



# CONSULTATION NOTICE

## PROPOSED CHANGES TO TASMANIAN GAS RETAIL CODE

### Background

The purpose of the *Tasmanian Gas Retail Code* (the Code) is to establish the minimum terms and conditions under which a retailer must sell gas to small retail customers. The provisions of this Code may be amended by the Regulator if the Regulator reasonably determines that the proposed amendment will better achieve the objects of the *Gas Act 2000*.

In making such a determination, the Regulator must consider:

- (i) any proposal received from a retailer; and
- (ii) any proposal received from an interested party.

Unless the proposed amendment is of a purely administrative nature, the Regulator must, prior to making a determination in relation to the proposal, consult retailers and interested parties.

The Code is available on the Regulator's website: [www.economicregulator.tas.gov.au](http://www.economicregulator.tas.gov.au)

### Proposed Changes to the Code

#### 1) Account Cycle

The Regulator has been requested by the licensed retailer, Aurora Energy Pty Ltd (Aurora Energy) to amend Clause 8.1 - Account Cycle of the Code to:

*A retailer must provide a customer with a gas account at least once every 100 days.*

Clause 8.1 of the Code currently requires that a retailer must provide a customer with a gas account at least once in each three month period.

Aurora Energy submitted that there are occasions when there is a delay in the supply of meter reading data, which results in customers receiving a bill containing an estimated meter read. The amendment of Clause 8.1 would result in customers being more likely to receive a bill based on an actual meter read, as opposed to an estimated read.

It is noted that whilst the National Energy Retail Rules (NERR) do not apply in Tasmania for gas customers, the proposed amendment is consistent with Clause 24 - Frequency of bills (SRC) of the NERR which requires that a retailer must issue bills to a small customer at least once every 100 days.

#### 2) Annual Returns

Aurora Energy has also requested amendment to Schedule 2 - Annual Returns:

- For the item, *Number of original accounts issued - residential/business*, to be moved from disconnections/reconnections section to the customer number section;

Aurora Energy states that it has always interpreted the number of original accounts issued to be the number of accounts (bills) issued to all customers.

- For the item, *Number of reconnections in the same name - residential/business*, to be changed to the *Number of reconnections in the same name at the same address - residential/business*.

Aurora Energy submitted that this change will provide for gas reconnections to be reported on the same basis as reconnections for electricity customers.

## Consultation

The Regulator seeks comments on the proposed amendments to the Code.

Written submissions on this proposed amendments may be forwarded to:

Assistant Director - Code, Licence and Compliance  
Office of the Tasmanian Economic Regulator  
GPO Box 770 HOBART TAS 7000  
or by email to  
[office@economicregulator.tas.gov.au](mailto:office@economicregulator.tas.gov.au)

marked to the attention of Assistant Director - Code, Licence and Compliance, Office of the Tasmanian Economic Regulator.

Submissions must be received by COB 15 September 2017.

It is normal practice for all submissions to be published on the Regulator's website unless the author of the submission requests confidentiality in relation to the submission (or any part of the submission). Those parts of a submission that are requested to be kept confidential should be submitted as an attachment to that part suitable for publication.

The Regulator will not publish submissions which contain material that the Regulator believes is, or could be, derogatory or defamatory