

Natural Gas Customer Transfer and Reconciliation Code

Public Consultation

The Tasmanian energy sector has in recent years seen the introduction of natural gas by high pressure transmission connection with Victoria. The further development of the natural gas industry requires the development of the distribution network and competitive retailing.

The Government has entered into development agreements (with Powerco) for the roll-out of the distribution network. The retailing sector will contract for the supply of gas to customers and acquire distribution network services from Powerco. The regulatory arrangements to support retailing and customer connection must be completed to give all industry participants, including customers, a complete set of rules in which to contract and make necessary investments. The sector will develop on the basis of competitive retailing where customers seek out the offers best suited to their needs. Multiple retailing is a significant change for utility regulation in Tasmania, and requires more sophisticated inter-company arrangements than the exclusive franchise model which currently applies to the electricity sector.

The Tasmanian Energy Regulator (Regulator) has developed a draft *Customer Transfer and Reconciliation Code* for the Tasmanian natural gas industry. The draft code sets out arrangements for:

- the identification of metering installations;
- the transfer of customers between retailers;
- the provision and testing of meters;
- meter reading and the application of metering data; and
- the allocation and reconciliation of gas quantities between retailers, including audit and dispute resolution.

The Regulator invites submissions on this draft code. Submissions will be placed on the Regulator's website to ensure that as much information as possible is provided to interested parties.

The draft code and a background paper are available through the Regulator's website at: <http://www.energyregulator.tas.gov.au>

It is preferred that submissions be lodged as electronic documents by email to: office@energyregulator.tas.gov.au

Alternatively, submissions in hard copy may be sent to: The Licensing Officer, Office of the Tasmanian Energy Regulator, GPO Box 770, HOBART TAS 7001.

Closing Date: Submissions must be received no later than 5pm on Friday 23 January 2004.

Contact: For further information or hard copies of documents, please contact Peter Bingham, ph (03) 6233 5668 or email peter.bingham@treasury.tas.gov.au