



**Esperance**  
Gas Distribution Company

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Ref: C9906d31

27 July 2016

The Assistant Director Monitoring  
Economic Regulation Authority WA  
Level 4, 469 Wellington Street, Perth WA 6000  
PO Box 8469, Perth BC WA 6849

Dear Paul,

**GTL 11 LICENCE AUDIT – EGDC (PERFORMANCE AUDIT) IMPLEMENTATION PLAN**

In accordance with the Authority's GTL 11 performance audit, Esperance Gas Distribution Company's Post Audit Review Implementation Plan is shown below.

Item	Action	By Whom	When
Item 1 Energy Coordination Act section 11Q(1-2)	Control process to be amended to allow for processing time for payment to be made before one month after anniversary date.	Esperance Area Manager	Complete – added to monthly task schedule
Item 60 Energy Coordination (Customer Contracts) Regulation 15(1) AGA Code (AG 755:1998) Clause 4.2.3.1, 4.2.3.2 & 4.2.3.3	Add telephone number for financial difficulties to bill notice area.	Esperance Area Manager	Complete – added to current and new bill system
Item 102 Energy Coordination Act Section 11M Trading Licence Clause 21	Improve compliance manual for regulatory items  Note: Compliance Manual completed in 8 Sep 2011 and revised in 16 March 2016	Esperance Area Manager	By end July 2016
Item 147 Energy Coordination Act section 11M Schedule 2 Compendium 4.5(1)	Implement new software (billing system that has all the provisions	Esperance Area Manager	By end August 2016

<b>Item</b>	<b>Action</b>	<b>By Whom</b>	<b>When</b>
Item 250 <i>Energy Coordination Act section 11M Schedule 2 Compendium clause 10.11(2)</i>	Add the National Interpreter Symbol to bill, on overdue warnings and disconnection notices.	Esperance Area Manager	By end August 2016
Item 283 <i>Energy Coordination Act section 11M Schedule 2 Compendium clause 13.3(2)</i>	Improve compliance manual of regulatory requirements. Widen scope and add extra controls.	Business and Regulatory Manager	By end August 2016
Item 277 <i>Energy Coordination Act section 11M Schedule 2 Compendium clause 13.17(2) [2013]</i>	Improve compliance manual of regulatory requirements. Widen scope and add extra controls	Business and Regulatory Manager	By end August 2016
Item 278 <i>Energy Coordination Act section 11M Schedule 2 Compendium clause 13.17(2) [2013]</i>	Improve compliance manual of regulatory requirements. Widen scope and add extra controls	Business and Regulatory Manager	By end August 2016
Item 82 <i>Energy Coordination Act section 11M Energy Coordination (Customer Contracts) Regulation 45(2)</i>	Implement notice as shown in draft bill in new billing system	Esperance Area Manager	By end August 2016
Item 204 <i>Energy Coordination Act section 11M Trading Licence clause 2.1 and Schedule 2 Compendium clause 6.3(1)*</i>	Add training for CentrePay and HUGS to induction process.	Esperance Area Manager	Complete – Added to training matrix for Support officer

\* Note: Compliant item but with suggestion for improvement.

Yours faithfully,  
for Esperance Gas Distribution Company Pty Ltd

Lawrence Teo  
Business and Regulatory Manager