



8 April 2009

Office of the Tasmanian Economic Regulator  
GPO Box 770  
Hobart Tas 7001

Dear Mr Appleyard

### **Consultation Paper – Proposed Amendments to Gas Retail Code**

Aurora Energy notes the proposed changes to Schedule 2 of the Gas Retail Code.

Aurora Energy is a dual fuel retailer and provides quarterly and annual performance reports for gas and electricity. While Aurora retails electricity to the majority of Tasmanian installations, gas retailing is a very small part of our business, and Aurora's share of the gas retail market is relatively low.

The development of market processes for gas in Tasmania is far behind that experienced in the electricity industry, and electronic market systems and associated reporting systems are not yet in place. If such systems were available, it is unlikely that Aurora would make any significant investment in management systems given our current small market share.

The suggested changes to the clauses; customer numbers and disconnections/reconnections for non-payment, will require Aurora to introduce new manual processes and provide resources to track performance indicators that are of little value to the business. It is Aurora's view that the two new performance indicators may be more readily available direct from the gas distributor.

The new clause regarding Call Centre/Telephone Service is also of concern in that Aurora does not differentiate in its call centre or telephone services for gas or electricity. It remains Aurora's aim to provide the same high level of service to all of its customers. Accordingly Aurora's call centre staff is multi skilled and can manage calls from customers regarding both gas and



electricity products and services. Therefore the number of calls answered within thirty seconds, will be same for gas as for electricity customers.

As stated above, gas retailing is a very small part of our business and there is little value to Aurora in maintaining separate telephone queues for gas. Customer feedback has highlighted to us the importance to customers of being able to speak with our call centre staff quickly, and without the need to select telephone number options in order to obtain the right services. We have responded by reducing the number of available options to only those that are necessary. We do not consider a separate line for gas to be necessary, however this also means that we are not able to readily report the number of gas calls taken.

We appreciate the opportunity to comment on the proposed changes and should you wish clarification on any of the above, please call me direct on 0362 373585.

Yours sincerely

Neville Horder  
Compliance Manager - Retail