



Alinta

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16 October 2008

Mr Paul Kelly
GMCCC Chairman
Economic Regulatory Authority
Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth WA 6000

Dear Paul

New Gas Marketing Code of Conduct

I refer to your recent correspondence in regard to the abovementioned and requesting interested persons to provide comment and submissions.

Alinta Sales Pty Ltd as an interested party has reviewed the Gas Marketing Code of Conduct and provides the following comments:

Alinta, as part of the Gas Customer Code Review Workgroup has demonstrated throughout the consultation process that it supports the concept of consistency in relation to customer protection and conduct requirements across the energy industry, including Marketing.

As Alinta was a representative of the workgroup, and has been involved in ongoing consultation throughout this process, we have had the opportunity to review papers and a review of the Gas Marketing Code of Conduct has now also been undertaken. It is clear that the amendments under this Gas Marketing Code of Conduct are minor and as such Alinta has minimal comments at this time, with the following comment more of a general nature.

Our comment is outlined below:

Division 5 – Miscellaneous

2.11 Marketer Complaints

This sections states

(1) A Marketer must –

(b) “on request by the gas ombudsman in relation to a particular complaint, give to the gas ombudsman all information that the marketer has relating to the complaint”.

As part of the Energy Ombudsman Scheme, participants are charged accordingly including a charge for each complaint. In order to fully support this proposed amendment, Alinta seeks clarification around the proposed process to be adopted to manage Ombudsman enquires direct to a Marketer including pass through of charges as part of the process.

Alinta appreciates the opportunity to be invited to comment on this matter and is pleased to offer these comments in an effort to achieve an acceptable outcome for all parties involved.

Please contact Ray Myles on (08) 9486 3328 if you wish to discuss these matters further or seek clarification on any of the information provided.

Yours sincerely

Ray Myles
Customer Services Manager
Alinta Sales Pty Ltd