



INFORMATION

ATCO Gas Australia Pty Ltd

CONTRAVENTION OF A TYPE 1 LICENCE OBLIGATION

The Economic Regulation Authority has received notification from ATCO Gas Australia Pty Ltd (**ATCO**) regarding a contravention of clause 7.6(f) of the *Compendium of Gas Customer Licence Obligations* (**Compendium**).

Clause 7.6(f) of the Compendium is classified as a Type 1 (considered the most serious and therefore immediately reportable) licence obligation. Type 1 compliance obligations are classified as having a major impact on the basis that:

- the consequences of a contravention would cause major damage, loss or disruption to customers; or
- the consequences of a contravention would endanger or threaten to endanger the safety or health of a person.

Requirements of the Compendium

Clause 7.6(f) of the Compendium prevents a gas distributor from disconnecting a customer's supply address after 3.00pm Monday to Thursday.

Details of the Contravention

ATCO received a disconnection request, for non-payment of a bill, from the customer's retailer on the morning of 7 November 2013. The disconnection request was assigned to a member of ATCO's field staff, who arrived at the supply address at 3.00pm on the same day. The staff member did not commence the disconnection until 3.30pm, and did not complete the disconnection of the customer's gas supply until 3.56pm.

The contravention was detected when details of the disconnection were entered into ATCO's system the following day.

ATCO advised that, since the disconnection was performed, it has not received a complaint or a request for reconnection from the customer.

Authority's Response to the Contravention

The information provided by ATCO shows that the contravention occurred because of an oversight on the part of the ATCO field staff member who performed the disconnection.

ATCO has confirmed that the staff member received training on the licence obligations relevant to disconnections within the past 12 months. Following the contravention, the staff member has received refresher training on ATCO's disconnection obligations under the Compendium, and been reminded of the importance of fully complying with the obligations.

ATCO has also amended its disconnection process to provide information on disconnection obligations when assigning a disconnection request to a field staff member.

The Authority will assess the effectiveness of the measures taken by ATCO in response to the contravention when it receives the report on the next performance audit of ATCO's gas distribution licence.

For further information contact:

General Enquiries

Paul Reid
Assistant Director Monitoring
Ph: 08 6557 7900
Fax: 08 6557 7999

Media Enquiries

Richard Taylor
Riley Mathewson Public Relations
Ph: 08 9381 2144
Fax: 08 9381 3877

LYNDON ROWE
CHAIRMAN
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