



Notice

17 December 2025

ATCO Gas Australia Pty Ltd

2025 performance audit

The Economic Regulation Authority has published the report for the 2025 performance audit of [ATCO Gas Australia's Pty Ltd's](#) gas distribution licence GDL8.

ATCO is the owner-operator of Western Australia's largest gas distribution network, supplying approximately 800,000 homes. ATCO operates three major gas distribution systems: Mid-West and South-West, Kalgoorlie and Albany.

The ERA's decision

The ERA considers that ATCO has achieved a good level of compliance with its licence and has decided to maintain the audit period at 36 months. The next audit will cover the period 1 July 2025 to 30 June 2028, with the report due 31 October 2028.

Audit findings

The audit of the 58 licence obligations applicable to ATCO found four non-compliances:

- Eight customers were reconnected outside the required two-business day timeframe (two non-compliances).
- One customer complaint was not responded to on time.
- ATCO's 24-hour emergency phone line was unavailable for six hours in 2022.

The auditor determined that a recommendation was not required for the customer complaint and emergency phone line non-compliances, as adequate controls are in place to ensure compliance with these obligations.

The post-audit implementation plan states ATCO will address the reconnection non-compliance by June 2026.

The ERA's assessment of the audit findings

ATCO's compliance with its licence has improved since the previous audit, with four non-compliances, compared to six non-compliances in the 2022 audit.

The reconnection non-compliance is a repeat non-compliance; however, ATCO has reduced the number of reconnections completed outside the required two-business day timeframe from 25 in the 2022 audit to eight in this audit period.

The ERA considers that, given ATCO completed nearly 20,000 reconnections over the audit period, the eight reconnections outside the required timeframe is not material. Most of the reconnections were completed only one day late.

The auditor concluded that ATCO has maintained a stable and effective control environment during the audit period.

Further information

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