



# INFORMATION

## Alinta Sales Pty Ltd

### 2011 PERFORMANCE AUDIT

The Economic Regulation Authority (**Authority**) today published the 2011 performance audit (**audit**) report for Alinta Sales Pty Ltd's (**Alinta**) gas trading licence (GTL9).

The Authority considers that Alinta has achieved an adequate level of compliance with its licence conditions. However, the audit has also identified two issues which are of particular concern to the Authority.

The first issue is that Alinta is non-compliant with the obligation to process gas connection requests within the required timeframes of the *Gas Customer Code* (**Code**). According to the audit report, approximately 12% of sampled customers had gas connection requests processed outside of the required timeframes, which indicates there was a systemic problem with the processing of gas connection requests. Alinta has indicated to the Authority that the actions to address this non-compliance have already been completed.

Secondly, Alinta is non-compliant with the Code requirement to bill each customer no more than once a month and at least once every three months unless the customer has provided consent to bill more or less frequently. The audit report has identified that some customers were not issued a bill over a three month period, without their consent. The Authority notes that this issue relates to the timing of meter readings provided to Alinta by the gas distributor, ATCO Gas Australia (**ATCO**). The Authority further notes that, while Alinta has little control over the meter reading procedures of ATCO, it is still technically non-compliant with the requirements of the Code. Alinta has resolved to address this non-compliance by June 2012.

The Authority has decided to increase the period of time until the next audit from 15 to 24 months. The next audit report for Alinta's gas trading licence, covering the period 1 October 2011 to 30 September 2013, is due to be provided to the Authority by 31 December 2013.

A copy of the [audit report including the post-audit implementation plan](#) is available on the Authority's website.

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