

# Australian Gas Networks – distributor audit fact sheet



Australian Gas Networks is a distributor that provides gas to northern, eastern and metropolitan Victoria. In 2017 Australian Gas Networks was audited by Deloitte on three topics:

Grade	What the auditors found
●	<b>Guaranteed service levels</b> Australian Gas Network's policies and procedures were identified as effective and current. The auditor made a recommendation to further improve data reliability for appointment
●	<b>Compliance systems</b> Australian Gas Network's policies and procedures were identified as effective and current.
●	<b>Complaints and dispute resolution</b> Australian Gas Network's policies and procedures were identified as effective and current.

**Commission's response:** The audit determined Australian Gas Networks are operating compliantly based on the audit areas reviewed.

The auditor made some recommendations to further improve Australian Gas Networks' guaranteed service level processes by implementing an automated system to record appointment information has been made. This will enable more accurate recording of appointment attendance time and prompt submission of information to Australian Gas Networks' service partner (APA) to calculate guaranteed service levels. Australian Gas Networks has indicated that the recommendation to enhance its current process will form part of a wider project (commencing 2017, concluding 2022).

The commission would like to thank Australian Gas Networks and Deloitte for their collaborative and co-operative approach to the audit.

