

RETAIL AUTHORITY NO. RA – –

NAME OF HOLDER

ANNUAL REPORT
TO THE REGULATOR UNDER THE
GAS SUPPLY ACT 2003
FOR THE PERIOD
1 JULY 2008 TO 30 JUNE 2009

Energy Regulation and Legislation
Queensland Mines and Energy
Department of Employment, Economic Development and Innovation
61 Mary Street, Brisbane Queensland 4000
PO Box 15216, City East Queensland 4002 Australia
Telephone +61 7 3898 0680
Facsimile +61 7 3237 1344
Website www.dme.qld.gov.au

Retail Authority Annual Report to the Regulator for the year ended 30 June 2009

Under the *Gas Supply Act 2003*, the Regulator (currently Director-General of the Department of Employment, Economic Development and Innovation) issues authorities for the retailing of reticulated processed natural gas in Queensland.

A condition of a Retail Authority is that its holder must, in the approved form and manner, submit an annual report to the Regulator for each financial year (the report period). This report should be submitted as soon as possible after 30 June, but not later than 31 October for the prior financial year.

The primary aim of the Retail Authority Annual Report is to gather information to allow the Regulator to assess the ongoing suitability of a retailer to hold an authority and assist with the performance of the Regulator's statutory functions. Information collected in the Annual Report also allows the Regulator to maintain an up-to-date register of information relating to the authority and its holder.

The information requested in this document covers the financial year ended 30 June 2009. Where an entity (defined by ABN / ACN) holds more than one Retail Authority, the entity has the choice of submitting either separate or combined Annual Reports.

Where an entity has held a Retail Authority for less than the full financial year, the entity should indicate the period on which the entity is reporting.

From:.....

Please return the completed report to:

**The Director
Energy Regulation and Legislation Unit
Queensland Mines and Energy
Department of Employment, Economic Development and Innovation
PO Box 15216
CITY EAST QLD 4002**

No later than:

31 October 2009

For enquiries contact:

**Robert Griffiths
Queensland Mines and Energy
Telephone: (07) 3898 0680
Email: robert.griffiths@deedi.qld.gov.au**

This form is available in PDF or Word format from Queensland Mines and Energy website at www.dme.qld.gov/Energy/licensing_1.cfm

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Information about the use and management of collected data

The Department of Employment, Economic Development and Innovation (DEEDI) is committed to the ethical management of information collected from prospective and existing distribution and retail authority holders. Information is collected by DEEDI in annual reports from distribution and retail authority holders, and through application processes to obtain, amend, renew, surrender or transfer an authority.

The information gathered in these processes is in accordance with the provisions of the *Gas Supply Act 2003* and related licences and regulations and may be used by the Regulator in carrying out his/her role. Under the *Gas Supply Act 2003*, some of the information collected will be included in a register and made available to the public. Sections 308 to 310 of the *Gas Supply Act 2003* outline the information to be included in the public register.

Any personal information collected in the application and reporting process by DEEDI may be used for the purposes set out in the *Gas Supply Act 2003* and related licences and regulations. Information will be disclosed as set out in the *Gas Supply Act 2003* and related licences and regulations, including making applications available to the public, with the exception of exempt matter under the *Right to Information Act 2009*, in accordance with sections 29(2)(a)(iv), 150(2)(a)(v), 310(2) and 318(1)(b) of the *Gas Supply Act 2003*. Subject to the provisions of the *Gas Supply Act 2003* and other legal requirements, personal information will not be disclosed to third parties outside DEEDI without your consent.

While DEEDI encourages suppliers of information to clearly identify any information they consider to be confidential, it is important to note that all information collected through application and reporting processes is subject to the *Right to Information Act 2009* and will be retained as required by the *Public Records Act 2002* and other relevant Acts and regulations.

If you have queries in relation to data collection and management under the *Gas Supply Act 2003* and its related licences and regulations, contact Robert Griffiths at Queensland Mines and Energy on telephone (07) 3898 0680 or email robert.griffiths@deedi.qld.gov.au.

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A. Retail Authorities Held

Retail Authority holder	
Retail Authority No. / s (Note: Only the Retail Authority / ies the subject of this report).	
ABN and / or ACN	

B. Contact Details

Contact name and position title	
Company (only if different from holder)	
ABN and / or ACN (only if different from holder)	
Postal address and postcode	
Contact office telephone number and mobile telephone number	
Contact facsimile number	
Contact email address	
If different from above, please nominate a Queensland contact person for business matters (name, position title, email address, contact telephone and facsimile numbers)	

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C. Prudential and business information

Note: this information will remain confidential.

Please answer **Yes** or **No** to the following questions by **placing a tick** in the appropriate box. If **Yes** is the response to any of these questions, please provide further details.

- | | | | |
|-----|---|--------------------------|--------------------------|
| | | Yes | No |
| (i) | Has the Retail Authority holder been placed into bankruptcy, receivership, administration or liquidation, or has action been taken by the authority holder or creditors of the authority holder to wind up the company? | <input type="checkbox"/> | <input type="checkbox"/> |

If Yes, provide full details.

- | | | | |
|------|--|--------------------------|--------------------------|
| | | Yes | No |
| (ii) | Has the Retail Authority holder had any criminal convictions or civil judgements (where the civil judgement involves compensation or a fine in excess of \$1,000) awarded against it during the report period? | <input type="checkbox"/> | <input type="checkbox"/> |

If Yes, provide full details.

- | | | | |
|-------|--|--------------------------|--------------------------|
| | | Yes | No |
| (iii) | If you hold any corresponding authorities, have you had action taken against you for breaches (eg fines, suspensions or cancellations) relating to the authority/ies or licence/s for the report period? | <input type="checkbox"/> | <input type="checkbox"/> |

If Yes, provide full details.

If you do not hold any corresponding authorities, please respond **N/A**.

- | | | | |
|------|---|--------------------------|--------------------------|
| | | Yes | No |
| (iv) | Do you hold current public liability insurance? | <input type="checkbox"/> | <input type="checkbox"/> |

(\$ Million)

**If Yes, what level of public liability insurance do you hold?
(Please indicate a figure).**

\$

- | | | | |
|-----|---|--------------------------|--------------------------|
| | | Yes | No |
| (v) | Has any enforcement action been taken against the Retail Authority holder, during the report period, by the Queensland Competition Authority for contravention of industry codes under Chapter 5A, Part 5 of the <i>Gas Supply Act 2003</i> ? | <input type="checkbox"/> | <input type="checkbox"/> |

(Note: Enforcement action includes issue of a warning notice, issue of a code contravention notice, civil penalty order, court injunction or other court action.)

If Yes, provide full details.

If a Yes answer was given to any of Questions (i) to (v) above, please provide details below or in an attached statement.

Question No.	Details

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D. Dealing with Complaints

Indicate the systems and training the retailer has in place for dealing with complaints by answering **Yes** or **No** to the following questions by placing a tick in the appropriate box.

- | | | | |
|------|--|---------------------------------|--------------------------------|
| (i) | Do you (the retailer) have systems in place to manage complaints? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
| (ii) | Does this complaints management system comply with Australian Standard ISO 10002-2006 (Customer satisfaction – Guidelines for complaints handling in organisations). | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |

Please provide a description of your complaints management system, including an overview of the processes involved.

- | | | | |
|-------|---|---------------------------------|--------------------------------|
| (iii) | Have you (the retailer) provided training (including refresher training) to staff to manage complaints? If so, when was the training undertaken (please provide details below)? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> |
|-------|---|---------------------------------|--------------------------------|

Please provide details of your staff training in complaints management.

E. Customer Complaints

Please attach a copy of the customer complaint data for 2008-2009 supplied to the Queensland Competition Authority under Clause 5.5.3 of the Gas Industry Code (second edition made 25 June 2009).

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F. Community Services Agreements

- (i) Does the authority holder have any community services agreements in place with the State of Queensland, in accordance with section 175A of the *Gas Supply Act 2003*? Yes No

If Yes, provide details below or in an attached statement.

Date of Agreement	Period of Agreement	Parties to Agreement	Community Services to which the agreement applies

- (ii) Has the authority holder been subject to any action regarding non-compliance with the agreements described in the above question? Yes No

If Yes, provide details below or in an attached statement.

Date of Action	Details of Action

G. Customer Numbers / Classification and Quantity of Gas

Applies only to customer retail services (sale of reticulated processed natural gas).

Note: this information will remain confidential.

How many customers did the Retail Authority holder have at the end of the report period in the following classifications, and what was the annual consumption in each classification?

Number of customers at 30 June 2009 and quantity of gas by customer category for the 2008-2009 report year						
	<1 TJ per year customers		1-10 TJ per year customers	>10-100 TJ per year customers	>100 TJ per year customers	TOTAL
	<i>Residential</i>	<i>Non-residential</i>				
Customer numbers at 30 June 2009						
Total quantity of gas sold in 2008-2009						

H. Distributors for Queensland operations

Please list the distributors contracted to deliver gas to customers during the report period.

Distributor	Distribution system or network (eg. Oakey, Ipswich)

Signature and Declaration

Section 290 of the *Gas Supply Act 2003* makes it an offence to provide information that is false or misleading. The maximum penalty for such action is 60 penalty units. Penalty units are defined in dollar terms in the *Penalties and Sentences Act 1992*.

I declare that:

- (i) The information provided in this annual report is correct to the best of my knowledge;
- (ii) I am aware of the requirements under the *Gas Supply Act 2003*, including the Regulations made under that Act, applying to Retail Authorities;
- (iii) I understand and agree that all information provided in or with this Annual Report is subject to the provisions of the *Right to Information Act 2009*, and that selected parts of the information provided may be made available on a public register of authorities; and
- (iv) I have the authority to make this declaration on behalf of the Retail Authority holder.

Full name and position	
Signature	
Date	

Witnessed by:

Full name and position	
Signature	
Date	