

## COMPLIANCE ISSUES FOR DECISION

**DATE:** 02 November 2017

**RESPONSIBILITY:** Group Manager Market Management

### COMPLIANCE ISSUES SUMMARY TABLE:

Breach	Description	Recommendation
<b>WA Retail Market Procedures 178(b) by AGL Sales Pty Ltd on 21/07/2017</b>	<p>On 21/07/2017, AGL Sales Pty Ltd ("AGL") transferred a move-in customer in a sub-network where it was unable to procure injections to meet the customer's withdrawals.</p> <p>This appears to be a breach of clause 178(b) of the WA Retail Market Procedures ("Procedures") by AGL.</p>	<p>Submissions were called for, and the submission window closed on 31/10/2017.</p> <p>No submission was received.</p> <p>After having regard to the other matters in clause 329(1) of the WA Retail Market Procedures ("Procedures"), AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

### COMPLIANCE ISSUES:

#### 1. Procedures breach self-reported by AGL: WA Retail Market Procedures 178(b) by AGL on 21/07/2017

Description See the description above.

Action taken AGL has taken the following actions:

- AGL identified the issue on 26/07/2017 and raised the Error Correction Notice for the customer transfer on 11/08/2017 returning the site to the previous retailer. AGL has compensated the customer in relation to having a contract for supply that AGL was unable to fulfil.
- AGL identified a further five customer transfers which were pending. AGL contacted those customers and cancelled the contracts and transfers prior to the completion of the transfers.
- AGL has placed an internal block on transferring customers from that particular sub-network.

Impact AGL signed a contract for supply of gas with the customer which AGL was unable to fulfil.  
No submission was received from participants in response to the request for submissions.

Decision After having regard to the matters in clause 329(1) of the Procedures, AEMO has determined that the breach was not

material and resolved. AEMO to take no further action in relation to this matter.