

AusNet Services (gas) – distributor audit fact sheet



AusNet Services is a distributor that provides gas to rural and western Victoria. In 2017 AusNet Services (gas) was audited by Grant Thornton on three topics:

Grade	What the auditors found
●	<p>Guaranteed service levels</p> <p>The audit noted that AusNet Services has processes for ensuring guaranteed service level payments are made. However, during the audit period these were not fully effective, it was identified that 10 late connection guaranteed service level payments were not made.</p>
●	<p>Compliance systems</p> <p>AusNet Services' policies and procedures were identified as effective and current. However, the auditor recommended that AusNet update their training process to ensure that new staff receive induction training in a timely manner.</p>
●	<p>Complaints and dispute resolution</p> <p>AusNet Services' policies and procedures were identified as effective and current.</p>

Commission's response: The audit found that AusNet Services has strong policies and procedures in place regarding compliance systems and complaints and dispute resolution.

In relation to AusNet Services' partial compliance for guaranteed service levels, the commission notes the guaranteed service level process was revised in February 2017. AusNet Services has committed to monitor adherence to the revised process. This will be supported by additional process controls recommended by the auditor to ensure guaranteed service level payments are processed timely so that AusNet Services can meet their regulatory requirements.

The commission would like to thank AusNet Services and Grant Thornton for their collaborative and co-operative approach to the audit.

