output Reporting	Compliance									
There are no concessions for gas customers and there have been no requ	Jests.									
Issues										
None										
Recommendations										
None										

Item 236	Trading Licence clause 2.1 and Schedule 2 Gas Customer Compliance rating										
	Code clause 10.4	Not Rated									
Licence:	Trading										
Energy Coor	Energy Coordination Act section 11M										
A retailer must give a customer on request, at no charge, the general energy efficiency information specified.											
Observation	Observations										
Documents	Compliance										

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process		Outcome		Output		Reporting		Compliance	
There have	There have been no requests for energy efficiency information.								
Issues									
While the Licensee can supply energy efficiency information if requested, access can be improved by providing energy efficiency information or where it can be obtained on the web site or customer charter.									
Recommendations									
Add information on energy efficiency or references to where it may be readily obtained to web site and customer charter. (Non mandatory recommendation audit guidelines 11.4).									

Item 237		ng Licence cla clause 10.5	use 2.	.1 and S	chedul	e 2 Gas Custom	ner	Compliance rating Not Rated	
Licence:	cence: Trading								
Energy Cool	rdinat	ion Act section	11M						
A retailer must give information to the customer, or refer the customer to the relevant distributor for a response, if asked by a customer for information relating to the distribution of gas.									
Observation	Observations								
Documents	ments  Compliance								
		ewed Lawrence charter. Custo	-		aff, ins	pected sample i	nstal	lations. Document	S:
Process	$\checkmark$	Outcome	V	Output	V	Reporting	V	Compliance	V
There have	been	no requests for	r gas i	nformati	on. The	ere is informatio	n in t	he customer charte	er.
Issues									
None	None								
Recommen	datio	ns							
None									

Item 238		•	use 2	2.1 and Sc	hedule	e 2 Gas Custom	er	Compliance rating	)	
	Code	e clause 10.5A						Compliant - 5		
Licence:										
Energy Cool	rdinat	ion Act section	11M							
A retailer must lodge with the Authority a gas customer safety awareness program in the manner and timeframes specified.										
Observation	Observations									
Documents	V	Compliance		M						
Evidence: in	ntervie	ewed Lawrence	e Teo	, listed sta	ff, ins	pected sample i	nstal	lations. Documents	s:	
Customer se	Customer service charter. Customer Code. Safety awareness program									
Process	Ŋ	Outcome	V	Output	V	Reporting	V	Compliance	V	
A gas customer safety awareness program has been lodged as required.										

Issues	
None	
Recommendations	
None	

Item 240	Trad	ing Licence cla	use 2	2.1 and Solari 2.1 and So	chedul	e Gas Custome	r	Compliance rating	
	Code	e clause 10.9						Compliant - 5	
Licence:		rading							
Licence.									
Energy Coo	Energy Coordination Act section 11M								
A retailer, d	istribı	utor and marke	eter n	nust, to tl	he exte	ent practicable,	ensu	re that any written	
-								le is expressed in c	ear.
		•				makes it easy			· · ,
Simple, and	5011013	se language al			armar	marco n casy	to un		
Observatio	ne								
Observation	15								
Documents	Documents 🗹 Compliance 🗹								
Evidence: in	ntervi	ewed Lawrence	e Teo	o, listed st	aff, ins	pected sample	instal	lations. Documen	ts:
Customer se	ervice	charter. Custo	mer (	Code.					
		<u> </u>		<u> </u>					
Process	☑	Outcome	☑	Output		Reporting		Compliance	Ø
Written infor	matio	n that is given	to a c	ustomer	undert	he Gas Custon	her C	ode is complying.	
Whiteh into	mailo	in that is given		Justomer	under			oue is complying.	
Issues									
N1									
None									
Recommendations									
	aatio								
None									

Item 241		ng Licence cla clause 10.10(		2.1 and S	chedule	e 2 Gas Custor	ner	Compliance rating Not Rated		
Licence:	Trading									
Energy Coo	rdinati	on Act section	11M							
A retailer and distributor must tell a customer on request how the customer can obtain a copy of the Gas Customer Code.										
Observations										
Documents		Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process		Outcome		Output		Reporting		Compliance		
There have	oeen r	no requests for	copi	es of Ga	s Custo	mer Code.				
Issues										
None	None									
Recommendations										
None										

Item 242	Trading Licence clause 2.1 and Schedule 2 Gas CustomerCompliance ratingCode clause 10.10(2)Compliant 5								
Licence:	Τı	rading							
Energy Cool	rdinati	on Act section	11M						
	A retailer and distributor must make electronic copies of the Gas Customer Code available, at no charge, on their web sites.								no
Observatio	าร								
Documents	A	Compliance		V					
		ewed Lawrence charter. Custor					nstal	lations. Document	s:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	Ø
		has a direct lin that has the cu					eb si	te has a link to the	
Issues									
None									
Recommendations									
None.									

Item 243	Trading Licence clause 2.1 and Schedule Gas CustomerCompliance ratingCode clause 10.10(3)Not Rated								9
Licence:	T	rading							
Energy Cool	rdinati	on Act section	11M						
	A retailer and distributor must make a copy of the Gas Customer Code available for inspection, at no charge, at their offices.								n, at
Observation	าร								
Documents	Documents D Compliance D								
		wed Lawrence charter. Custo					instal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	v
There have l	been i	no requests for	the C	Code but	it is av	ailable free on i	reque	st.	
Issues									
None									
Recommendations									
None									

Item 244	Trading Licence clause 2.1 and Schedule 2 Gas Customer	Compliance rating
	Code clause 10.11(1)	Compliant - 5
Licence:	Trading	
Energy Co	ordination Act section 11M	
	nd distributor must make available to the customer on request, the customer in interpreting information provided by the retailer	

Observations									
Documents	V	Compliance		Ø					
Evidence: in	ntervi	ewed Lawrence	e Tec	o, listed st	aff, in	spected sample	insta	llations. Documer	ts:
Customer se	ervice	charter. Custo	mer	Code. Sa	mple k	oills.			
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
The informa	tion is	s in the custome	er ch	arter and	availa	ble on request f	ree.		
Issues									
None	None								
Recommendations									
None									

Item 245	5								
Code clause 10.11(2)     Not Compliant - 2       Licence:     Trading									
Energy Coordination Act section 11M									
	A retailer and, where appropriate a distributor, must include the telephone number for their special information services and for independent multi-lingual services, on the documents specified.								
Observation	าร								
Documents	×	Compliance		×					
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.								
Process	V	Outcome	×	Output	V	Reporting	V	Compliance	×
		ervice and TTY e warnings and					slatio	on service is on the	bill,
Issues									
Need to add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices.									
Recommendations									
		to bill, and TTY connection notion		special ir	nformat	ion services info	orma	tion on overdue	

Item 246	Trading Licence clause 2.1 and Schedule 2 Gas Customer Compliance rating								9
	Code clause 11.1(1)								
Licence:	Т	rading							
Energy Cool	rdinat	ion Act section	11M						
A retailer an	d dist	ributor must pro	oduce	e and pub	olish a	Customer Servi	ce Cl	narter.	
Observation	าร								
Documents	V	Compliance		Ø					
Evidence: in	ntervi	ewed Lawrence	e Teo	, listed st	aff, ins	pected sample	instal	lations. Document	s:
Customer service charter. Customer Code.									
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V

A customer service charter has been published.
Issues
None
Recommendations
None

Item 247	Tradir	ng Licence cla	use 2.	1 and S	chedule	e 2 Gas Custon	ner	Compliance rating	g
	Code clause 11.1(2) Compliant - 5								
		· · ·	/						
Licence:	11	ading							
Energy Coor	dinati	on Act section	11M						
A retailer and Charters.	l distr	ibutor must ad	dress	the spe	cified in	formation in the	eir Cu	stomer Service	
Observation	S								
Documents	V	Compliance		V					
		wed Lawrence charter. Custo			aff, ins	pected sample	instal	lations. Document	S:
Process	V	Outcome	Ø	Output	N	Reporting	N	Compliance	M
The Custome	er Ser	vice Charter c	ontain	s the rea	quired i	nformation.			
Issues									
None									
Recommendations									
None									

Item 248		ing Licence cla clause 11.2(1	ner	Compliance rati Not Rated	ng				
Licence:	Т	rading							
Energy Coo	rdinat	ion Act section	11M						
A retailer an Service Cha		ributor must giv	ve a d	customer	on req	uest, at no cha	rge, a	copy of the Cust	omer
Observation	าร								
Documents		Compliance							
		ewed Lawrence charter. Custo					insta	llations. Docume	nts:
Process		Outcome		Output		Reporting		Compliance	
There have the office an			t the	charter is	in the	information pa	ck, av	vailable on reques	t at
Issues									
None									
Recommendations									
None							_		

Item 249		ng Licence cla clause 11.2(2	ner	Compliance rating Not Rated	9				
Licence:	Licence: Trading								
Energy Coo	rdinati	on Act section	11M						
	A retailer and distributor must dispatch a copy of the Customer Service Charter to a customer who requests a copy, within two business days of the request.								
Observation	าร								
Documents		Compliance							
		wed Lawrence charter. Custo					instal	lations. Document	s:
Process		Outcome		Output		Reporting		Compliance	
There have	been r	no requests for	r the cl	harter.					
Issues									
None									
Recommendations									
None									

Item 250		ing Licence cla e clause 12.1(1		2.1 and Sch	nedul	e 2 Gas Custom	er	Compliance rating Compliant - 5	g
Licence:		rading	/						
Energy Coo	rdinat	ion Act section	11M						
	A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes.								ing
Observation	ns								
Documents	V	Compliance		Ø					
		ewed Lawrence charter. Custo					nstal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
There is a co	ompla	aints handling p	roce	SS.			•		
Issues									
None									
Recommen	datio	ns							
None									

Item 251	Trading Licence clause 2.1 and Schedule 2 Gas Customer	Compliance rating
	Code clause 12.1(2)	Compliant - 5
Licence:	Trading	
Energy Co	ordination Act section 11M	
	nd distributor must develop, maintain and implement a complai specified requirements.	nts handling process that
Observation	ons	

Documents	V	Compliance		M					
		ewed Lawrence charter. Custo					nstal	lations. Document	s:
Process	☑	Outcome	Ø	Output	V	Reporting	☑	Compliance	Ø
The complaints process is complying. There have been no complaints received about complaints process.									
Issues									
None									
Recommendations									
None									

Item 252		ing Licence cla clause 12.1(3		2.1 and S	chedule	e 2 Gas Custon	ner	Compliance ratin Compliant - 5	g	
Licence:	T	rading								
Energy Coo	Energy Coordination Act section 11M									
A retailer or distributor must at least provide the specified advice to a customer when handling a complaint.										
Observation	Observations									
Documents	Documents 🗹 Compliance 🗹									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.									
Process	$\square$	Outcome	V	Output	V	Reporting	V	Compliance	V	
The required about comp		•	o the	one com	plainan	t. There have b	een r	no complaints rece	ived	
Issues										
None										
Recommendations										
None										

Item 253		0	use 2	.1 and So	chedi	ule	e 2 Gas Custom	er	Compliance rating	9
	Code	e clause 12.2							Compliant - 5	
Licence:	Т	rading								
Energy Coo	rdinat	ion Act section	11M							
A retailer must comply with any guideline developed by the Authority relating to distinguishing customer queries from customer complaints.										
Observation	ns									
Documents	V	Compliance		Ø						
Evidence: in	ntervi	ewed Lawrence	e Teo	. listed st	aff. ir	ารต	pected sample i	nstal	lations. Document	s:
		charter. Custo								-
Process     Image: Outcome     Image: Output     Image: Output     Image: Output     Image: Output										
The complaint process defines a complaint as involving dissatisfaction as required by the guidelines and by exception a query is an enquiry not involving dissatisfaction. As required the										

complaint process complies with AS 4269 the precursor to ISO 10002.
Issues
None
Recommendations
None

Item 254		ng Licence cla clause 12.3	use 2	2.1 and S	chedule	e 2 Gas Custom	ier	Compliance rating Not Rated	)
Licence:	Tr	ading							
Energy Cool	Energy Coordination Act section 11M								
A retailer, distributor and marketer must give a customer on request, at no charge, information that will assist the customer in utilising the respective complaints handling processes.									
Observations									
Documents	Documents  Compliance Compliance								
		wed Lawrence charter. Custo					nstal	lations. Document	S:
Process		Outcome		Output		Reporting		Compliance	v
There have	oeen r	no requests for	rinfor	mation o	n comp	laints handling.			
Issues									
None									
Recommendations									
None									

Item 255		ing Licence cla e clause 12.4	use 2	2.1 and S	che	dule	e 2 Gas Custon	ıer	Compliance rating	3
Licence:	T	rading								
Energy Coo	rdinat	ion Act section	11M							
A retailer, distributor or marketer who receives a complaint that does not relate to its functions, must refer the complaint to the appropriate entity and inform the customer of the referral.										
Observatio	Observations									
Documents	Documents  Compliance Compliance									
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process		Outcome		Output			Reporting		Compliance	
							ensees functior e is to the othe		e distributor and tra	der
Issues										
None										
Recommen	datio	ns								
None										

Item 256		ng Licence cla clause 13.1	use 2	2.1 and So	chedule	e 2 Gas Custom	ner	Compliance rating Compliant - 5	)
Licence:	T	rading							
Energy Coo	rdinat	ion Act section	11M						
A retailer, distributor or marketer must keep a record or other information as required to be kept by the Gas Customer Code for at least two years from the last date on which the information was recorded, unless expressly provided otherwise.									
Observations									
Documents	Documents 🗹 Compliance 🗹								
		ewed Lawrence charter. Custo			aff, ins	pected sample i	nstal	lations. Document	S:
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V
The required	d infor	mation is retair	ned.				•		•
Issues									
None									
Recommendations									
None									

		ng Licence cla clause 13.2	use 2.	1 and S	chedu	le 2 Ga	as Custom	er	Compliance rating Compliant - 5	g
Licence:	Tr	ading								
Energy Coor	Energy Coordination Act section 11M									
A retailer must keep a record of the total number and percentage of customers under the affordability and access indicators specified.										
Observation	Observations									
Documents	Documents 🗹 Compliance 🗹									
		wed Lawrence charter. Custo	-		aff, in	spected	d sample i	nstal	lations. Document	S:
Process	$\blacksquare$	Outcome		Output	V	Rep	orting	V	Compliance	V
The required	recor	ds are kept.			•			•		
Issues										
None	None									
Recommendations										
None										

Item 258	Trading Licence clause 2.1 and Schedule 2 Gas Customer	Compliance rating
	Code clause 13.3(1)	Compliant - 5
Licence:	Trading	
Energy Co	ordination Act section 11M	
A retailer r	nust keep a record of the customer complaint indicators spec	ified.
Observatio	ons	

Documents	V	Compliance		Ø					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	V	Outcome	Ø	Output	V	Reporting	V	Compliance	Z
The required	The required records are kept.								
Issues									
None									
Recommendations									
None									

		•		and S	e 2 Gas Custor	ner	Compliance rating	g	
(	Code	clause 13.3(2	)					Compliant - 5	
Licence:	Tr	ading							
Energy Coord	dinatio	on Act section	11M						
A retailer must keep a copy of each complaint referred to in clause 13.3(1) (including complaints made directly to a marketer).									
Observation	Observations								
Documents	Documents 🗹 Compliance 🗹								
		wed Lawrence charter. Custo					instal	lations. Document	S:
Process	V	Outcome	⊠ C	Output	Ŋ	Reporting	V	Compliance	V
There is a rec	ord o	f the one com	plaint re	eceive	d.				
Issues									
None									
Recommendations									
None									

Item 260		ing Licence cla clause 13.5	use 2	2.1 and Sch	edule	e 2 Gas Custom	er	Compliance ratir Not Applicable	ng
Licence:	Т	rading							
Energy Cool	Energy Coordination Act section 11M								
A retailer m	A retailer must keep a record of the call centre performance indicators specified.								
Observation	Observations								
Documents		Compliance							
		ewed Lawrence charter. Custo					nstal	lations. Documer	nts:
Process		Outcome		Output		Reporting		Compliance	
The License	The Licensee does not have a call centre and one cannot be economically justified.								
Issues									
None									

Recommendations	
None	

Item 261		ng Licence cla clause 13.6	ner	Compliance ratin Compliant - 5	g				
Licence:	Licence: Trading								
Energy Coor	Energy Coordination Act section 11M								
A retailer mu specified.	ust ke	ep a record o	f the to	tal nur	nber of	residential and	l busi	ness accounts	
Observatior	Observations								
Documents	Documents 🗹 Compliance 🗹								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.								
Process	$\mathbf{A}$	Outcome	⊠ C	Output	V	Reporting	Ŋ	Compliance	V
The required	recor	ds are kept.					•		•
Issues									
None									
Recomment	dation	IS							
None									

Item 267		ng Licence clau clause 13.15(	Compliance rating Compliant 5								
Licence:		,	ading								
		•									
Energy Cool	rdinati	ion Act section	11M								
the Gas Cus	tomer	Code, in respe	ect of					on required by Part eport must be publis			
no later than	the fo	ollowing 1 Octo	ber.								
Observation	าร										
Documents	Documents 🗹 Compliance 🗹										
		ewed Lawrence charter. Custo					instal	lations. Documents	S:		
Process	V	Outcome	V	Output	V	Reporting	V	Compliance	V		
The 2009/10	repo	rt has been pul	olishe	ed and or	n time (	after the audit p	eriod	).			
Issues											
None											
Recommen	datio	ns									
None											
L											

Item 268	Trading Licence clause 2.1 and Schedule Gas Customer Code clause 13.15(3)	Compliance rating Not Rated
Licence:	Trading	

Energy Coordination Act section 11M									
A copy of each report must be given to the Minister and the Authority not less than 7 days before									
it is publishe	d.								
Observatior	Observations								
Documents  Compliance Compliance									
Evidence: ir	ntervi	ewed Lawrence	e Tec	, listed staff	, ins	pected sample i	nstal	lations. Document	s:
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process		Outcome		Output	V	Reporting		Compliance	
The 2009/10	repo	ort was publishe	d bu	t not given t	o the	Minister before	pub	lication. The report	is
outside the a	udit	period. There w	as n	o report in t	he al	udit period.			
Issues									
Advise Minister before publication.									
Recommend	datio	ns							
Develop a co	ompli	ance manual w	ith so	cheduled rei	mind	ers for regulator	у со	mpliance issues.	

Item A	Old Licence clause7								Compliance rating Compliant 5	9
Licence:	e: Trading									
The licence	requi	res, to the exter	nt eco	nomical	ly vi	iable	, that gas is ma	arkete	ed to small custom	ers.
Observatio	ns									
Documents	V	Compliance								
	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Local Media.								s:	
Process	N	Outcome	Ø	Output		$\mathbf{\nabla}$	Reporting	V	Compliance	Ŋ
Advertiseme	ents w	vere placed in lo	ocal m	nedia of t	the	avai	lability of gas fo	or sm	all customers.	
Issues										
None.										
Recommen	datio	ns								
None.										

Item B	Old L	icence Clause1	Compliance rating Compliant 5						
Licence:	T	rading							
The licence	requir	es that the lice	nsee	have pro	perty c	lamage and pu	blic lia	ability insurance.	
Observatio	าร								
Documents	V	Compliance		Ŋ					
Evidence: in Insurance.	<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Insurance.								
Process	V	Outcome	V	Output	V	Reporting	Ø	Compliance	V
The License	e is in	sured.							

Issues	
None.	
Recommendations	
None.	