

Trading Licence

Energy Coordination Act 1994 (WA)

Trading Licence

The Economic Regulation Authority (Authority), established under the *Economic Regulation Authority Act 2003*, hereby grants a trading licence (Licence) to <<Name>> (Licensee) subject to, and in accordance with, the terms set out in this licence.

Dated this <<Date>> day <<Month>> 20xx.

Signed by a delegate;
member; or
the Chairman of the Economic Regulation Authority.

Trading Licence

Energy Coordination Act 1994 (WA)

LICENCE GTL<<Number>>

Applicant's Full Name
(Licensee)

<<ABN_ACN >>

<<ADDRESS>>

Trading Licence

1 Definitions

Act means the *Energy Coordination Act 1994 (WA)*.

another supplier means a person other than the *licensee* who holds a trading licence.

applicable legislation includes:

- (a) the *Act*; and
- (b) the *Regulations*.

approved scheme means a scheme approved under Part 2D of the *Act*.

Authority means the Economic Regulation Authority.

business day means a day which is not a Saturday, Sunday or a Public Holiday in Western Australia.

commencement date means the date specified in Schedule 1.

customer means a person whose consumption of gas is less than 1 terajoule per year.

customer service charter means the charter as defined in the *Energy Coordination (Customer Contracts) Regulations 2004*.

distribution system means

- (a) a system of pipelines, mains, and gas service pipes, designed to operate at a pressure of less than 1.9 megapascals, for the transportation of gas to customers; or
- (b) any other part of the gas distribution system (as defined in section 90 of the *Gas Corporation Act 1994* repealed by section 93 of the *Gas Corporation (Business Disposal) Act 1999*) at the time when a distribution licence is first issued for all or any part of that system (regardless of the pressure at which it is designed to operate),

and any associated apparatus, facilities, structures, plant, or equipment.

expiry date means the date specified in Schedule 1.

gas means any gas or mixture of gases, whether naturally occurring or manufactured, intended for use:

- (a) as a fuel; or
- (b) in any chemical process;

gas marketing standard means the standard attached to this *licence* in Schedule 2.

gas supply contract includes a *standard form contract* and a contract other than a *standard form contract*.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

gas trading email address means:

- (a) in relation to the *Authority*, the addressee's authorised *Authority* email address or other such email address as notified in writing to the *licensee*; and
- (b) in relation to the *licensee*, the email address specified in the licence application or other such email address as notified in writing to the *Authority*.

individual performance standards mean any standards prescribed by the *Authority* for an individual *licensee* pursuant to clause 19 of the *licence*.

licence means:

- (a) this licence;
- (b) the Schedules of this licence; and
- (c) any *individual performance standards* approved by the *Authority* pursuant to clause 19.

licence area(s) is the area(s) stated in Schedule 1 of this *licence*.

licensee means <<Name of licensee>>.

maintain supply in clause 17 means, unless the *licensee* and the *customer* agree otherwise:

- (a) subject to the terms of the *gas supply contract* between the *licensee* and the *customer* and (b), the *licensee* must supply gas to the *customer* at the premises, in sufficient quantity to meet the customer's gas requirements, for the duration of the *gas supply contract*;
- (b) the maximum quantity of gas that the *licensee* is required to supply to a *customer* under (a) is the quantity of gas that can be physically delivered to the *licensee* by the relevant distribution licensee using *standard residential delivery facilities*;
- (c) the *licensee* must not terminate, or purport to terminate, the *gas supply contract* other than in accordance with its terms; and
- (d) if the *gas supply contract* expires or is terminated in accordance with its terms, then:
 - (i) subject to subparagraph (ii), the *licensee* must offer to enter into a *standard form contract* with the *customer* in place of the expired or terminated contract; and
 - (ii) before entering into a contract in place of the expired or terminated contract, the *licensee* may require the *customer* to meet the *licensee's* reasonable minimum prudential requirements and credit standards.

non-standard contract has the meaning in section 11WB of the *Act*.

notice means a written notice, agreement, consent, direction, representation, advice, statement or other communication required or given pursuant to, or in connection with, this *licence*.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

performance audit means an audit of the effectiveness of measures taken by the *licensee* to meet the *performance criteria* in this *licence*.

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*.

publish in relation to a report or information means either:

- (a) posting the report or information on the *licensee's* website; or
- (b) sending the report or information to the *Authority* to be published on the *Authority's* website.

Regulations means any regulations in force from time to time made pursuant to the *Act* and includes:

- (a) *Energy Coordination (Customer Contracts) Regulations 2004*;
- (b) *Energy Coordination (Last Resort Supply) Regulations 2005*;
- (c) *Energy Coordination (Licensing Fees) Regulations 1999*;
- (d) *Energy Coordination (Ombudsman Scheme) Regulations 2004*; and
- (e) *Energy Coordination (Gas Tariffs) Regulations 2000*.

related body corporate has the meaning in section 50 of the *Corporations Act 2001 (Cwlth)*.

review guidelines means the guidelines for the review of *customer service charters* published on the *Authority's* website.

reviewable decision means a decision by the *Authority* pursuant to:

- (a) clause 12.2, 12.3;
- (b) clause 18.2;
- (c) clause 19.2;
- (d) clause 25.1; or
- (d) clause 26.1,

of this *licence*.

supplier of last resort has the meaning in Division 6A of the *Act*.

2 Grant of Licence

- 2.1 The *licensee* is granted a *licence* for the *licence area(s)* to sell gas transported through a *distribution system* to *customers* in accordance with the terms and conditions of this *licence*.

3 Term

- 3.1 This licence commences on the *commencement date* and continues until the earlier of:
 - (a) the cancellation of the *licence* pursuant to clause 7 of this licence;

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (b) the surrender of the *licence* pursuant to clause 8 of this licence; or
- (c) the *expiry date*.

4 Fees

- 4.1 The *licensee* must pay the applicable fees in accordance with the *Regulations*.

5 Compliance

- 5.1 Subject to any modifications or exemptions granted pursuant to the *Act*, the *licensee* must comply with any *applicable legislation*.
- 5.2 Subject to the provisions of any *applicable legislation*, the *Authority* may direct the *licensee* in writing to do any measure necessary to:
- (a) correct the breach of any *applicable legislation*; or
 - (b) prevent the breach of any *applicable legislation* occurring again, and specify a time limit by which such action must be taken.

6 Transfer of Licence

- 6.1 This *licence* may be transferred only in accordance with the *Act*.

7 Cancellation of Licence

- 7.1 This *licence* may be cancelled only in accordance with the *Act*.

8 Surrender of Licence

- 8.1 The *licensee* may surrender the *licence* at any time by written *notice* to the *Authority*.
- 8.2 The surrender of the *licence* will take effect on the day that the *Authority* publishes a *notice* of the surrender in the *Gazette*.
- 8.3 The *licensee* will not be entitled to a refund of any fees by the *Authority*.

9 Renewal of Licence

- 9.1 This *licence* may be renewed only in accordance with the *Act*.

10 Amendment of Licence on Application of the Licensee

- 10.1 The *licensee* may apply to the *Authority* to amend the *licence* in accordance with the *Act*.

11 Amendment of the Licence by the Authority

- 11.1 Subject to any *applicable legislation*, the *Authority* may amend the *licence* at any time in accordance with this clause.
- 11.2 Before amending the *licence* under clause 11.1, the *Authority* must:
- (a) provide the *licensee* with written *notice* of the proposed amendments under consideration by the *Authority*;

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (b) allow 15 *business days* for the *licensee* to make submissions on the proposed amendments; and
- (c) take into consideration those submissions.

11.3 This clause also applies to the substitution of the existing *licence*.

11.4 For avoidance of doubt, the *licensee* will not have to pay an associated application fee or licence fee for the purpose of clause 11.1.

12 Customer Contracts

12.1 Subject to the *Regulations*, the *licensee* must not supply gas to a *customer* otherwise than under:

- (a) a *standard form contract*; or
- (b) a *non-standard contract*.

12.2 The *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*.

12.3 The *licensee* must comply with any direction given by the *Authority* in relation to the scope, process or methodology of the review referred to in clause 12.2.

13 Amending the Standard Form Contract

13.1 The *standard form contract* may only be amended in accordance with the *Act* and *regulations*.

14 Customer Service Charter

14.1 The *licensee* must prepare a *customer service charter*.

14.2 The *licensee* must, unless otherwise notified in writing by the *Authority*, review the *customer service charter* at least once every 36 months from the grant of the licence and submit to the *Authority* the results of that review within 5 *business days* after it is completed.

14.3 The *licensee* may, at any time, review the *customer service charter* and submit to the *Authority* the results of that review within 5 *business days* after it is completed.

14.4 Any review of the *customer service charter* must have regard to the *review guidelines*.

15 Amending the Customer Service Charter

15.1 The *licensee* may amend the *customer service charter* at any time by submitting to the *Authority*:

- (a) an amendment to the *customer service charter*; or
- (b) a substituted *customer service charter*.

16 Supplier of Last Resort

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

16.1 If the *licensee* is designated a *supplier of last resort* under the *Act*, the *licensee* must perform the functions of the *supplier of last resort*.

17 Obligation to maintain supply

17.1 If the *licensee* supplies, or within the last 12 months has previously supplied but is not currently supplying, gas to a *customer* at the premises, then subject to clause 17.2, the *licensee* must maintain supply to that *customer* at the premises.

17.2 If at any time *another supplier* starts to supply gas to the *customer* at the premises, then, from the time that supply starts, the obligation under clause 17.1 ends until such time that the *licensee* resumes supplying gas to the *customer* at the premises.

18 Performance Audit

18.1 The *licensee* must, unless otherwise notified in writing by the *Authority*, provide the *Authority* with a *performance audit* within 24 months after the *commencement date*, and every 24 months thereafter.

18.2 The *licensee* must comply, and must require the *licensee's* auditor to comply, with the *Authority's* standard audit guidelines dealing with the *performance audit*, including any minimum requirements relating to the appointment of the auditor, the scope of the audit, the conduct of the audit and the reporting of the results of the audit.

18.3 The *licensee* may seek a review of any of the requirements of the *Authority's* standard audit guidelines in accordance with clause 27.

18.4 The independent auditor may be nominated by the *licensee* but must be approved by the *Authority* prior to the audit pursuant to clause 18.1. Should the *Authority* reject the *licensee's* nomination of an independent auditor twice, or in the event that no nomination has been made by the *licensee* within 1 month of the date the audit was due, the *Authority* may choose an independent auditor who will conduct the audit.

19 Individual Performance Standards

19.1 Performance standards are contained in *applicable legislation*.

19.2 The *Authority* may prescribe *individual performance standards* in relation to the *licensee* of its obligations under this *licence* or the *applicable legislation*.

19.3 Before approving any *individual performance standards* under this clause, the *Authority* will:

- (a) provide the *licensee* with a copy of the proposed *individual performance standards*;
- (b) allow 15 *business days* for the *licensee* to make submissions on the proposed *individual performance standards*; and
- (c) take into consideration those submissions.

19.4 Once approved by the *Authority*, the *individual performance standards* are included as additional terms and conditions to this *licence*.

20 Approved Scheme

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- 20.1 The *licensee* must not supply gas to *customers* unless the *licensee* is:
- (a) a member of an *approved scheme*; and
 - (b) bound by, and compliant with, any decision or direction of the energy ombudsman under the *approved scheme*.

21 Gas Marketing Standard

- 21.1 The *licensee* must comply with the *Gas Marketing Standard*.
- 21.2 The *licensee* must ensure all agents and employees comply with the *Gas Marketing Standard*.

22 Notices

- 22.1 Unless otherwise specified, all *notices* must be in writing.
- 22.2 A *notice* will be regarded as having been sent and received:
- (a) when delivered in person to the addressee; or
 - (b) 3 *business days* after the date of posting if the *notice* is posted in Western Australia; or
 - (c) 5 *business days* after the date of posting if the *notice* is posted outside Western Australia; or
 - (d) if sent by facsimile when, according to the sender's transmission report, the *notice* has been successfully received by the addressee; or
 - (e) if sent by email when, according to the sender's electronic record, the *notice* has been successfully sent to the addressee's *gas trading email address*.

23 Accounting Records

- 23.1 The *licensee* and any *related body corporate* must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.

24 Reporting

- 24.1 The *licensee* must report to the *Authority*:
- (a) if the *licensee* is under external administration as defined by the *Corporations Act 2001 (Cwlth)* within 2 *business days*; or
 - (b) if the *licensee* experiences a significant change in the *licensee's* corporate, financial or technical circumstances upon which this *licence* was granted which may affect the *licensee's* ability to meet its obligations under this *licence* within 10 *business days* of the change occurring.

25 Provision of Information

- 25.1 The *licensee* must provide to the *Authority* any information that the *Authority* may require in connection with its functions under the *Act* in the time, manner and form specified by the *Authority*.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

26 Publishing Information

- 26.1 The *Authority* may direct the *licensee* to *publish* any information within a specified timeframe it considers relevant in connection with the *licensee* or the performance by the *licensee* of its obligations under this *licence*.
- 26.2 Subject to clause 26.3, the *licensee* must *publish* the information referred to in clause 26.1.
- 26.3 If the *licensee* considers that the information is confidential it must:
- (a) immediately notify the *Authority*; and
 - (b) seek a review of the *Authority's* decision in accordance with clause 27.

27 Review of the Authority's Decisions

- 27.1 The *licensee* may seek a review of a *reviewable decision* by the *Authority* pursuant to this *licence* in accordance with the following procedure:
- (a) the *licensee* shall make a submission on the subject of the *reviewable decision* within 10 *business days* (or other period as approved by the *Authority*) of the decision; and
 - (b) the *Authority* will consider the submission and provide the *licensee* with a written response within 20 *business days*.
- 27.2 For the avoidance of doubt, this clause does not apply to a decision of the *Authority* pursuant to the *Act*, nor does it restrict the *licensee's* right to have a decision of the *Authority* reviewed in accordance with the *Act*.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

Schedule 1 – Licensee Details

- 1 Name and Address of Licensee
- 2 Operating (Licence) Area(s)
- 3 Commencement Date
- 4 Expiry Date

Licensee <<Name>>	Version
Licence GTL <<Number>>	Version Date

Schedule 2 – Gas Marketing Standard

Gas Marketing Standard

Preamble

This Gas Marketing Standard is derived from the *Gas Marketing Code of Conduct* 2004 (“Code”), and was created following a review of the Code.

The review of the Code identified substantial areas of overlap between the provisions of the Code and applicable State and Commonwealth legislation. The overlapping legislation included the *Energy Coordination (Customer Contracts) Regulations* 2004 (WA), the *Trade Practices Act* 1974 (Cth), the *Fair Trading Act* 1987 (WA), the *Spam Act* 2003 (Cth), and the *Privacy Act* 1988 (Cth).

The underlying principles of the Code were to protect consumers from undesirable marketing conduct and define standards of conduct in the marketing of gas to customers. The review of the Code sought to achieve efficient and effective regulation while keeping compliance costs at a minimum. The review also aimed to produce a simple, clear and concise document for both gas consumers and retailers.

The Gas Marketing Standard therefore aims to maintain the principles underlying the Code, while clarifying and simplifying its contents, to ensure best practice outcomes for consumers.

The Gas Marketing Standard is designed to supplement the contract between licensee and consumer, which is a source of obligations on the licensee and a source of rights and protection for consumers. If there are issues arising under that contract, consumers can have recourse to the Energy Ombudsman Western Australia or the Courts. The Energy Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their gas company. The services of the Energy Ombudsman are free, and a wide range of complaints can be investigated, including gas supply and billing disputes.

1 Definitions

1.1 In this Gas Marketing Standard,

“**customer**” means a small use customer or a person contacted for the purposes of marketing;

“**customer contract**” means an arrangement between a retail supplier and a customer for the supply of gas to the customer;

“**Economic Regulation Authority**” means the Economic Regulation Authority created pursuant to the *Economic Regulation Authority Act 2003*;

“**licensee**” means a person or body corporate who is the holder of a trading licence;

“**marketer**” means a person authorised by a licensee to engage in marketing on behalf of the licensee;

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

“**marketing**” includes engaging or attempting to engage in any of the following activities by any means, including door to door or by telephone or other electronic means:

- (a) negotiations for, or dealings in respect of, a contract for the supply of gas to a customer;
- (b) advertising, promotion, market research or public relations in relation to the supply of gas to customers.

“**small use customer**” means a customer whose consumption of gas is less than 1 terajoule per year;

“**standard customer contract**” means a customer contract that is a standard form contract within the meaning of section 11WB of the *Energy Coordination Act 1994*;

“**trading licence**” means a licence which authorises the licensee to sell to small use customers gas transported through a distribution system.

2 Complying with State and Commonwealth legislation

- 2.1 A licensee must comply with, and must ensure compliance by all agents and employees with, all applicable State and Commonwealth legislative requirements.
- 2.2 Where a licensee is not subject to the *Privacy Act 1998*, a licensee must comply with the National Privacy Principles as set out in the *Privacy Act 1998*.

3 Marketer must not coerce, insult or harass

- 3.1 A marketer must not coerce, insult or harass a customer while marketing.

4 Record keeping

- 4.1 A licensee must keep records of any complaint made by a customer about the marketing carried out on behalf of the licensee.
- 4.2 The licensee must provide any information it is required to keep under this Gas Marketing Standard to the Economic Regulation Authority or the Energy Ombudsman Western Australia on request.
- 4.3 Records or other information that a licensee is required to keep under this Gas Marketing Standard must be kept for at least 2 years after the last time the person to whom the information relates was contacted by the licensee.

5 Information to be given at the time of entering into a customer contract

- 5.1 A licensee must ensure that before arranging a customer contract a marketer gives the customer the following information:
 - (a) that the customer is free to choose the standard customer contract offered by the retail supplier;

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (b) how the terms of the customer contract will be given to the customer; and
 - (c) the details of any right the customer may have to rescind the customer contract during a cooling off period and the charges that may apply if the customer rescinds the contract.
- 5.2 A licensee must ensure that the terms and conditions of the customer contract are provided to the customer no later than the first bill.
- 5.3 Notwithstanding clause 5.2, a customer may request a copy of the contract at any time at no charge.

6 Contact for the purposes of marketing

- 6.1 A licensee must ensure that a marketer who contacts a person on its behalf for the purposes of marketing:
- (a) as soon as practicable, tells the person:
 - (i) his or her name and telephone number;
 - (ii) the name of the licensee on whose behalf the call is being made; and
 - (iii) the purpose of the call;
 - (b) only makes contact between 9.00 a.m. and 8.00 p.m. on Mondays to Fridays (other than public holidays) and 9.00 a.m. and 5.00 p.m. on Saturdays; and
 - (c) keeps the following records each time contact is made:
 - (i) the name and telephone number of the person;
 - (ii) the name of the marketer; and
 - (iii) the date and time of the contact.
- 6.2 A licensee must ensure that a marketer who visits a person or meets with a person on its behalf for the purposes of marketing wears a clearly visible identity card that shows:
- (a) his or her name; and
 - (b) a photograph of the marketer.

7 Conduct when a person does not wish to be contacted

- 7.1 If, when a marketer contacts a person for the purposes of marketing, the person indicates that he or she wishes the contact to end, the licensee must ensure that the contact is ended as soon as possible and:

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (a) must ensure that the person is not contacted by or on behalf of the licensee for the purposes of marketing for the next 30 days without the express consent of the person; and
 - (b) if the person also indicates that he or she does not wish to be contacted again by or on behalf of the licensee, must ensure that the person is not contacted by or on behalf of the licensee for marketing purposes for the next 2 years.
- 7.2 A licensee must keep a record of each person who has indicated that he or she does not wish to be contacted, that includes the name and address of the person at the time that the person made that indication.
- 7.3 The licensee must give a copy of the record referred to in clause 7.2 to the Economic Regulation Authority or the Energy Ombudsman Western Australia on request.
- 7.4 A licensee must ensure that, in the case of contact at a person's premises, to the extent practicable, marketers comply with a notice on or near a person's premises indicating that the person does not wish to receive unsolicited mail or other marketing (for example, 'No canvassing' signs).

Licensee <<Name>>	Version
Licence GTL <<Number>>	Version Date

Schedule 3 – Additional licence clauses

AGA code means the Australian Gas Association's Natural Gas Customer Service Code AG 755-1998.

commence supply means to offer, subject to clause 1.10, to enter a *standard form contract* with a *customer* who is the owner or occupier of *eligible premises* for the sale of gas to those premises.

complaints handling process is the process described in clause 3.

customer service code means:

- (a) until the *Authority* approves an alternative code under clause 2.10 – the *AGA code*; and
- (b) if the *Authority* approves an alternative code under clause 2.10 – the approved alternative code, in which case references to that code are to be read in accordance with clause 2.11.

eligible premises means premises located within the *licence area* which meet at least one of the following criteria:

- (a) connected to a *distribution system*;
- (b) to be connected to a *distribution system* prior to the requested date of commencing sale; or
- (c) so located (and, if applicable, of such a nature) that the holder of a distribution licence can be obliged under a provision of the distribution licence to connect the premises to a *distribution system* if certain conditions are satisfied.

Minister means the Minister for Energy or any other Responsible Minister for the Energy Portfolio in the State of Western Australia.

relevant other supplier means *another supplier* who is able to sell gas to a *customer* who is the owner or occupier of *eligible premises*.

relevant distribution system in clause 5 means the *distribution system* through which gas is transported for sale by the *licensee* under this *licence*.

1 Authority may direct licensee to commence supply

1.1 Subject to clauses 1.2 and 1.3, the *Authority* may direct the *licensee* to *commence supply* to a *customer* who:

- (a) is the owner or occupier of *eligible premises*; and
- (b) is specified in the direction.

1.2 The *Authority* must not make a direction under clause 1.1 in respect of a *customer* unless it is satisfied that:

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (a) the *licensee* has failed or refused to *commence supply* to the *customer*, and
 - (b) the *customer's* efforts to obtain a supply of gas from the *licensee* were reasonably adequate.
- 1.3 Without limiting clause 1.2, if the *Authority* is satisfied that a *customer* has been refused supply by both the *licensee* and one or more *relevant other suppliers*, then the *Authority* must:
- (a) consider which (if any) of the *licensee* and the *relevant other supplier* or *relevant other suppliers* should be directed to *commence supply*; and
 - (b) for the purposes of clause 1.3(a):
 - (i) take into account each of the matters referred to in section 11H(3) of the *Act*; and
 - (ii) endeavour to fairly apportion directions to *commence supply* between the *relevant other suppliers* and the *licensee*.
- 1.4 The *Authority* may, to assist it to determine whether to make a direction under clause 1.1, request the *licensee*, by notice in writing, to provide its reasons for refusing to *commence supply* to a *customer*.
- 1.5 The *licensee* must comply with a request of the *Authority* under clause 1.4 within 3 *business days* after a request by the *Authority*.
- 1.6 A direction under clause 1.1:
- (a) must set out the *Authority's* reasons for giving the direction; and
 - (b) may be given on reasonable terms and conditions, and if so, must set out those terms and conditions.
- 1.7 Subject to clauses 1.8 and 1.10, the *licensee* must comply with a direction by the *Authority* under clause 1.1.
- 1.8 If the *licensee* is directed under clause 1.1 to *commence supply* to any *customer* at premises referred to in paragraph (c) of the definition of “*eligible premises*”, then subject to clause 1.9, the *licensee* must apply to have the *eligible premises* connected to the *distribution system* and must make reasonable endeavours to meet the requirements referred to in that paragraph (c).
- 1.9 Clause 1.8 does not require the *licensee* to pay the costs of connecting premises in excess of the amount the holder of the distribution licence is required by the distribution licence to bear.
- 1.10 The *licensee* may make an offer referred to in the definition of “*commence supply*” conditional upon the *customer* meeting the *licensee's* reasonable minimum prudential requirements and credit standards.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

2 Service Standards and Information Provision

- 2.1 Subject to clause 2.2, the *licensee* must use its best endeavours to maintain a level of customer service (including the provision and treatment of information) at least consistent with the *customer service code*, except where the *Authority* permits otherwise.
- 2.2 Except as expressly provided under this *licence*, the *customer service code* does not apply to the *licensee* and, to the extent of any inconsistency, a provision of this *licence* prevails over a provision of the *customer service code*.
- 2.3 Without limiting clause 2.1, the licensee must:
- (a) make available to the *Authority* a copy of the *customer service charter* it prepares under the *customer service code*; and
 - (b) include in the *customer service charter* at least a statement of the general principles upon which it will provide services to its *customers*.
- 2.4 Clause 2.3 does not create a duty upon the *licensee* to comply with any provision of the *customer service charter*, nor does it provide any person with a legally enforceable right or cause of action in relation to or associated with any provision of the *customer service charter*.
- 2.5 Without limiting the generality of the *customer service code*, the *licensee* must make available to its *customers* on request the following information, whether as part of its *customer service charter* or otherwise:
- (a) any information required to be made available to the *customer* under the *standard form contract*, in the manner required by the *standard form contract*;
 - (b) the information required to be provided under clause 2.1.2.1 of the *customer service code*;
 - (c) a summary of key relevant provisions of the *customer service code*, together with information required by clause 1.3.4 of the *customer service code* regarding changes to the *customer service code*;
 - (d) a summary of the *licensee's* key relevant powers in the event of an emergency; and
 - (e) a summary of the *licensee's* processes for handling enquiries and complaints.
- 2.6 The *licensee* must provide to each *customer* either on or before the date of the first gas invoice:
- (a) the information specified in clause 2.5; or
 - (b) a list of the information available on request under clause 2.5.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- 2.7 The *licensee* must at its own expense make available a copy of the terms of the *standard form contract* to any *customer* or prospective *customer* who requests them.
- 2.8 If any variation to this *licence* changes the terms of the *standard form contract*, the *licensee* must within a reasonable time provide a copy of the changed terms to each affected *customer*.
- 2.9 The *licensee* may comply with clause 2.8 by including a copy of the changed terms in each affected *customer's* next gas invoice.
- 2.10 The *licensee* may request the *Authority* to approve a code in substitution for the *AGA code* (or for a code previously approved under this clause), and the *Authority* may approve the alternative code.
- 2.11 If the *customer service code* is not the *AGA code*, a reference in this *licence* to a numbered clause of the *customer service code* is to be read as a reference to the provision (if any) in the *customer service code* that corresponds to the clause in the *AGA code* with the same number.

3 Complaints handling process

- 3.1 The licensee must:
- (a) develop and within 3 months after the date of grant lodge with the *Authority* a copy of; and
 - (b) thereafter be in a position to implement when needed, a *complaints handling process* that deals with complaints against the licensee arising out of the licensee's activities the subject of this licence by:
 - (c) a *customer*;
 - (d) a prospective *customer*; or
 - (e) a person occupying premises directly affected by the activities.
- 3.2 Without limiting clause 3.1, the *complaints handling process* must comply with clause 2.5 of the *customer service code*.

4 Customer safety awareness program

- 4.1 The *licensee* must, within 3 months after the *commencement date*, lodge with the *Authority*, a customer safety awareness program in accordance with clause 4.3.
- 4.2 The licensee must consult with the *Authority* when preparing the customer safety awareness program.
- 4.3 The customer safety awareness program is to communicate information to *customers* regarding safety in the use of gas and must address, at a minimum, provision of the following information to *customers*:
- (a) information on the properties of gas relevant to its use by *customers*;
 - (b) a notice of the requirement for proper installation and use of approved appliances and equipment;

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

- (c) a notice of the requirement to use only qualified trade persons for gas connection and appliance and equipment installation;
- (d) the proper procedure for the reporting of gas leaks or appliance or equipment defects; and
- (e) safety procedures to be followed and the appropriate telephone number to call in case of emergency.

5 Exchange of information between the licensee and the holder of a distribution licence

- 5.1 Subject to clause 5.2, the *licensee* must provide reasonable information relating to its activities the subject of this licence as requested by the holder of a distribution licence in respect of the *relevant distribution system* to enable the holder of the distribution licence to provide for the safe and efficient operation of the *relevant distribution system*.
- 5.2 The *licensee* may refuse to provide information under clause 5.1, if its disclosure prejudices the commercial interests of the *licensee*.
- 5.3 Where the *licensee* refuses under subclause 5.2 to provide information, the *Authority* may direct the *licensee* to provide the information in a categorised or aggregated form to the extent necessary to ensure the disclosure of the information is, in the opinion of the *Authority*, not unduly harmful to the commercial interests of the *licensee*.

6 Notification of changes to fees and charges

- 6.1 The 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.

Licensee	<<Name>>	Version
Licence	GTL <<Number>>	Version Date

Amendment Record Sheet:

Amendment Date	Description of amendment

Licensee <<Name>>	Version
Licence GTL <<Number>>	Version Date