



# McGill Engineering Services Pty Ltd

Engineering, Adjudication & Arbitration Services ABN 45 106 691 169

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

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**Prepared By Kevan McGill  
Date 2 February 2011**



# 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

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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

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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

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A summary of the findings of the performance audit is:

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#### 2.2.1 RATINGS

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### 2.3 COMPLIANCE SUMMARY

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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

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<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

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#### 3.1 PERFORMANCE AUDIT OBJECTIVES

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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

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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.

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<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 non-audit 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.

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### 3.3 LICENSEE'S BUSINESS

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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.

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### 3.4 AUDIT PERIOD

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

### 3.5 SCOPE LIMITATION

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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.

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#### 3.5.1 EXCLUDED CONDITIONS

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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

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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

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

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



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## 1. RISK AND MATERIALITY ASSESSMENT

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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.

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## 2. SYSTEM ANALYSIS, ASSERTION SETTING AND REVIEW

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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.

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## 3. FIELDWORK: TESTING AND ANALYSIS

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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.

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### 3.8 ACTIONS FROM PREVIOUS AUDITS

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The actions to follow up previous audits are detailed below.

Audit Item	Recommendation	Actions Taken Further action Required
Old Licence Clause 7	<b>Issue 1</b>	
	It is important to market to gas fitters of the cost benefit of using natural gas and the short payback time for the investment in conversion. The local gas fitters should be reminded periodically of the commercial benefits of conversion	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

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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; <ul style="list-style-type: none"> <li>• The control environment</li> <li>• Information system</li> <li>• Compliance procedures</li> </ul>	K McGill	AUS 502: Audit Evidence AUS 806: Performance Auditing

• 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)

Item	Obligations under condition	Licence Clause/Condition reference (Cl.=clause, Sch.=schedule)	Type	Consequences (3=Major, 2=Moderate, 1=Minor)	Likelihood (A=likely, B=Probable, C=Unlikely)	Inherent Risk	Adequacy of Existing Controls (S=Strong, M=Moderate, W=Weak)	Review priority	Rating						
									1	2	3	4	5	N <sup>a</sup>	N <sup>r</sup>
1	Act <sup>4</sup> s. 11Q(1-2)	TL <sup>5</sup> CI 4.1	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
2.	Act s. 11WG(1)	TL CI 12.1	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
3.	Act s. 11WG(2)	TL CI 13.1	2	2	C	Medium	M	4							<input checked="" type="checkbox"/>
4.	Act s. 11WK(1-2)	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
5.	Act s. 11WK(3)	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
6.	Act s. 11X(3)	TL CI 5.1,	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
10	Act s. 11ZA(1)	TL CI 18.1	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
13	Act s. 11ZAF(c)	TL CI 16.1	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>	
17	Act s. 11ZK(3)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>
24	Act s. 11ZQH	TL CI 20	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
25.	Act s. 11Z	TL CI 5.1	1	3	C	High	S	2					<input checked="" type="checkbox"/>		
32	EC(CC) Reg 12 (2)	TL CI 5.1	NR	3	C	High	S	2					<input checked="" type="checkbox"/>		
33	EC(CC) Reg 12 (4)(a)	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
34	EC(CC) Reg 12 (4)(b)	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
35	EC(CC) Reg 12 (5)(a)	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
36.	EC(CC) Reg 12 (5)(b)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>
37.	EC(CC) Reg 12 (5)(c)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>
38.	EC(CC) Reg 12 (5)(d)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>
39.	EC(CC) Reg 12 (5)(e)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>
40.	EC(CC) Reg 12 (6), Clause 5.1.1.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5					<input checked="" type="checkbox"/>		
41.	EC(CC) Reg 12 (6), Clause 5.1.1.3 AGA Code	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>

<sup>4</sup> Energy Coordination Act 2004

<sup>5</sup> Trading Licence

42.	EC(CC) Reg 12 (6), Clauses 5.1.2.1 & 5.1.2.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
43.	EC(CC) Reg 12 (6), Clauses 5.1.3.1 & 5.1.3.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
44.	EC(CC) Reg 12 (6), Clauses 5.1.4.1 & 5.1.4.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
45.	EC(CC) Reg 12 (6), Clauses 5.1.5.1 & 5.1.5.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
46.	EC(CC) Reg 12 (6), Clause 5.1.7.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
47.	EC(CC) Reg 12 (6), Clause 5.1.8.1(a) AGA Code	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
48.	EC(CC) Reg 12 (6), Clause 5.1.8.1(b) AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
49.	EC(CC) Reg 12 (6), Clause 5.1.8.1(c) AGA Code	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>		
50.	EC(CC) Reg 12 (6), Clause 5.1.8.1(d) AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
51.	EC(CC) Reg 12 (6), Clause 5.1.8.1(e) and (f) AGA Code	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
52.	EC(CC) Reg 12 (6), Clause 5.2.2.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
53.	EC(CC) Reg 13 (1), Clause 4.4.6.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>		
54.	EC(CC) Reg 13 (3)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>		
55.	EC(CC) Reg 13 (4)	TL CI 5.1	NR	1	C	Low	M	5							<input checked="" type="checkbox"/>		
56.	EC(CC) Reg 14 (2),	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
57.	EC(CC) Reg 14 (3), Clauses 4.1.2.1 & 4.1.2.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
58.	EC(CC) Reg 14, Clause 4.1.3.1 & 4.1.3.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5		<input checked="" type="checkbox"/>							
59.	EC(CC) Reg 15 (1), Clause 4.2.1 AGA Code	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
60.	EC(CC) Reg 15 (1), Clause 4.2.3.1, 4.2.3.2 & 4.2.3.3 AGA Code	TL CI 5.1	NR	1	A	Medium	M	4		<input checked="" type="checkbox"/>							
61.	EC(CC) Reg 15 (1), Clause 4.2.3.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
62.	EC(CC) Reg 15 (1) and (2)	TL CI 5.1	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
63.	EC(CC) Reg 15 (1) and 47 (2) and (4),	TL CI 5.1	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			

	Clause 4.2.3.4 AGA Code																		
64.	EC(CC) Reg 15 (1), Clause 4.2.4.1 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
65.	EC(CC) Reg 15 (1), Clause 4.2.4.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
66.	EC(CC) Reg 15 (1), Clause 4.2.4.4 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
67.	EC(CC) Reg 15 (1), Clause 4.2.4.5 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
68.	EC(CC) Reg 15 (1), Clause 4.3.2.1 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
69.	EC(CC) Reg 15 (1), Clause 4.3.2.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
70.	EC(CC) Reg 16 (3)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
71.	EC(CC) Reg 19	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
72.	EC(CC) Reg 20 (2) Clause 4.3.5.1 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
73.	EC(CC) Reg 27 (4) and 40 (3)	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
74.	EC(CC) Reg 20 (3) and 48	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
75.	EC(CC) Reg 22 and 49 (2)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
76.	EC(CC) Reg 49 (3)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
77.	EC(CC) Reg 49 (4)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
78.	EC(CC) Reg 49 (5)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
79.	EC(CC) Reg 50	TL CI 5.1	NR	1	C	Low	M	5											
80.	EC(CC) Reg 44	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
81.	Act s. 11M, EC(CC) Reg 45 (1)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
82.	Act s. 11M, EC(CC) Reg 45 (2)	TL CI 5.1	NR	1	Like ly	Medium	M	4											
83.	EC(CC) Reg 46 (1) & (2)	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
84.	EC(CC) Reg 46 (4)	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
85.	EC(CC) Reg 28, clause 3.1.1(a) AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
86.	EC(CC) Reg 28, clause 3.1.1(b) AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
90.	EC(CC) Reg 33 (3), clause 3.5.2.2 AGA Code	TL CI 5.1	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
91.	EC(CC) Reg 42	TL CI 5.1	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
96.	Act s. 11M	TL CI 18.2	2	2	C	Medium	M	4										<input checked="" type="checkbox"/>	
97.	Act s. 11M	TL CI 18.4	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
98.	Act s. 11M	TL CI 19	NR	1	C	Low	M	5											<input checked="" type="checkbox"/>
99.	Act s. 11M	TL CI 22	NR	1	C	Low	M	5										<input checked="" type="checkbox"/>	
100.	Act s. 11M	TL CI 23.1	2	2	C	Medium	M	4										<input checked="" type="checkbox"/>	

101.	Act s. 11M	TL CI 24	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>		
102.	Act s. 11M	TL CI 25.1	2	2	C	Medium	M	4		<input checked="" type="checkbox"/>						
103.	Act s. 11M	TL CI 26	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
106.	Act s. 11M	TL CI 12.2	NR	1	C	Low	M	5								<input checked="" type="checkbox"/>
107.	Act s. 11M	TL CI 12.3	NR	1	C	Low	M	5								<input checked="" type="checkbox"/>
108.	Act s. 11M	TL CI 13.1	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
109.	Act s. 11M	TL CI 14.1	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>			
110.	Act s. 11M	TL CI 14.2	2	2	Likely	High	M	2					<input checked="" type="checkbox"/>			
111.	Act s. 11M	TL CI 17.1 & 17.2	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>			
112.	Act s. 11M	TL Sch 3 CI 1.5	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
113.	Act s. 11M	TL Sch 3 CI 1.7	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
114.	Act s. 11M	TL Sch 3 CI 2.1 to 2.2	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>			
115.	Act s. 11M	TL Sch 3 CI 3.1	2	2	C	Medium	M	4		<input checked="" type="checkbox"/>						
116.	Act s. 11ZPP	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
117.	Act s.s 11ZPP and 11M	TL CI 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
118.	Act s. 11ZPP GCCon clause 2.1	TL CI 21.1	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
119.	Act s. 11ZPP GCCon Clause 2.2	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
120.	Act s. 11ZPP GCCon clause 2.3(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
121.	Act s. 11ZPP GCCon clause 2.3(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
122.	Act s. 11ZPP GCCon clause 2.3(3)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
123.	Act s. 11ZPP GCCon clause 2.4(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>			
124.	Act s. 11ZPPGCCon clause 2.4(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4		<input checked="" type="checkbox"/>						
125.	Act s. 11ZPP GCCon clause 2.4(3)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
126.	Act s. 11ZPP GCCon clause 2.4(4)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
127.	Act s. 11ZPP GCCon clause 2.5(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
128.	Act s. 11ZPP GCCon clause 2.5(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
129.	Act s. 11ZPP GCCon clause 2.5(3)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
130.	Act s. 11ZPP GCCon clause 2.5(4)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
131.	Act s. 11ZPP GCCon clause 2.5(5)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
132.	Act s. 11ZPP GCCon clause 2.6(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
133.	Act s. 11ZPP GCCon clause 2.6(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
134.	Act s. 11ZPP GCCon clause 2.6(3)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>
135.	Act s. 11ZPP GCCon clause 2.6(4)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>

<sup>6</sup> Gas Code of Conduct

136.	Act s. 11ZPP GCCon clause 2.6(5)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
137.	Act s. 11ZPP GCCon clause 2.6(6)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
138.	Act s. 11ZPP GCCon clauses 2.6(7) and 2.6(8)	TL CI 21.1 & 21.2	NR	1	C	Low	M	5									<input checked="" type="checkbox"/>
139.	Act s. 11ZPP GCCon clause 2.7(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
140.	Act s. 11ZPP GCCon clause 2.7(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
141.	Act s. 11ZPP GCCon clause 2.7(3)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
142.	Act s. 11ZPP GCCon clause 2.7(4)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
143.	Act s. 11ZPP GCCon clause 2.7(5)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
144.	Act s. 11ZPP GCCon clause 2.8	TL CI 21.1 & 21.2	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
145.	Act s. 11ZPP GCCon clause 2.11(1)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
146.	Act s. 11ZPP GCCon clause 2.11(2)	TL CI 21.1 & 21.2	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
147.	Act s. 11M	TL CI 2.1 & Sch 2 GCC <sup>7</sup> CI 3.1(1)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
148.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 3.1(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
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	C	Medium	M	4						<input checked="" type="checkbox"/>			
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	2	C	Medium	M	4									<input checked="" type="checkbox"/>
151.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.2(5)	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
152.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.2(6)	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
153.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.3(1)	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
154.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.3(2)	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
155.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.4	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
156.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.5(1)	2	2	C	Medium	M	4									<input checked="" type="checkbox"/>
157.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.5(3)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
158.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.6(1)	2	3	C	High	S	2		<input checked="" type="checkbox"/>							
159.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.6(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
160.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 4.7	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
161.	Act s. 11M	TL CI 2.1 & Sch 2	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			

<sup>7</sup> Gas Customer Code

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[illegible]

		2GCC CI 7.3															
222.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 7.4	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
224.	Act s. 11M	TL CI 2.1 & Sch 2 DL CI 2.1 & Sch 2 GCC CI 7.6	1	3	C	High	S	2						<input checked="" type="checkbox"/>			
225.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 8.1(1)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
226.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 8.1(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
228.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(1)	2	2	C	Medium	M	4		<input checked="" type="checkbox"/>							
229.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
230.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.1(3)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
231.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(1)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
232.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(2)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
233.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(3)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
234.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.2(4)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
235.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.3	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
236.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.4	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
237.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.5	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
238.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.5A	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
240.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.9	NR	1	C	Low	M	5						<input checked="" type="checkbox"/>			
241.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.10(1)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
242.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.10(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
243.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.10 (3)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
244.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.11(1)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
245.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 10.11(2)	2	2	C	Medium	M	4		<input checked="" type="checkbox"/>							
246.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
247.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.1(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
248.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.2(1)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
249.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 11.2(2)	2	2	C	Medium	M	4								<input checked="" type="checkbox"/>	
250.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.1(1)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
251.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.1(2)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
252.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.1(3)	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			
253.	Act s. 11M	TL CI 2.1 & Sch 2	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>			

		GCC CI 12.2													
254.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.3	2	2	C	Medium	M	4							<input checked="" type="checkbox"/>
255.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 12.4	2	2	C	Medium	M	4							<input checked="" type="checkbox"/>
256.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.1	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
257.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.2	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
258.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.3(1)	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
259.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.3(2)	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
260.	Act s. 11M	TL CI 2.1 & GCC CI 13.5	2	2	C	Medium	M	4						<input checked="" type="checkbox"/>	
261.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.6	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
267.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.15(1)	2	2	C	Medium	M	4					<input checked="" type="checkbox"/>		
268.	Act s. 11M	TL CI 2.1 & Sch 2 GCC CI 13.15(3)	2	2	C	Medium	M	4							<input checked="" type="checkbox"/>
A	Old Licence CI 7			1	C	Low	M	5					<input checked="" type="checkbox"/>		
B	Old Licence CI 19			1	C	Low	M	5					<input checked="" type="checkbox"/>		

### 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

<b>Item 58</b>	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2
<b>Licence:</b>	Trading	
<i>Energy Coordination (Customer Contracts)Regulation 14 AGA Code Clause 4.1.3.1 &amp; 4.1.3.2</i>		
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.		
<b>Recommendations</b>		
Develop scheduled process to insert notice in bill prior to tariff increase of tariff changes.		

<b>Item 60</b>	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination (Customer Contracts) Regulation 15(1) AGA Code (AG 755:1998) Clause 4.2.3.1, 4.2.3.2 &amp; 4.2.3.3</i>		
A licensee must prepare a bill in accordance with the terms specified in the AGA code, including the inclusion of any refundable advance.		
<b>Recommendations</b>		
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.		

<b>Item 79</b>	Trading Licence Clause 5.1	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination (Customer Contracts) Regulation 50</i>		
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.		
<b>Recommendations</b>		
Add the required information to the disconnection warnings template.		

<b>Item 82</b>	Trading Licence Clause 14.1	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M Energy Coordination (Customer Contracts) Regulation 45(2)</i>		
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.		
<b>Recommendations</b>		
None as the regulation is due to be repealed.		

<b>Item 102</b>	Trading Licence Clause 21.	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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> .		
<b>Recommendations</b>		
Develop a compliance manual that has scheduled reminders for regulatory compliance items.		

<b>Item 115</b>	Trading Licence Schedule 3 Clause 3.1	Compliance rating Not Compliant - 2
<b>Licence:</b>	<i>Trading</i>	
	<i>Energy Coordination Act section 11M</i>	
	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.	
<b>Recommendations</b>		
	Develop a scheduled procedure to advise Minister of change in tariff at least a month before change.	

<b>Item 124</b>	Trading Licence Clause 21.1 and 21.2	Compliance rating Not Compliant - 2
<b>Licence:</b>	<i>Trading</i>	
	<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(2)</i>	
	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.	
<b>Recommendations</b>		
	The Licensee should seek an amendment to the licence from providing redundant information and in the interim provide the prescribed information.	

<b>Item 158</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.5(1)	Compliance rating Not Compliant - 2
<b>Licence:</b>	<i>Trading</i>	
	<i>Energy Coordination Act section 11M</i>	
	A retailer must include minimum prescribed information on the customer's bill, unless the customer agrees otherwise.	
<b>Recommendations</b>		
	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.	

<b>Item 209</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.6(2)	Compliance rating Not Compliant - 2
<b>Licence:</b>	<i>Trading</i>	
	<i>Energy Coordination Act section 11M</i>	
	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).	
<b>Recommendations</b>		
	Finalise consultation of hardship policy and set up process for scheduled annual consultation.	

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

<i>Energy Coordination Act section 11M</i>	
A retailer must develop a hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.	
<b>Recommendations</b>	
Finalise the hardship policy including the required consultation.	

<b>Item 215</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.10(2)	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must ensure that the hardship policy complies with the specified criteria.		
<b>Recommendations</b>		
Finalise the hardship policy including the required consultation.		

<b>Item 217</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.10(4)	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must keep a record of the specified information related to the hardship policy.		
<b>Recommendations</b>		
Finalise the hardship policy and keep the required records.		

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

<b>Item 245</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.11(2)	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Recommendations</b>		
Add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices.		

### 3.11.3 SUGGESTIONS FOR IMPROVEMENT

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<b>Item 236</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.4	Compliance rating Not Rated
<b>Licence:</b>	<i>Trading</i>	
<i>Energy Coordination Act section 11M</i>		
A retailer must give a customer on request, at no charge, the general energy efficiency information specified.		
<b>Recommendations</b>		
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).		

<b>Item 268</b>	Trading Licence clause 2.1 and Schedule Gas Customer Code clause 13.15(3)	Compliance rating Not Rated
<b>Licence:</b>	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 published.		
<b>Recommendations</b>		
Develop a compliance manual with scheduled reminders for regulatory compliance issues.		

### 3.11.4 POST AUDIT IMPLEMENTATION PLAN

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The Licensee will provide a post audit implementation plan.

## 3.12 DETAILED FINDINGS

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### 3.12.1 AUDIT WORK UNDERTAKEN

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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.

### 3.13 DETAILED 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: Trading									
Energy Coordination Act section 11Q(1-2) The requirement is that a Licensee must pay the applicable fees in accordance with the Regulations. (Energy Coordination (Licensing Fees) Regulations Clause 4 & 5).									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Licence fee invoices and receipts.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The fees have been paid and within one month of invoice. The licence requires at clause 4 that the fees be paid according to the regulations which set the values but not the payment time. Clause 5 of the licence requires compliance with applicable legislation including the Act, which requires payment within a month.									
Issues									
None									
Recommendations									
None									



<b>Item 2</b>	Trading Licence Clause 12.1								Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>										
<i>Energy Coordination Act section 11WG(1)</i> The requirement is that a Licensee must, subject to the regulations, not supply gas to a customer other than under a standard form or non-standard contract.										
<b>Observations</b>										
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.										
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
There are no small use customers that are not on a standard or a non standard contract.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 3</b>	Trading Licence Clause 13.1								Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>										
<i>Energy Coordination Act section 11WG(2)</i> The requirement is that a Licensee must comply with a direction given to the Licensee under section 11WI.										
<b>Observations</b>										
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.										
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>	
The <i>Authority</i> has not required any amendments to the standard form contract and compliance with a direction could not be tested.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 4</b>	Trading Licence Clause 5.1								Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>										
<i>Energy Coordination Act section 11WK(1-2)</i> Gas is deemed to be supplied under the standard form contract if a customer commences to take										

a supply of gas at premises without entering into a contract with the holder of a trading licence.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
All customers are on standard form contracts. No complaints have been received about gas contracts.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 5</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Standard form contract.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There are no small use customers with a non standard contract. No complaints have been received about gas contracts.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 6</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11X (3)</i> 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.								
<b>Observations</b>								
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>					

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 10</b>	Trading Licence Clause 18.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZA(1)</i>									
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).									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: The Licensee provided documents with the approval of the auditor.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
This audit satisfies the requirement. The last audit also satisfied the requirements.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 13</b>	Trading Licence Clause 16.1						Compliance rating Not Applicable		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZAF(c)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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.
<b>Issues</b>
None
<b>Recommendations</b>
None

Item 17		Trading Licence Clause 5.1			Compliance rating Not Rated	
Licence: Trading						
Energy Coordination Act section 11ZK (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.						
Observations						
Documents		<input type="checkbox"/>	Compliance		<input type="checkbox"/>	
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.						
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output
		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance
		<input type="checkbox"/>				
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						
Recommendations						
None						

Item 24	Trading Licence Clause 20				Compliance rating Compliant 5									
Licence: Trading														
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.														
Observations														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Energy ombudsman fee receipts.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
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														

<b>Recommendations</b>
None

Item 25	Trading Licence Clauses 5.1				Compliance rating Compliant 5				
Licence: Trading									
Energy Coordination Act section 11Z									
The requirement is that a Licensee must comply with the standards of the <i>Gas Standards Act 1972</i> .									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample gas quality analysis data.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The standards in the <i>Gas Standards Act 1972</i> are contained in regulations, principally the <i>Gas Standards (Gas Supply And System Safety) Regulations 2000</i> .									
Issues									
The <i>Gas Standards (Gas Supply And System Safety) Regulations 2000</i> are managed by EnergySafety and there are no reported non compliances from EnergySafety.									
EnergySafety 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.									
Recommendations									
None									

Item 32	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 12.(2)									
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 customer has entered into arrangements acceptable to the licensee in relation to payment for gas supplied.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample default and disconnection documents.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no disconnections outside the requirements.									

<b>Issues</b>
None
<b>Recommendations</b>
None

Item 33	Trading Licence Clause 5.1					Compliance rating Compliant - 5			
Licence:	Trading								
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).									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample bill, default and disconnection documents									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no disconnections outside the requirements. There have been no complaints about disconnections.									
Issues									
None									
Recommendations									
None									

Item 34	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 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).									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample bill, default and disconnection documents									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no disconnections outside the requirements. There have been no complaints about disconnections.									

<b>Issues</b>
None
<b>Recommendations</b>
None

Item 35	Trading Licence Clause 5.1					Compliance rating Compliant 5			
Licence:	Trading								
Energy Coordination (Customer Contracts)Regulation 12 (5)(a)									
A licensee must reconnect supply to a customer within 10 business days after disconnection for non-payment of a bill if the customer pays the overdue amount or makes an arrangement for its payment and the customer has paid any applicable reconnection fee.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample bill, default and disconnection documents									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
All reconnections satisfy the requirements. There have been no complaints about reconnections.									
Issues									
None									
Recommendations									
None									

Item 36	Trading Licence Clause 5.1				Compliance Rating Not Rated									
Licence: Trading														
Energy Coordination (Customer Contracts)Regulation 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.														
Observations														
Documents		<input type="checkbox"/>	Compliance		<input type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.														
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance		<input type="checkbox"/>
There have been no disconnections for denial of access to meter and therefore no reconnections.														
Issues														
None														
Recommendations														
None														

<b>Item 37</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12 (5)(c)</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for unlawful use of gas and therefore no reconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 38</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12(5)(d)</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for refusal to pay a refundable advance and therefore no reconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									



<b>Item 39</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12.1.5(e)</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
No disconnection in an emergency situation or for health, safety or maintenance reasons and therefore no reconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 40</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.1.2</i> 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<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	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There are no disconnections outside requirements. There is information on payment options available in the customer service charter. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 41</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.1.3</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for business customers. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 42</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> Trading									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.2.1 &amp; 5.1.2.2</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for denial of access to meter. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 43</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.3.1 &amp; 5.1.3.2</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections in the event of an emergency. There is a 24 information service. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 44</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.4.1 &amp; 5.1.4.2</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for health or safety reasons. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 45</b>	Trading Licence Clause 5.1				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								

<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.5.1 &amp; 5.1.5.2</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for planned maintenance. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 46</b>	Trading Licence Clause 5.1								Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.7.2</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no disconnections for failure by a customer to pay a refundable advance. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 47</b>	Trading Licence Clause 5.1								Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.8.1(a)</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no disconnections outside requirements. There have been no complaints about disconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 48</b>	Trading Licence Clause 5.1						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.8.1(b)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 49</b>	Trading Licence Clause 5.1						Compliance rating Not applicable		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.1.8.1(c)</i>									
A licensee must not disconnect supply where an application for a government concession has not been decided.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>

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

Item 50	Trading Licence Clause 5.1					Compliance rating Not Rated			
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 12(6) AGA Code Clause 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.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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		Trading Licence Clause 5.1				Compliance rating Compliant - 5								
Licence: Trading														
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.														
Observations														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
There have been no disconnections outside requirements. Disconnection policy is in introductory pack. There have been no complaints about disconnections.														
Issues														
None														
Recommendations														

None

<b>Item 52</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 12(6) AGA Code Clause 5.2.2.2</i> 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Reconnections have been in accordance with requirements. Reconnection policy is in introductory pack. There have been no complaints about reconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 53</b>	Trading Licence Clause 5.1				Compliance rating Not applicable				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 13(1) AGA Code Clause 4.3.5.2</i> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
While able to charge a refundable advance they have not been charged. There have been no complaints about refundable advances.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 54</b>	Trading Licence Clause 5.1				Compliance rating Not applicable				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 13(3)</i>									
A licensee must place refundable advances in separate trust accounts and separately identify the amounts in its accounting records.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
While able to charge a refundable advance they have not been charged. There have been no complaints about refundable advances.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 55</b>	Trading Licence Clause 5.1				Compliance rating Not applicable				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 13(4)</i>									
A licensee must return interest earned on refundable advances accounts to customers.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
While able to charge a refundable advance they have not been charged. There have been no complaints about refundable advances.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 56</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination (Customer Contracts) Regulation 14(2)</i>								
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.								



<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 57</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 14(3) AGA Code Clause 4.1.2.1 &amp; 4.1.2.2</i> A licensee must give notice of the tariffs charged and provide these notices to customers without charge upon request.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Notices of tariffs charged have been given in the introductory pack free and free on line.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 58</b>	Trading Licence Clause 5.1						Compliance rating Not Compliant - 2		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 14 AGA Code Clause 4.1.3.1 &amp; 4.1.3.2</i> 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.
<b>Issues</b>
Advice to customers of pending tariff increase required in bill prior to increase.
<b>Recommendations</b>
Develop scheduled process to insert notice in bill prior to tariff increase of tariff changes.

Item 59		Trading Licence Clause 5.1				Compliance rating Complaint - 5								
Licence: Trading														
Energy Coordination (Customer Contracts)Regulation 15(1) AGA Code Clause 4.2.1														
A licensee must issue a bill to a customer at least once every 3 months, unless agreed otherwise														
Observations														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
Bills are issued every month for business customers and 3 monthly for residential.														
Issues														
None														
Recommendations														
None														

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.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
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.									

<b>Recommendations</b>
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	Trading Licence Clause 5.1					Compliance rating Not Rated			
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 15(1) AGA Code Clause 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).									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no charges for goods and services on bills in audit period.									
Issues									
None									
Recommendations									
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	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There are no charges for goods and services on bill in audit period.									
Issues									
None									
Recommendations									
None									

<b>Item 63</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 15(1), 47(2) &amp; (4) AGA Code Clause 4.2.3.4</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Bill data is provided free of charge.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 64</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 15(1) AGA Code Clause 4.2.4.1</i>									
A licensee must base a customer's bill on a meter reading and meters must be read at least once per year.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Meters are read monthly (business) or 3 monthly (residential).									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 65</b>	Trading Licence Clause 5.1				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination (Customer Contracts) Regulation 15(1) AGA Code Clause 4.2.4.2</i>								
A licensee, who accepts a customer reading of the meter, must not adjust the bill in favour of the licensee if the licensee subsequently discovers the reading was incorrect in favour of the customer.								

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

<b>Item 66</b>	Trading Licence Clause 5.1						Compliance rating Compliant 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts)Regulation 15(1)AGA Code Clause 4.2.4.4</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There was one estimated reading in the audit period and that complied with requirements.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 67</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts)Regulation 15(1)AGA Code Clause 4.2.4.5</i>									
A licensee must read a customer's meter upon request and may impose a fee for doing so.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been meter reads when customers move from premises. There are no charges for extra meter reads.									

<b>Issues</b>
None
<b>Recommendations</b>
None

Item 68	Trading Licence Clause 5.1					Compliance rating Compliant - 5			
Licence:	Trading								
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	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Compliant - options on bill.									
Issues									
None									
Recommendations									
None									

Item 69	Trading Licence Clause 5.1				Compliance rating Complaint - 5									
Licence: Trading														
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		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
Payment in advance or redirection is offered. Information is in introductory pack and on bill.														
Issues														
None														
Recommendations														
None														

<b>Item 70</b>	Trading Licence Clause 5.1				Compliance rating Compliant 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 16(3)</i> 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 71</b>	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 19</i> A licensee must provide a customer (a) a copy of their customer service charter; (b) copies of regulations or any relevant code; (c) information about fees and charges payable under the contract; (d) with information on energy efficiency; (e) billing data; and (f) with information on Government Assistance Programs and Financial Counselling Services if requested by the customer.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The required information is provided on request.									

<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 72</b>	Trading Licence Clause 5.1					Compliance rating Compliant - 5					
<b>Licence:</b> <i>Trading</i>											
<i>Energy Coordination (Customer Contracts)Regulation 20(2) AGA Code Clause 4.3.5.1</i> 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.											
<b>Observations</b>											
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.											
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.											
<b>Issues</b>											
None											
<b>Recommendations</b>											
None											

Item 73	Trading Licence Clause 5.1					Compliance rating Not Rated			
Licence:	Trading								
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.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no door to door contracts.									
Issues									
None									
Recommendations									
None									



<b>Item 74</b>	Trading Licence Clause 5.1								Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>										
<i>Energy Coordination (Customer Contracts) Regulation 20(3) &amp; 48</i>										
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.										
<b>Observations</b>										
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
Legal action has not been commenced in audit period.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

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

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

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

<b>Item 77</b>	Trading Licence Clause 5.1						Compliance rating Not applicable		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 49(4)</i>									
If a customer remedies a default and demonstrates extenuating circumstances, a licensee must request the credit reporting agency to remove the default record.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
A credit reporting agency has not been used in the audit period. There have been no complaints about credit agency information.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 78</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 49(5)</i>									
A licensee must not refer a default to a credit reporting agency that is the subject of a complaint or matter of review.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
No references were made to a credit reporting agency in the audit period. There have been no complaints about credit agency information.									

<b>Issues</b>
None
<b>Recommendations</b>
None

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.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Information is not provided with disconnection warnings.									
Issues									
The required information is not on disconnections warnings.									
Recommendations									
Add the required information to the disconnection warnings template.									

Item 80	Trading Licence Clause 5.1					Compliance rating Not Rated			
Licence:	Trading								
Energy Coordination (Customer Contracts)Regulation 44									
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	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no non standard contracts for small use customers.									
Issues									
None									
Recommendations									
None									

<b>Item 81</b>	Trading Licence Clause 14.1				Compliance rating Compliant – 5				
<b>Licence:</b> Trading									
Energy Coordination Act section 11M Energy Coordination (Customer Contracts) Regulation 45(1)									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Provided immediately when requested. Information is in introductory pack and on web site.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 82</b>	Trading Licence Clause 14.1				Compliance rating Not Compliant - 2				
<b>Licence:</b> 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack. Sample bill.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Advice is not on bill but charter is on web site and in introductory pack.									
<b>Issues</b>									
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.									
<b>Recommendations</b>									
None, as the regulation is due to be repealed.									

<b>Item 83</b>	Trading Licence Clause 5.1				Compliance rating Not Rated			
<b>Licence:</b> Trading								
Energy Coordination (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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
No requests for codes or regulations have been received.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 84</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 46(4)</i>									
A licensee must ensure that a copy of the <i>Energy Coordination (Customer Contract) Regulations 2004</i> or a relevant code is available for inspection at its offices at no charge.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Available at Esperance office on request.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 85</b>	Trading Licence Clause 5.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 28 AGA Code 3.1.1(a)</i>									
A licensee must provide, install and maintain equipment for the supply of gas up to the point of supply.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
The licensee.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There has been no interruption (apart from third party damage to services) or reports from									

EnergySafety of defects.
<b>Issues</b>
While included in the summary this item was inadvertently omitted from the audit plan detail.
<b>Recommendations</b>
None

Item 86	Trading Licence Clause 5.1				Compliance rating Compliant - 5				
Licence: Trading									
Energy Coordination (Customer Contracts)Regulation 28 AGA Code 3.1.1(b)									
A licensee must provide, install and maintain metering and necessary equipment at the supply address.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
The licensee.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There has been no interruption or reports from EnergySafety of defects. The meters are still 6 years from requiring a calibration, let alone replacement.									
Issues									
While included in the summary this item was inadvertently omitted from the audit plan detail.									
Recommendations									
None									

Item 90	Trading Licence Clause 5.1					Compliance rating Compliant - 4								
Licence: Trading														
Energy Coordination (Customer Contracts)Regulation 33(3) AGA Code 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.														
Observations														
Documents		<input type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
The Licensee's contracted meter readers carry the Licensee's badge and use the licensee's forms..														
Issues														
None														
Recommendations														
None														

<b>Item 91</b>	Trading Licence Clause 5.1				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination (Customer Contracts) Regulation 42</i>									
A licensee must notify a customer of any amendment to a non-standard contract.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no non standard contracts.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 96</b>	Trading Licence Clause 18.				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
The requirement is that a Licensee must comply and require its expert to comply with the Authority's standard guidelines dealing with the performance audit.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<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	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The review meets the requirements. The last review also met the requirement.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 97</b>	Trading Licence Clause 18.4				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A licensee's independent auditor must be approved by the Authority prior to the audit.								
<b>Observations</b>								
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>					

<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	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input type="checkbox"/>
This audit meets the requirements. The last review also met the requirement.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 98</b>	Trading Licence Clause 19							Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A licensee may be subject to individual performance standards.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no individual performance standards.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 99</b>	Trading Licence Clause 22							Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
Unless otherwise specified, all notices must be in writing and will be regarded as having been sent and received in accordance with defined parameters.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: sample communication.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
All notices are in writing. All material communication with the Authority is in writing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									



None
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<b>Item 100</b>	Trading Licence Clause 23.1	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
The requirement is that a Licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board or equivalent International Accounting Standards.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: annual report		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The financial auditor's statements in the annual reports confirm compliance with the required accounting standards.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 101</b>	Trading Licence Clause 24	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
The requirement is that a Licensee must report to the <i>Authority</i> if the Licensee is under external administration or experiences a significant change in its corporate, financial or technical circumstances.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The administration status of the Licensee and in its corporate, financial or technical circumstances has not had any significant change.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 102</b>	Trading Licence Clause 21.								Compliance rating Not Compliant - 2	
<b>Licence:</b> Trading										
Energy Coordination 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> .										
<b>Observations</b>										
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: compliance and statistical information returns.										
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
The Licensee has provided the information returns required by the <i>Authority</i> in the manner and form required but 2 year compliance reports were late. (The compliance reports are due 31 August whereas the statistical reports are due 30 September). Consistent with the scope limitation, the reports and the indicators are accurate.										
<b>Issues</b>										
Two of the compliance reports were late.										
<b>Recommendations</b>										
Develop a compliance manual that has scheduled reminders for regulatory compliance items.										

<b>Item 103</b>	Trading Licence Clause								Compliance rating Not Rated	
<b>Licence:</b> Trading										
Energy Coordination 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.										
<b>Observations</b>										
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable										
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>	
The <i>Authority</i> has not required any information to be published.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 106</b>	Trading Licence Clause 12.2								Compliance rating Not Rated	
<b>Licence:</b> 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no direction to amend the standard form contract.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 107</b>	Trading Licence Clause 12.3	Compliance Rating Not Rated							
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no direction to review the standard form contract.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 108</b>	Trading Licence Clause 13.1	Compliance rating Not Rated							
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
The requirement is that a Licensee must only amend the standard form contract in accordance with the Energy Coordination Act 1994 and Regulations.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>

The standard form contract has not been amended.
<b>Issues</b>
None
<b>Recommendations</b>
None

Item 109	Trading Licence Clause 14.1					Compliance rating Compliant - 5								
Licence: Trading														
Energy Coordination Act section 11M														
The requirement is that a Licensee must prepare a customer service charter.														
Observations														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
The customer service charter requirements have been satisfied.														
Issues														
None														
Recommendations														
None														

<b>Item 110</b>	Trading Licence Clause 14.2					Compliance rating Compliant 5								
<b>Licence:</b> <i>Trading</i>														
<i>Energy Coordination Act section 11M</i>														
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.														
<b>Observations</b>														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
The customer service charter been reviewed and submitted results to the <i>Authority</i> and loaded on <i>Authority</i> web site Jan 2009 and May 2010.														
<b>Issues</b>														
None.														
<b>Recommendations</b>														
None.														

<b>Item 111</b>	Trading Licence Clause 17.1 & 17.2								Compliance rating Compliant - 5	
<b>Licence:</b> Trading										
Energy Coordination 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.										
<b>Observations</b>										
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Introductory pack.										
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
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.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 112</b>	Trading Licence Schedule 3 Clause 1.5								Compliance rating Not Rated	
<b>Licence:</b> 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> .										
<b>Observations</b>										
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.										
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>	
The <i>Authority</i> has not requested reasons for refusal to commence supply to a customer.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 113</b>	Trading Licence Schedule 3 Clause 1.7								Compliance rating Not Rated	
<b>Licence:</b> Trading										

<i>Energy Coordination Act section 11M</i>									
The requirement is that a Licensee must comply with a direction from the Authority to supply a customer, subject to specified conditions.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
The <i>Authority</i> has not directed to commence supply to a customer.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 114</b>	Trading Licence Schedule 3 Clause 2.1 to 2.2						Compliance rating Compliant 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The distribution licensee is a related party and they have common staff so information share is natural.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 115</b>	Trading Licence Schedule 3 Clause 3.1						Compliance rating Not Compliant - 2	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
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.								
<b>Observations</b>								
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>					

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
<b>Issues</b>									
Advice is required to Minister at least one month before a change of tariff.									
<b>Recommendations</b>									
Develop a scheduled procedure to advise Minister of change in tariff at least a month before change.									

Item 116	Trading Licence Clauses 21.1 & 21.2							Compliance rating Not Rated	
Licence: Trading									
Energy Coordination Act section 11ZPP									
The requirement is that a Licensee must comply with the Gas Marketing Code of Conduct.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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 117      Trading Licence Clause 21.2							Compliance rating Not Rated							
Licence:            Trading														
Energy Coordination Act section 11M   and 11ZPP														
The requirement is that a Licensee must ensure all agents and employees comply with the Gas Marketing Code of Conduct.														
Observations														
Documents		<input type="checkbox"/>	Compliance		<input type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.														
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance		<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.														

<b>Issues</b>
None
<b>Recommendations</b>
None

Item 118		Trading Licence Clause 21.1			Compliance rating Not Rated	
Licence: Trading						
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.1						
A marketer must ensure that its marketing representatives comply with Part 2 of the Code of Conduct.						
Observations						
Documents		<input type="checkbox"/>	Compliance		<input type="checkbox"/>	
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.						
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output
		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance
		<input type="checkbox"/>				
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 119	Trading Licence Clause 21.1 and 21.2					Compliance rating Not Rated			
Licence: Trading									
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.2									
A marketer must ensure that standard and non-standard contracts are entered into in the manner and satisfying the conditions specified.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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									



<b>Item 120</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.3(1)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 121</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.3(2)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 122</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								

<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.3(3)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 123</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Compliant - 5		
<b>Licence:</b>	<i>Trading</i>								
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(1)</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The introductory pack which contains the contract is given to all new customers.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 124</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Compliant - 2	
<b>Licence:</b>	<i>Trading</i>							
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(2)</i>								
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.								

<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
<b>Issues</b>									
The prescriptive nature of the Code requires information that is redundant when marketers are not used.									
<b>Recommendations</b>									
The Licensee should seek an amendment to the licence from providing redundant information and in the interim provide the prescribed information.									

<b>Item 125</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(3)</i>									
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).									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period so the circumstances did not arise. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 126</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.4(4)</i>								
In circumstances where a standard form contract is entered into as a result of door to door marketing or a non-standard contract, a retailer or marketing representative must give the specified information and a copy of the contract before the customer has entered into the contract and must obtain a written acknowledgement that the information has been given.								

<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There has been no door to door marketing in the audit period so the circumstances did not arise. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 127</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(1)</i> A marketing representative must not, when marketing, engage in conduct that is misleading, deceptive or likely to mislead or deceive or that is unconscionable.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 128</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(2)</i> A marketing representative must not exert undue pressure on a customer, nor harass or coerce a customer.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>

There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.
<b>Issues</b>
None
<b>Recommendations</b>
None

Item 129	Trading Licence Clause 21.1 and 21.2					Compliance rating Not Rated			
Licence:	Trading								
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(3)									
A marketing representative must ensure that the inclusion of concessions is made clear to customers and any prices that exclude concessions are disclosed.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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 130	Trading Licence Clause 21.1 and 21.2					Compliance rating Not Rated			
Licence:	Trading								
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(4)									
A marketing representative must ensure that all standard form contracts that are entered into as a result of door to door marketing and all non-standard contracts are in writing.									
Observations									
Documents	<input type="checkbox"/>	Compliance		<input type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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
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<b>Item 131</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.5(5)</i>									
A marketer must ensure that a customer is able to contact the marketer on the marketer's telephone number during normal business hours for the purposes of enquiries, verifications and complaints.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 132</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(1)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no direct marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 133</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(2)</i>									
A marketing representative must, on request, provide the customer with its and the retailer's complaints telephone number and marketing identification number.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door or direct marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

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

<b>Item 135</b>	Trading Licence Clause 21.1 and 21.2				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								

<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(4)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door or direct marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 136</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(5)</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 137</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(6)</i>								
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.								



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

<b>Item 138</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.6(7) &amp; 2.6(8)</i>									
Except in response to a customer request or query, a marketer must keep the specified records each time it initiates contact with a customer for the purposes of marketing.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 139</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.7(1)</i>								
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:								
<ul style="list-style-type: none"> <li>a) the customer requests contact; or</li> <li>b) the customer has moved premises; or</li> <li>c) a marketer has a legal obligation to contact the customer.</li> </ul>								
<b>Observations</b>								
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>					

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

<b>Item 140</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.7(2)</i>									
A marketer must keep a record of each customer who has requested not to be contacted, that includes the name, address and telephone number of the customer at the time the customer made the request.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 141</b>	Trading Licence Clause 21.1 and 21.2						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11ZPP Code of Conduct Clause 2.7(3)</i>									
A marketer must give a copy of the record to the Gas Ombudsman or the Authority on request.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.									

<b>Issues</b>
None
<b>Recommendations</b>
None

Item 142		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(4)									
A marketer must provide the customer on request with written confirmation that the customer will not be contacted for the next two years.									
Observations									
Documents	<input type="checkbox"/>	Compliance		<input type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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 143		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 premises indicating that the customer does not wish to receive unsolicited mail or other marketing information.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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									

<b>Item 144</b>	Trading Licence Clause 21.1 and 21.2								Compliance rating Compliant - 5	
<b>Licence:</b> Trading										
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.8										
A retailer and a marketer must comply with the National Privacy Principles as set out in the Privacy Act 1998 in relation to information collected under Part 2 of the Code of Conduct.										
<b>Observations</b>										
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
There are no issues about non compliance with privacy for the Trader. There has been no door to door marketing in the audit period. There have been no complaints received about privacy.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 145</b>	Trading Licence Clause 21.1 and 21.2								Compliance rating Not Rated	
<b>Licence:</b> Trading										
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.11(1)										
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.										
<b>Observations</b>										
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>							
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.										
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>	
There has been no door to door marketing in the audit period. There have been no complaints received about gas marketing.										
<b>Issues</b>										
None										
<b>Recommendations</b>										
None										

<b>Item 146</b>	Trading Licence Clause 21.1 and 21.2								Compliance rating Not Rated	
<b>Licence:</b> Trading										
Energy Coordination Act section 11ZPP Code of Conduct Clause 2.11(2)										
A marketer must keep a record or other information required by the Code to be kept for at										

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

<b>Item 147</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 3.1(1)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The Trader and Distributor are related and share common staff so communication with one is with the other.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 148</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 3.1(2)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must forward the customer's request for the connection to the relevant distributor in the timeframe specified unless the customer agrees otherwise.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents:									

Not applicable.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The Trader and Distributor are related and share common staff so communication with one is with the other.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 149</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.1						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must issue a bill no more than once a month and at least once every three months unless the circumstances specified exist.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Introductory pack, sample bill									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The residential customers are billed 3 monthly and business customers monthly.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 150</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.2(2)						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer may only place a residential customer on a shortened billing cycle, without the customer's verifiable consent, in the circumstances specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	v
There has been no shortened billing cycles in the audit period.									
<b>Issues</b>									
None									

<b>Recommendations</b>
None

<b>Item 151</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.2(3)					Compliance rating Not Rated			
<b>Licence:</b>	Trading								
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance		<input type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no shortened billing cycles in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 152	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.2(4)					Compliance rating Not Rated			
Licence:	Trading								
Energy Coordination Act section 11M									
A retailer must ensure that a shortened billing cycle is for a period of at least 10 business days.									
Observations									
Documents	<input type="checkbox"/>	Compliance		<input type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no shortened billing cycles in the audit period.									
Issues									
None									
Recommendations									
None									

Item 153	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.2(5)	Compliance rating Not Rated
Licence:	Trading	
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no shortened billing cycles in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 154</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.2(6)	Compliance rating Not Rated
<b>Licence:</b> Trading		
Energy Coordination Act section 11M		
A retailer must inform a customer, who is subject to a shortened billing cycle, at least once every three months, of the conditions upon which a customer can be returned to its previous billing cycle.		
<b>Observations</b>		
Documents	<input type="checkbox"/>	Compliance
<input type="checkbox"/>		<input type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.		
Process	<input type="checkbox"/>	Outcome
<input type="checkbox"/>		<input type="checkbox"/>
Output	<input type="checkbox"/>	Reporting
<input type="checkbox"/>		<input type="checkbox"/>
Compliance	<input type="checkbox"/>	
There has been no shortened billing cycles in the audit period.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 155</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.3(1)	Compliance rating Not Rated
<b>Licence:</b> Trading		
Energy Coordination 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.		
<b>Observations</b>		
Documents	<input type="checkbox"/>	Compliance
<input type="checkbox"/>		<input type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.		



Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no request for bill smoothing in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 156</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.3(2)							Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
If a retailer provides a customer with estimated bills under a bill smoothing arrangement the retailer must ensure that the conditions specified are met.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no request for bill smoothing in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 157</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.4							Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must issue a bill to a customer at the customer's supply address, unless the customer has nominated another address or an electronic address.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Sample bill. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The bills have been issued on paper to the nominated address. There has been no request for an electronic address but it could be provided on request.									
<b>Issues</b>									
None									
<b>Recommendations</b>									

None

<b>Item 158</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.5(1)	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must include minimum prescribed information on the customer's bill, unless the customer agrees otherwise.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Sample bill. Customer Code.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/>
Output	<input checked="" type="checkbox"/>	Reporting <input checked="" type="checkbox"/>
Compliance	<input checked="" type="checkbox"/>	
The bill meets the requirements except (aa) where the TTY service is not on bill (but is in customer charter). Those not required before 2011 are included except the bar graph as the Licensee does not have the capacity to produce one with their software but a table of the information that would be in a bar graph is already given on the bill. Item (h) does not apply as there are no government concessions available for gas customers.		
<b>Issues</b>		
The availability of a TTY service should be on bill. The information is provided but not in graphical form and a bar graph provision would require a substantial change to the software and costs.		
<b>Recommendations</b>		
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.		

<b>Item 159</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.5(3)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Sample bill. Customer Code.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/>
Output	<input checked="" type="checkbox"/>	Reporting <input checked="" type="checkbox"/>
Compliance	<input checked="" type="checkbox"/>	
The previous balance (debt) is given on the bill.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 160</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.6(1)				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must base the customer's bill on the distributor's or metering agent's reading of the meter, or the customer's reading of the meter in the circumstances specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Sample bill. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
All bills have been based on distributor's or metering agent's reading of the meter. There have been no customer reads. There have been no complaints received about meter readings.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 161</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.6(2)				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must give the customer information that explains to that customer how to read a meter correctly (if applicable) in clear, simple and concise language.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The information is in the customer service charter.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 162</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.7				Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
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 with clause 4.6(1)(a) of the Gas Customer Code.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no more than one missed meter reads in the audit period (i.e. at least quarterly).									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 163</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.8(1)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must give the customer an estimated bill in the manner specified, if the retailer is unable to reasonably base a bill on a reading of the meter.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Estimated bills have been provided where the retailer is unable to reasonably base a bill on a reading of the meter (away and vicious dogs).									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 164</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.8(2)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must specify the stated information in circumstances where the customer's bill is estimated.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>

The customers are advised of the basis and reasons leading to estimation of bill. There have been no complaints received about estimated bills.
<b>Issues</b>
None
<b>Recommendations</b>
None

Item 165	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.8(3)					Compliance rating Compliant - 5			
Licence:	Trading								
Energy Coordination Act section 11M									
A retailer must tell a customer, on request, the basis and reason for the estimation.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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									

<b>Item 166</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.9				Compliance rating Compliant - 5									
<b>Licence:</b> <i>Trading</i>														
<i>Energy Coordination Act section 11M</i>														
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.														
<b>Observations</b>														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
The meter reading automatically adjusts on the next bill. It gives the difference from the previous reading (actual or estimated) and produces a bill (which may be a credit if the estimation was too high).														
<b>Issues</b>														
None														
<b>Recommendations</b>														

None
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<b>Item 167</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.10					Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must replace an estimated bill with a bill based on an actual reading if the customer satisfies the requirements as specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	v
There have been no requests for an actual reading in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 168</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.11(1)					Compliance rating Not Rated			
<b>Licence:</b>	Trading								
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for meter testing in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 169</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.11(2)	Compliance rating Not Rated
<b>Licence:</b>	<i>Trading</i>	
<i>Energy Coordination Act section 11M</i>		

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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for meter testing in the audit period.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 170</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.12(1)						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
No alternative tariffs are offered.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 171</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.13						Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
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.								
<b>Observations</b>								
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code								

Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
No alternative tariffs are offered.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 172</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.14(1)							Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no overcharge or under charge.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 173</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.14(2)							Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must repay any amounts overcharged to a customer as a result of a change in the customer's gas use.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no overcharge or under charge.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									



<b>Item 174</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.15(1)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
Final bill has been provided where requested.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 175</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.15(2)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must repay the customer any amount in credit at the time of account closure.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
Any amount in credit at the time of account closure has been paid to the customer.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 176</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.16	Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must review the customer's bill on request by the customer, subject to the customer paying the lesser of the portion of the bill agreed to not be in dispute or an amount equal to the average of the customer's bill over the previous 12 months, and paying any future bills that are properly due.		

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

<b>Item 177</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.17(1)	Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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).		
<b>Observations</b>		
Documents	<input type="checkbox"/>	Compliance
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code		
Process	<input type="checkbox"/>	Outcome
Output	<input type="checkbox"/>	Reporting
Compliance	<input type="checkbox"/>	
There have been no requests for a review.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 178</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.17(2)	Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Observations</b>		
Documents	<input type="checkbox"/>	Compliance
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code		
Process	<input type="checkbox"/>	Outcome
Output	<input type="checkbox"/>	Reporting
Compliance	<input type="checkbox"/>	
There have been no requests for a review.		

<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 179</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.18(2)				Compliance Rating Not Rated				
<b>Licence:</b>	Trading								
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no undercharge as a result of an act or omission by a retailer or distributor.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 180	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.19(2)				Compliance rating Not Rated				
Licence:	Trading								
Energy Coordination Act section 11M									
A retailer must use its best endeavours to inform the customer (including a customer who has vacated the supply address) of an overcharge, and repay or credit any amount overcharged as a result of an act or omission by a retailer or distributor, in the manner and period specified.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no overcharge.									
Issues									
None									
Recommendations									
None									

<b>Item 181</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.19(3)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must pay the amount overcharged in accordance with the customer's instructions within 12 business days of receiving the instructions.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no overcharge.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 182</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 4.19(4)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no overcharge.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 183</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.1				Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
The due date on the bill must be at least 12 business days from the date of the bill, with the date of dispatch deemed to be the date of the bill, unless the retailer specifies a later date.								
<b>Observations</b>								

Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.				
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The due date meets the requirements.				
<b>Issues</b>				
None				
<b>Recommendations</b>				
None				

<b>Item 184</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.2(1)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must as a minimum offer the specified payment methods to the customer.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The required methods are supplied and Centrepay.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 185</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.2(2)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must comply with the Electronic Funds Transfer Code of Conduct with respect to an electronic payment arrangement.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
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.		

<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 186</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.3				Compliance rating Not Rated				
<b>Licence:</b>	Trading								
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no direct debit facilities offered.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 187</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.4				Compliance rating Compliant - 5				
<b>Licence:</b>	Trading								
Energy Coordination Act section 11M									
A retailer must accept payment in advance from a customer on request, in the circumstances specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Payments in advance are accepted in all circumstances.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 188</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.5				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
Free redirections are offered but no request has been made.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 189</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.6(1)				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must not charge a residential customer a late payment fee in the circumstances specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There are no concessions available to gas customers and no complaints to ombudsman. No fee has been charged where on a payment plan or given an extension to pay.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 190</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.6(2)				Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer must not charge a residential customer an additional late payment fee in relation to the same bill within five business days from the date of receipt of the previous late payment fee notice.								

<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no double late fees.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 191</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.6(3)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer must not charge a residential customer more than three late payment fees in relation to the same bill.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
Only one late fee has been charged.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

<b>Item 192</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.7(1)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
Customers have not paid for gas where the required notice had been given.		



<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 193</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.7(2)				Compliance rating Not Rated				
<b>Licence:</b>	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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no advice received that a customer had been evicted or otherwise required to vacate a supply address.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 194	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.7(4)				Compliance rating Compliant - 5				
Licence: Trading									
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.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bill.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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									
None									

<b>Recommendations</b>
None

Item 195		Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.8(1)				Compliance rating Not Rated								
Licence: Trading														
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		<input type="checkbox"/>	Compliance		<input type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.														
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance		<input type="checkbox"/>
There is no debt collection.														
Issues														
None														
Recommendations														
None														

Item 196	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.8(2)					Compliance rating Not Rated			
Licence:	Trading								
Energy Coordination Act section 11M									
A retailer must not commence proceedings for recovery of a debt in the circumstances specified.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no debt proceedings.									
Issues									
None									
Recommendations									
None									

Item 197	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.8(3)	Compliance rating Not Rated
Licence:	Trading	
Energy Coordination Act section 11M		
A retailer must not recover or attempt to recover a debt relating to a supply 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no debt recovery									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 198</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 5.9					Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Not applicable.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There are no dual fuel contracts.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 199</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.1(1)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents:									

Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The assessment of financial difficulties is done on the spot in person or telephone.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 200</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.1(2)					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must give reasonable consideration to the information and advice specified when undertaking an assessment regarding payment difficulties or financial hardship.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The licensee has always accepted that the customer cannot pay. Customers are referred to a financial counsellor.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 201</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.1(3)					Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must advise a residential customer on request of the details of an assessment.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for details of assessment.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 202</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.2(1)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer may not unreasonably deny a residential customer's request for a temporary suspension of actions in the circumstances specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for suspension of actions.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 203</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.2(2)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must allow a temporary suspension of actions for a period of at least 10 days.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for suspension of actions.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 204</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.2(3)				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer must give reasonable consideration to a request by a residential customer in the manner specified to allow a relevant consumer representative organisation additional time to assess a residential customer's capacity to pay.								

<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 205</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.3						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must offer the alternative payment arrangements, and advise the residential customers that additional assistance may be available, in circumstances where a residential customer is assessed as experiencing payment difficulties or financial hardship.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Alternative payment options and advice is given such as an instalment plan, financial counselling, Centrepay									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 206</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.4(1)						Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer must offer a residential customer who is experiencing payment difficulties or financial hardship at least the specified payment arrangements.								
<b>Observations</b>								
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.								

Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Time to pay or a complying instalment plan is offered.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 207	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.4(2)						Compliance rating Compliant - 5		
Licence: Trading									
Energy Coordination Act section 11M									
A retailer must take into account and specify the stated information and take the specified actions when offering an instalment plan to a residential customer experiencing payment difficulties or financial hardship.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Offered instalment plans meet the requirements.									
Issues									
None									
Recommendations									
None									

Item 208					Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.6(1)					Compliance rating Not Rated				
Licence: Trading														
Energy Coordination Act section 11M														
A retailer must give reasonable consideration to a request by a customer, or a relevant consumer representative organisation, for a reduction of the customer's fees, charges, or debt.														
Observations														
Documents			<input type="checkbox"/>	Compliance			<input type="checkbox"/>							
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.														
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output		<input type="checkbox"/>	Reporting		<input type="checkbox"/>	Compliance		<input type="checkbox"/>
There have been no requests for reduction of the customer's fees, charges, or debt.														
Issues														
None														
Recommendations														
None														

<b>Item 209</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.6(2)		Compliance rating Not Compliant - 2	
<b>Licence:</b> <i>Trading</i>				
<i>Energy Coordination Act section 11M</i>				
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).				
<b>Observations</b>				
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>	
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.				
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output
			<input checked="" type="checkbox"/>	Reporting
			<input checked="" type="checkbox"/>	Compliance
			<input checked="" type="checkbox"/>	
The Licensee has a draft financial hardship policy so cannot be assured of meeting the consultation requirements before it is finalised. Subject to consultation the document meets the requirements.				
<b>Issues</b>				
Hardship policy is not in place				
<b>Recommendations</b>				
Finalise consultation of hardship policy and set up process for scheduled annual consultation.				

<b>Item 210</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.7		Compliance rating Not Rated	
<b>Licence:</b> <i>Trading</i>				
<i>Energy Coordination Act section 11M</i>				
A retailer must give reasonable consideration to offering a customer an instalment plan or offering to revise an existing instalment plan, in circumstances where it is reasonably demonstrated to the retailer that the customer is unable to meet its previously elected payment arrangement.				
<b>Observations</b>				
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>	
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.				
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output
			<input type="checkbox"/>	Reporting
			<input type="checkbox"/>	Compliance
			<input type="checkbox"/>	
There has been no revised instalment plan offered after an existing instalment plan. New instalment plans have been offered.				
<b>Issues</b>				
None				
<b>Recommendations</b>				
None				

<b>Item 211</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.8		Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>				



<i>Energy Coordination Act section 11M</i>									
A retailer must advise the customer of the specified assistance information.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Customers are advised of complying assistance information.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 212</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.9(1)						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There has been no request for advance payment at all and none therefore from those with payment difficulties.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 213</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.9(2)						Compliance rating Compliant - 5	
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer may apply different minimum payment in advance amounts for residential customers experiencing payment difficulties or financial hardship and other customers.								
<b>Observations</b>								
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents:								

Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Flexible plans are offered depending on the circumstances.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 214</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.10(1)					Compliance rating Not Compliant - 2			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must develop a hardship policy to assist customers in meeting their financial obligations and responsibilities to the retailer.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Draft hardship policy.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
A draft policy has been developed.									
<b>Issues</b>									
A hardship policy is not in place.									
<b>Recommendations</b>									
Finalise the hardship policy including the required consultation.									

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

<b>Item 216</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.10(3)	Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i> A retailer must give a customer, financial counsellor or relevant consumer representative organisation, on request, details of the financial hardship policy, at no charge.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Draft hardship policy.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The policy is not completed to make available.		
<b>Issues</b>		
None		
<b>Recommendations</b>		
None		

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

<b>Item 218</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 6.11	Compliance rating Not Rated
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i> A retailer must consider any reasonable request for alternative payment arrangements from a business customer who is experiencing payment difficulties.		

<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for alternative payment arrangements.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 219</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 7.1					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
A complying reminder notice and a complying disconnection warning are issued in the manner and timeframes specified prior to arranging for disconnection.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 220</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 7.2					Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must not arrange for disconnection of a customer's supply address for failure to pay a bill in the circumstances specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									

Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 221	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 7.3						Compliance rating Not Rated		
Licence: Trading									
Energy Coordination Act section 11M									
In relation to dual fuel contracts or separate contracts for the supply of electricity and the supply of gas, a retailer must not arrange for disconnection of the residential customer's supply address for failure to pay a bill within 15 business days from arranging for disconnection of the residential customer's gas supply.									
Observations									
Documents	<input type="checkbox"/>	Compliance		<input type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no dual fuel contracts.									
Issues									
None									
Recommendations									
None									

Item 222		Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 7.4					Compliance rating Compliant - 5						
Licence: Trading													
Energy Coordination Act section 11M													
A retailer must not arrange for the disconnection of a customer's supply address for denying access to the meter unless the conditions specified are satisfied.													
Observations													
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>								
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.													
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
There have been no disconnections for denying access to the meter.													
Issues													
None													

<b>Recommendations</b>
None

Item 224	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 7.6					Compliance rating Compliant - 5			
Licence:	Trading								
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.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no disconnections where there was a complaint or outside the proscribed times.									
Issues									
None									
Recommendations									
None									

<b>Item 225</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 8.1(1)				Compliance rating Compliant - 5				
<b>Licence:</b>	Trading								
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Reconnections have been made in a complying manner. There have been no complaints received about reconnections.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 226</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 8.1(2)				Compliance rating Compliant - 5				
<b>Licence:</b>	Trading								
Energy Coordination Act section 11M									
A retailer must forward the request for reconnection to the relevant distributor within the timeframe specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There trader and distributor are related and have common staff. Communicating with one is communicating with the other as it is the same person.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 228	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.1(1)				Compliance rating Not Compliant - 2				
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	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
While the notice that tariffs are subject to annual CPI increases in the information pack customers are not told with the prior bill of a pending increase.									
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 prior to a tariff increase.									

<b>Item 229</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.1(2)	Compliance rating Compliant - 5
<b>Licence:</b>	<i>Trading</i>	
<i>Energy Coordination Act section 11M</i>		
A retailer must give a customer on request, at no charge, reasonable information on the retailer's tariffs, including alternative tariffs (if any).		

<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Tariff information is in the information pack and available free on request. There is no alternative tariff.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 230</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.1(3)						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must give a customer the information requested on tariffs in the manner and within the timeframes specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for information. Tariff information is in the information pack and available free on request.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 231</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.2(1)						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must, on request, give a customer its billing data.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no requests for information. Billing information is in the information pack and									



available free on request.
<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 232</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.2(2)					Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must give the requested billing data at no charge in the circumstances specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for information. Billing information is in the information pack and available free on request.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 233</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.2(3)				Compliance rating Not Rated						
<b>Licence:</b> <i>Trading</i>											
<i>Energy Coordination Act section 11M</i>											
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.											
<b>Observations</b>											
Documents		<input type="checkbox"/>	Compliance		<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.											
Process		<input type="checkbox"/>	Outcome		<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for information. Billing information is in the information pack and available free on request.											
<b>Issues</b>											
None											
<b>Recommendations</b>											
None											

<b>Item 234</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.2(4)				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must keep a customer's billing data for seven years.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The customer billing data is available on the servers for the 5 years of operation.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

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

<b>Item 236</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.4				Compliance rating Not Rated			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer must give a customer on request, at no charge, the general energy efficiency information specified.								
<b>Observations</b>								
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>					

<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for energy efficiency information.									
<b>Issues</b>									
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.									
<b>Recommendations</b>									
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).									

<b>Item 237</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.5						Compliance rating Not Rated		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There have been no requests for gas information. There is information in the customer charter.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 238</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.5A						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must lodge with the Authority a gas customer safety awareness program in the manner and timeframes specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Safety awareness program									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
A gas customer safety awareness program has been lodged as required.									

<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 240</b>	Trading Licence clause 2.1 and Schedule Gas Customer Code clause 10.9				Compliance rating Compliant - 5				
<b>Licence:</b>	<i>Trading</i>								
<i>Energy Coordination Act section 11M</i>									
A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Gas Customer Code is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Written information that is given to a customer under the Gas Customer Code is complying.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 241</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.10(1)				Compliance rating Not Rated				
<b>Licence:</b>	Trading								
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for copies of Gas Customer Code.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 242</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.10(2)				Compliance rating Compliant 5				
<b>Licence:</b> Trading									
Energy Coordination Act section 11M									
A retailer and distributor must make electronic copies of the Gas Customer Code available, at no charge, on their web sites.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The web site also has a direct link to the Gas Customer Code. The web site has a link to the Authority web site that has the customer code available for free.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None.									

<b>Item 243</b>	Trading Licence clause 2.1 and Schedule Gas Customer Code clause 10.10(3)				Compliance rating Not Rated				
<b>Licence:</b> Trading									
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	v
There have been no requests for the Code but it is available free on request.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 244</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.11(1)				Compliance rating Compliant - 5			
<b>Licence:</b> Trading								
Energy Coordination Act section 11M								
A retailer and distributor must make available to the customer on request, at no charge, services that assist the customer in interpreting information provided by the retailer or distributor.								

<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The information is in the customer charter and available on request free.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 245</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 10.11(2)	Compliance rating Not Compliant - 2
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
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.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>
The interpreter service and TTY are in the customer charter. The translation service is on the bill, but not on overdue warnings and disconnection notices.		
<b>Issues</b>		
Need to add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices.		
<b>Recommendations</b>		
Add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices		

<b>Item 246</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 11.1(1)	Compliance rating Compliant - 5
<b>Licence:</b> <i>Trading</i>		
<i>Energy Coordination Act section 11M</i>		
A retailer and distributor must produce and publish a Customer Service Charter.		
<b>Observations</b>		
Documents	<input checked="" type="checkbox"/>	Compliance <input checked="" type="checkbox"/>
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.		
Process	<input checked="" type="checkbox"/>	Outcome <input checked="" type="checkbox"/> Output <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/>

A customer service charter has been published.
<b>Issues</b>
None
<b>Recommendations</b>
None

Item 247	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 11.1(2)				Compliance rating Compliant - 5				
Licence:	Trading								
Energy Coordination Act section 11M									
A retailer and distributor must address the specified information in their Customer Service Charters.									
Observations									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The Customer Service Charter contains the required information.									
Issues									
None									
Recommendations									
None									

<b>Item 248</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 11.2(1)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer and distributor must give a customer on request, at no charge, a copy of the Customer Service Charter.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests but the charter is in the information pack, available on request at the office and in the web site.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 249</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 11.2(2)				Compliance rating Not Rated				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no requests for the charter.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 250</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.1(1)				Compliance rating Compliant - 5				
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer and distributor must develop, maintain and implement an internal process for handling complaints and resolving disputes.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There is a complaints handling process.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 251</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.1(2)				Compliance rating Compliant - 5			
<b>Licence:</b> <i>Trading</i>								
<i>Energy Coordination Act section 11M</i>								
A retailer and distributor must develop, maintain and implement a complaints handling process that meets the specified requirements.								
<b>Observations</b>								



Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The complaints process is complying. There have been no complaints received about complaints process.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 252	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.1(3)				Compliance rating Compliant - 5									
Licence: Trading														
Energy Coordination Act section 11M														
A retailer or distributor must at least provide the specified advice to a customer when handling a complaint.														
Observations														
Documents		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>									
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.														
Process		<input checked="" type="checkbox"/>	Outcome		<input checked="" type="checkbox"/>	Output		<input checked="" type="checkbox"/>	Reporting		<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>
The required advice was given to the one complainant. There have been no complaints received about complaint process.														
Issues														
None														
Recommendations														
None														

<b>Item 253</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.2				Compliance rating Compliant - 5				
<b>Licence:</b>	Trading								
Energy Coordination Act section 11M									
A retailer must comply with any guideline developed by the Authority relating to distinguishing customer queries from customer complaints.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
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.
<b>Issues</b>
None
<b>Recommendations</b>
None

<b>Item 254</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.3	Compliance rating Not Rated							
<b>Licence:</b>	Trading								
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.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Complaint process.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	v
There have been no requests for information on complaints handling.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

Item 255	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 12.4				Compliance rating Not Rated				
Licence:	Trading								
Energy Coordination 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.									
Observations									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
Evidence: interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
There have been no complaints not relating to the Licensees function. The distributor and trader are related and have common staff so reference to one is to the other.									
Issues									
None									
Recommendations									
None									

<b>Item 256</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.1				Compliance rating Compliant - 5				
<b>Licence:</b> Trading									
Energy Coordination 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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The required information is retained.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 257</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.2				Compliance rating Compliant - 5				
<b>Licence:</b> Trading									
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.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The required records are kept.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 258</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.3(1)				Compliance rating Compliant - 5			
<b>Licence:</b> Trading								
Energy Coordination Act section 11M A retailer must keep a record of the customer complaint indicators specified.								
<b>Observations</b>								

Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The required records are kept.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 259</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.3(2)						Compliance rating Compliant - 5		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must keep a copy of each complaint referred to in clause 13.3(1) (including complaints made directly to a marketer).									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
There is a record of the one complaint received.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 260</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.5						Compliance rating Not Applicable		
<b>Licence:</b> <i>Trading</i>									
<i>Energy Coordination Act section 11M</i>									
A retailer must keep a record of the call centre performance indicators specified.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
The Licensee does not have a call centre and one cannot be economically justified.									
<b>Issues</b>									
None									

<b>Recommendations</b>
None

<b>Item 261</b>	Trading Licence clause 2.1 and Schedule 2 Gas Customer Code clause 13.6				Compliance rating Compliant - 5				
<b>Licence:</b>	Trading								
Energy Coordination Act section 11M									
A retailer must keep a record of the total number of residential and business accounts specified.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The required records are kept.									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

<b>Item 267</b>	Trading Licence clause 2.1 and Schedule Gas Customer Code clause 13.15(1)				Compliance rating Compliant 5				
<b>Licence:</b>	Trading								
Energy Coordination Act section 11M									
A retailer and a distributor must prepare a report setting out the information required by Part 13 of the Gas Customer Code, in respect of each year ending on 30 June. The report must be published no later than the following 1 October.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance		<input checked="" type="checkbox"/>					
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The 2009/10 report has been published and on time (after the audit period).									
<b>Issues</b>									
None									
<b>Recommendations</b>									
None									

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

<i>Energy Coordination Act section 11M</i>									
A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.									
<b>Observations</b>									
Documents	<input type="checkbox"/>	Compliance	<input type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Customer service charter. Customer Code. Sample bills.									
Process	<input type="checkbox"/>	Outcome	<input type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input type="checkbox"/>	Compliance	<input type="checkbox"/>
The 2009/10 report was published but not given to the Minister before publication. The report is outside the audit period. There was no report in the audit period.									
<b>Issues</b>									
Advise Minister before publication.									
<b>Recommendations</b>									
Develop a compliance manual with scheduled reminders for regulatory compliance issues.									

<b>Item A</b>	Old Licence clause7							Compliance rating Compliant 5	
<b>Licence:</b> <i>Trading</i>									
The licence requires, to the extent economically viable, that gas is marketed to small customers.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Local Media.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
Advertisements were placed in local media of the availability of gas for small customers.									
<b>Issues</b>									
None.									
<b>Recommendations</b>									
None.									

<b>Item B</b>	Old Licence Clause19							Compliance rating Compliant 5	
<b>Licence:</b> <i>Trading</i>									
The licence requires that the licensee have property damage and public liability insurance.									
<b>Observations</b>									
Documents	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>						
<b>Evidence:</b> interviewed Lawrence Teo, listed staff, inspected sample installations. Documents: Insurance.									
Process	<input checked="" type="checkbox"/>	Outcome	<input checked="" type="checkbox"/>	Output	<input checked="" type="checkbox"/>	Reporting	<input checked="" type="checkbox"/>	Compliance	<input checked="" type="checkbox"/>
The Licensee is insured.									

<b>Issues</b>
None.
<b>Recommendations</b>
None.