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### GTL10 Post Audit Implementation Plan: Corrective Actions

Item	Action	By Whom	When	Status	Actions Required
1	Licensee to implement a process that ensures payment within the required period rather than in accordance with their standard payment period.	Reticulation Manager	30 September 2011	Complete.	Payment terms for ERA changed to immediate.  Verified complete by AchieveIT Consulting.
57	Customer to be provided with notice describing the tariff charged at the time of becoming a customer.	Team Leader – Customer Relations	30 August 2011	Complete.	Revised the customer Welcome letter.  Verified complete by AchieveIT Consulting.
60	The bill format to be revised to comply with the requirements of the AGA code and the outstanding items are amount of arrears or credit, information on meter testing and the availability of interpreter services.	Team Leader – Reticulated Gas	20 June 2011	Complete.	Added meter accuracy test reference to the bill.  Verified complete by AchieveIT Consulting.

73, 114, 115, 116, 117, 118, 119, 120,123,124,125,126, 128, 129, 130, 131, 137, 140	All customer service officers to be made aware of the GMCOC and the associated requirements via a training circular. The training circular document to provide an overview of the code, and outline the licensee's requirements under the code and how compliance will be achieved, including the action to be taken if a customer query's a contract.	Customer Service Team Trainer	15 July 2011	Complete. Email training circular sent. Verified complete by AchieveIT Consulting.
136, 138, 139	Licensee to implement a process to record 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 to enable the required information to be provided to the Gas Ombudsman or the Authority on request.	Reticulation Manager	8 August 2011	Complete. Spreadsheets developed and circulated to relevant staff. Verified complete by AchieveIT Consulting.
143, 144	Licensee to implement a process to record 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 to enable the required information	Reticulation Manager	8 August 2011	Complete. Made as part of our existing complaints handling process. Verified complete by AchieveIT Consulting.

	to be provided to the Gas Ombudsman or the Authority on request.			
80	Licensee to implement a process that ensures the customer is provided with the required information in the required time frame.	Sales Manager – South WA	30 October 2011	Complete. FPe action scheduled for 2013, 3 months prior to contract expiry. Verified complete by AchieveIT Consulting.
82	Licensee to implement a process for providing advice with a customer's bill from time to time that a customer service charter is available free of charge. This should be achieved by including the information on the bill.	Team Leader – Reticulated Gas	15 July 2011	Complete. Information added to bill. Verified complete by AchieveIT Consulting.
106, 107	Licensee to put in place a process to ensure any direction from the Authority is recorded and the action required completed within the required timeframe and a record of the action taken is retained.	Reticulation Manager	30 September 2011	Complete. Procedure developed. Verified complete by AchieveIT Consulting.
122	Licensee to provide the following information as required under the Gas Marketing Code of Conduct:	Reticulation Manager	8 August 2011	Complete. Welcome letter modified.

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(a) how the *customer* may obtain –

(i) a copy of the *retailer's Customer Service Charter*;

(ii) a copy of the *Code*; and

iii) details on all relevant tariffs, fees, charges, *alternative tariffs* and service levels that may apply to the *customer*;

(b) the scope of the *Code*;

(c) that a *retailer, distributor, marketer* and *marketing representative* must comply with the *Code*;

(d) how the *retailer* may assist if the *customer* is experiencing *payment difficulties* or *financial hardship*;

(e) the *concessions* that may apply to the *customer*;

(f) the *distributor's* 24 hour telephone number for faults and emergencies;

(g) how the *customer* may access the *retailer's*:

(i) multi-lingual services (in languages reflective of the *retailer's customer* base); and

(ii) *TTY* services;

(h) how to make an enquiry of, or

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Verified complete by  
AchieveIT Consulting.

*complaint to, the retailer;*  
 (i) general information on the *retailer's gas customer safety awareness programme;* and  
 (j) the details of any right the *customer* may have to rescind the *contract* during a *cooling-off period* and the charges that may apply if the *customer* rescinds the *contract*.

156	The bill to be amended to include the minimum prescribed information required by the code.  Until 1 July 2011 the only item missing as required under clause 4.5(1) of the Gas Customer Code is the inclusion of the amount of arrears and credits.	Team Leader – Reticulated Gas	20 June 2011	Complete.  New bill format implemented.  Verified complete by AchieveIT Consulting.	
208, 213, 214,215	Hardship policy to be finalised and implemented.	National Credit Manager	30 September 2011	Informal approval for hardship policy received. Formal approval expected last week of August.	Bernadette continue dialogue with ERA.
216	On completion of the Hardship policy and its implementation the specified information required in the Gas Customer Code is to be recorded.	National Credit Manager	30 September 2011	Provision to capture all information is there. Will be completed with the approval of the	Document revision history, and customer groups liaised with required.

				hardship policy.	
217	As part of the process of developing the hardship policy the licensee is to include a process for reviewing the policy and submitting it to the authority in the required time frame.	National Credit Manager	30 September 2011	Action already exists within FPe.	Regular reviews via OMS system.
218	The licensee is to have regard to the Authority's Financial Hardship Policy Guidelines when updating their hardship policy	National Credit Manager	30 September 2011		Bernadette continue dialogue with ERA.
229	The licensee to ensure it has in place a process for giving notice of any variations in its tariffs to each of its customers affected by a variation, in the timeframes specified. Existing process to be documented.	Team Leader – Reticulated Gas	30 September 2011	Complete. Pricing movement document has had section added to cover domestic retic customers. Verified complete by AchieveIT Consulting.	
246	The bill to include the telephone number for independent multi-lingual services and National Interpreter Symbol.	Team Leader – Reticulated Gas	20 June 2011	Complete. New bill format implemented. Verified complete by AchieveIT Consulting.	

251	Complaints manual to be amended to include information on how a customer on request, at no charge, gets information that will assist the customer in utilising the respective complaints handling processes and a brochure developed for handing to the customer.	Customer Advocate	30 September 2011	Brochure text complete. Brochures not yet printed. Verified complete by AchieveIT Consulting.	
266	Process to be developed by licensee for submitting the report directly to the Minister within the required timeframe.	Reticulation Manager	30 September 2011	Complete. Procedure developed. Verified complete by AchieveIT Consulting.	
Sept 2009: 119	All customer service officers to be made aware of the GMCOC and the associated requirements via a training circular. The training circular document to provide an overview of the code, and outline the licensee's requirements under the code and how compliance will be achieved.	Customer Service Team Trainer	15 July 2011	Complete. Email circular sent. Verified complete by AchieveIT Consulting.	
Sept 2009: 216	Hardship policy to be finalised and implemented.	National Credit Manager	30 September 2011	Informal approval for hardship policy received. Formal approval expected last week of August.	Bernadette continue dialogue with ERA.