



WorleyParsons Asset Management

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2nd February 2011

The Assistant Director Monitoring
Economic Regulation Authority WA
Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth WA 6000

Dear Paul,

GTL 11 LICENCE AUDIT – WPAM (PERFORMANCE AUDIT) IMPLEMENTATION PLAN

In accordance with the Authority's GTL 11 performance audit requirements, WorleyParsons Asset Management's Post Review Implementation Plan is shown below.

Item	Action	By Whom	When
58	Develop scheduled process to insert notice in bill prior to tariff increase of tariff changes.	Business Manager	Mar 2011
60	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.	Business Manager	Mar 2011
79	Add the required information to the disconnection warnings template.	Business Manager	Mar 2011
82	None. The regulation is due for repeal.	Business Manager	Mar 2011
102	Develop a compliance manual that has scheduled bring ups for regulatory compliance items.	Business Manager	Mar 2011
115	Develop a scheduled procedure to advise Minister of change in tariff at least a month before change.	Business Manager	Mar 2011

124	The Licensee should seek an amendment to the licence from providing redundant information and in the interim provide the prescribed information.	Business Manager	Mar 2011
158	a) Amend bill to include TTY service number. (Completed after audit period); b) Seek an amendment of the licence from providing a bar graph; and c) In the interim investigate methods of providing the prescribed graphical information.	Business Manager Business Manager Business Manager	Nov 2010 Mar 2011 Mar 2011
209	Finalise consultation of hardship policy and set up process for scheduled annual consultation.	Business Manager	Mar 2011
214	Finalise the hardship policy including the required consultation.	Business Manager	Mar 2011
215	Finalise the hardship policy including the required consultation.	Business Manager	Mar 2011
217	Finalise the hardship policy and keep the required records.	Business Manager	Mar 2011
228	Develop a scheduled annual procedure to include a notice with the bill prior to a tariff increase.	Business Manager	Mar 2011
245	Add TTY service to bill, and TTY and special information services information on overdue warnings and disconnection notices.	Business Manager	Dec 2010
268	Develop a compliance manual with scheduled bring ups for regulatory compliance issues.	Business Manager	Dec 2010
236	Add information on energy efficiency or references to where it may be readily obtained top web site and customer charter. (Non mandatory recommendation audit guidelines 11.4).	Business Manager	June 2011

Yours faithfully,
For WorleyParsons Asset Management Pty Ltd

Lawrence Teo
Business Manager