



Notice

16 November 2016

ATCO Gas Australia Pty Ltd

2016 PERFORMANCE AUDIT

The Economic Regulation Authority (**ERA**) has published the [2016 performance audit \(audit\)](#) report for ATCO Gas Australia Pty Ltd's (**ATCO**) gas distribution licence GDL8.

ACTION BY THE ERA

The ERA is satisfied that ATCO has demonstrated a high level of compliance with its licence and has decided the period until the next audit will remain at 36 months. The next audit will cover the period 1 July 2016 to 30 June 2019. There is no post-audit implementation plan because ATCO has addressed all non-compliances.

BACKGROUND

ATCO owns and operates the largest gas distribution network in Western Australia, covering approximately 14,000 kilometres of piping and delivering gas to approximately 725,000 customers.

The auditor assessed 70 licence obligations,¹ of which 48 achieved a rating of A1 (performing effectively), one was rated A2 (minor non-compliance, effective controls) and nine were rated as B2 (controls improvement opportunity, minor non-compliance). Four of the 10 non-compliances had the potential to inconvenience customers:²

- During the June 2016 quarter, ATCO performed 3.8% of new gas connections late, due to contractor issues (obligation 88).
- ATCO self-identified one occasion where it had disconnected a customer outside the prescribed times (obligation 227).
- ATCO self-identified three occasions where it had performed a reconnection after the prescribed deadline (obligation 230).
- Prior to 31 January 2014, ATCO's process to respond to complaints did not include the requirement to inform the customer about his or her right to raise the complaint with the energy ombudsman.

The remaining six non-compliances cover relatively minor administrative or process issues that ATCO addressed early during the audit period and did not have a significant effect on customers.

For further information contact:

General Enquiries

Paul Reid
Phone: 08 6557 7976
Email: records@erawa.com.au

Media Enquiries

Tracy Wealleans
Work: 08 6557 7942
Mobile: 0428 859 826
Email: communications@erawa.com.au

¹ Of the 70 obligations, nine were not rated and three were not applicable.

² The obligation numbers are from the ERA's *Gas Compliance Reporting Manual*.