

10 July 2017

Mr Joe Dimasi  
Tasmanian Economic Regulator  
Office of the Tasmanian Economic Regulator  
GPO Box 770  
HOBART TAS 7001

Dear Mr Dimasi



**Proposal to Amend Tasmanian Gas Retail Code**

Aurora Energy refers to its letter dated 14 June 2017 regarding the proposal by Aurora Energy to amend Tasmanian Gas Retail Code (Code).

In addition to the two Code changes requested in the original letter, Aurora Energy now requests two further changes to be made to the Code in Schedule 2 – Annual Returns.

Firstly, Aurora Energy is requesting that the “number of original accounts issued – residential/business” be moved out of the disconnections/reconnections section and into the customer numbers section. The reason is that Aurora Energy has always interpreted this to mean the number of accounts (bills) issued to all customers. Specifying this for those customers who later receive a reminder notice has no benefit, as the data would be the same i.e. all customers receive an account over a three month period.

Secondly, Aurora Energy is requesting that the “number of reconnections in the same name – residential/business” be changed to “number of reconnections in the same name and same address – residential/business”. This clarifies that reconnection has occurred for the same customer at the same address and mirrors how reconnections are reported for electricity customers.

These changes will provide a clearer representation of the performance data reported in the Annual Return.

If you have any questions regarding this letter, please contact Kate Spencer on 6237 3293 or by email to [Kate.Spencer@auroraenergy.com.au](mailto:Kate.Spencer@auroraenergy.com.au)

Yours sincerely



Rebecca Kardos  
Chief Executive Officer