GAS DISTRIBUTION LICENCE

MULTINET GAS (DB No.1) PTY LTD ACN 086 026 986
AND
MULTINET GAS (DB No.2) PTY LTD ACN 086 230 122
TRADING AS “MULTINET GAS DISTRIBUTION PARTNERSHIP” ACN 634 214 009
(the Distributor)

As varied on
5 April 2017

Essential Services Commission
Level 37, 2 Lonsdale Street
Melbourne 3000
Telephone (03) 9032 1300, facsimile (03) 9032 1303

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1. **GRANT OF LICENCE**

The Commission, in exercise of the powers conferred by section 26 of the Gas Industry Act, hereby issues this licence to the Distributor authorising the Distributor to provide services by means of distribution pipelines in the distribution area subject to the conditions set out in this licence.

2. **TERM**

This licence was issued on 11 December 1997 and has been varied on the dates set out in schedule 3.

3. **VARIATION AND REVOCATION**

(a) The Commission may vary or revoke this licence in accordance with clause 3(b), 3(c) or 3(d).

(b) The Commission may at any time agree with the Distributor that this licence should be varied or revoked.

(c) The Commission may vary this licence or licence conditions after:

   (i) advising the Distributor of the proposed variation;

   (ii) giving the Distributor an opportunity to make submissions in relation to the proposed variation; and

   (iii) considering any such submissions.

(d) The Commission may at any time give at least 20 business days notice of revocation to the Distributor if:

   (i) the Distributor does not comply with an enforcement order or an undertaking; and

   (ii) the Commission is satisfied that the revocation of this licence is necessary having regard to the policy objectives,

   in which case the term of this licence ends, subject to clause 3(e), on the expiration of the period of the notice.
The term of this licence does not end at the expiration of the period of a notice of revocation given under clause 3(d) if, before the expiration, the Distributor complies with the enforcement order or the undertaking (as the case may be).

4. COMPLIANCE WITH CODES, RULES AND OTHER REQUIREMENTS

(a) The Distributor must comply with:

(i) the Distribution System Code;

(ii) the Retail Code;

(iii) all other codes, standards, rules and guidelines which are specified by the Commission to apply to the Distributor; and

(iv) customer-related standards and procedures,

subject to any derogations from those codes, standards, rules or guidelines or customer-related standards and procedures set out in schedule 1 to this licence.

(b) At the written request of the Commission, the Distributor must participate to the extent specified by the Commission in the development, issue and review of any customer-related standards and procedures specified by the Commission.

(c) If the Commission considers that:

(i) the Distributor has failed to comply with clause 4(b); or

(ii) customer-related standards or procedures developed by the Distributor are insufficient for the purpose for which they were developed,

the Commission may issue customer-related standards and procedures applicable to the Distributor and with which the Distributor must comply.

(d) If the Distributor becomes aware of a material breach of a licence condition, code, standard, rule, guideline or customer-related standard or procedure by the Distributor, the Distributor must notify the Commission of the material breach in accordance with any guidelines issued by the Commission or, in the absence of such guidelines, as soon as practicable.

(e) The Distributor must:
(i) at the request in writing of the Commission; or

(ii) as required by guidelines issued by the Commission,

report to the Commission in connection with its compliance with:

(i) licence conditions;

(ii) applicable codes, standards, rules and guidelines; and

(iii) customer-related standards and procedures.

Note: The licence conditions in clause 4 are made pursuant to section 29(c) of the Gas Industry Act. Pursuant to section 31(1) of the Gas Industry Act, if a licence is subject to a condition of a kind referred to in section 29(c) of the Gas Industry Act, the Commission may:

(a) in accordance with procedures specified by the Commission, amend specified industry codes, standards, rules or guidelines, or a document referred to in any of them, for the purposes of their application under the licence; and

(b) resolve, or seek to resolve, disputes between the licensee and any other person relating to the specified industry codes, standards, rules or guidelines, or a document referred to in any of them, as they apply under the licence.

5. DEEMED DISTRIBUTION CONTRACTS

(a) The Distributor:

(i) must by a date nominated by the Commission in a written notice given to the Distributor, which is not less than 20 business days after the notice is given to the Distributor, and

(ii) may at any other time,

prepare and submit to the Commission proposed terms and conditions of a deemed distribution contract for approval by the Commission.

(b) As soon as practicable after approval of proposed terms and conditions of a deemed distribution contract by the Commission, the Distributor must give notice of those terms and conditions and publish them in the Government Gazette in accordance with the Gas Industry Act.
6. **PROVISION OF INFORMATION AND MAINTENANCE OF SEPARATE ACCOUNTS**

(a) The Distributor must provide to the Commission, in a manner and form and at a time decided by the Commission and notified to the Distributor, such information as the Commission may from time to time require.

(b) The Distributor must ensure that separate accounts are prepared for its distribution business in accordance with any applicable Commission guidelines published for this purpose.

7. **DISPUTE RESOLUTION**

(a) The Distributor must submit to the Commission for its approval, and if approved implement, a scheme for the fair, reasonable and effective investigation and resolution of disputes between it and:

(i) a customer about the Distributor’s services, billing and charging; and

(ii) aggrieved persons about the manner in which the Distributor conducts its business under its Distribution Licence and applicable codes, standards, rules or guidelines.

(b) Unless it has been notified by the Commission that it need not comply with this clause 7(b), the Distributor must comply with clause 7(a) by submitting to the Commission for its approval an ombudsman scheme and implementing any such scheme that the Commission has approved.

(c) An ombudsman scheme that is implemented by the Distributor to comply with clause 7(b) must contain and comply with terms and conditions that:

(i) bind the Distributor to participate in the scheme and comply with its rules (as amended from time to time) from the date on which it is approved by the Commission;

(ii) provide the Distributor’s customers and aggrieved persons with ready and equal access to the scheme;

(iii) subject to 7(c)(iv), present no cost barriers to customers;

(iv) do not permit fees to be charged to, or costs to be awarded against, residential and small business customers;
provide that the scheme be governed by a board consisting of an independent chairperson and equal numbers of customer representatives appointed by the Commission and representatives appointed by the members of the scheme;

in accordance with a process approved by the Commission, provide for those members of the scheme and customer representatives that are members of the board to appoint the chairperson after consultation with the Commission;

provide for the board to appoint the ombudsman;

require the board to inform the Commission of any proposed amendments of the scheme;

confer on the ombudsman the power to make rulings with which the Distributor is required to comply;

provide that, if the scheme prevents a ruling of the ombudsman from exceeding in value a maximum amount, that amount must be no less than $20,000 in respect of a complaint from an individual customer;

confer on the ombudsman the power to impose sanctions on the Distributor for a breach of a ruling;

require the ombudsman to follow fair and efficient procedures, and make decisions that are fair and reasonable having regard to the law, the licences, industry codes, deemed contracts, and good industry practice;

enable the Commission to refer complaints in relation to the conduct of the participating Distributor's business conducted under its Distribution Licence to the ombudsman;

require the Distributor to bear a fair proportion of the cost of the development, establishment and operation of the ombudsman scheme;

enable a question as to the fairness of the proportion of the costs which must be borne by a Distributor to be decided by the Commission on the basis of the Commission’s opinion of the fairness of the proportion;

require the ombudsman to report to the Commission as and when required by the Commission on the operation of the scheme in relation to the industry of which the Distributor is part;
(xvii) require the ombudsman to publish its decisions and annual reports on the operation of the scheme and the performance of each member of the scheme in relation to the industry of which the Distributor is part;

(xviii) require the board to conduct periodic and comprehensive reviews of the performance of the scheme in consultation with members, customer representatives, the Commission and other interested parties; and

(xix) provide for the Distributor to withdraw from the scheme subject to:

A. the Commission notifying the Distributor that it need not comply with clause 7(b);

B. the Distributor providing to the Commission 12 months notice in writing of the Distributor’s intention to withdraw; and

C. the Distributor satisfying the Commission that the Distributor complies with clause 7(a).

8. PAYMENT OF LICENCE FEES

(a) The Distributor must pay as directed by the Commission a licence fee determined in accordance with section 30 of the Gas Industry Act.

(b) If the fee is an annual fee, it must be paid:

(i) in four equal instalments due on the last days of September, December, March and June of each year; or

(ii) in full on or before the last day of September of each year.

(c) The Distributor must pay as directed by the Commission such other fees and charges in respect of this licence as are determined by the Minister in accordance with section 30 of the Gas Industry Act.

9. COMPLIANCE WITH LAWS

The Distributor must comply with all applicable laws.
10. OPERATIONAL AND COMPLIANCE AUDITS

(a) As requested by the Commission, the Distributor must undertake operational and compliance audits of:

(i) its compliance with obligations under this licence, the Distribution System Code and the Retail Code; and

(ii) its compliance with policies, practices, procedures and systems for collection, analysis and reporting of data on the performance and the capacity of the gas distribution system.

(b) The operational and compliance audits must be conducted by an independent expert or audit team nominated by the Distributor and approved by the Commission.

(c) The scope of the operational and compliance audits are to be approved by the Commission and must meet any minimum audit scope required by the Commission, but need not cover obligations, policies, practices, procedures or systems of the Distributor where compliance is audited under a separate regulatory requirement.

(d) The Distributor must provide the results of the audit to the Commission in accordance with any guidelines published by the Commission.

(e) The terms and conditions of the operational and compliance audit contract which relate to the scope of the audits must be approved by the Commission.

11. DEFINITIONS AND INTERPRETATION

11.1 Definitions

In this licence, unless the contrary intentions appears:

"Access Arrangement" has the meaning in the Distribution System Code;

"business day" means a day on which banks are open for general banking business in Melbourne, excluding a Saturday or Sunday;

"Commission" means the Essential Services Commission established under the Essential Services Commission Act 2001;

"customer" means a person to whom gas is conveyed through a distribution pipeline.
"customer-related standards and procedures" includes:

(a) overall performance standards;

(b) complaint handling, escalation and resolution policies, practices and procedures;

(c) security deposit, disconnection and credit policies, practices and procedures; and

(d) rules and procedures for compensating customers for the Distributor's failure to comply with any such standards, policies, practices and procedures, which are issued by the Distributor under clause 4(b) or by the Commission under clause 4(c);

"deemed distribution contract" means a contract deemed to be entered into between the Distributor and a retail customer pursuant to section 48 (6) of the Gas Industry Act.

"distribute", has the meaning ascribed to that term in the Gas Industry Act;

"Distributor" means Multinet Gas (DB No. 1) Pty Limited ACN 086 026 986 and Multinet Gas (DB No. 2) Pty Limited ACN 086 230 122;

"distribution area" means the area described in schedule 2; "distribution pipeline" has the meaning ascribed to that term in the Gas Industry Act;

"Distribution System Code" means the Distribution System Code issued by the Commission as amended from time to time;

"distribution system" means in relation to a distributor a system of distribution pipelines which a distributor uses to distribute gas for supply to customers;

"enforcement order" means a provisional or final order made and served by the Commission under section 53 of the Essential Services Commission Act 2001;

"Gas Industry Act" means the Gas Industry Act 2001;

"policy objectives" means the objectives specified in section 18 of the Gas Industry Act and section 8 of the Essential Services Commission Act 2001;

"Retail Code" means the Gas Retail Code issued by the Commission as amended from time to time;

"supply", in relation to gas, means the delivery of gas;

11.2 Interpretation

In this licence, unless the context otherwise requires:

(a) words and phrases in italics have the meaning ascribed to them in clause 11.1;

(b) headings are for convenience only and do not affect the interpretation of this licence;

(c) words importing the singular include the plural and vice versa;

(d) words importing a gender include any gender;

(e) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;

(f) a reference to any thing includes a part of that thing;

(g) a reference to a condition, clause, schedule or part is to a condition, clause, schedule or part of this licence;

(h) a reference to any statute, regulation, proclamation, order in council, ordinance or by-law includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute;

(i) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;

(j) a reference to writing includes any mode of representing or reproducing words, figures, drawings or symbols in a visible form;

(k) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;

(l) a reference to the Commission includes a reference to the Office of the Regulator-General established under the Office of the Regulator-General Act 1994;
(m) when italicised, other parts of speech and grammatical forms of a word or phrase defined in this licence have a corresponding meaning;

(n) a period of time:

(i) which dates from a given day or the day of an act or event is to be calculated exclusive of that day; or

(ii) which commences on a given day or the day of an act or event is to be calculated inclusive of that day; and

(o) an event which is required under this licence to occur on or by a stipulated day which is not a business day may occur on or by the next business day.

THE COMMON SEAL of THE ESSENTIAL SERVICES COMMISSION was affixed pursuant to the authority of the Commission on __ April 2017

Dr Ron Ben-David

CHAIRPERSON
SCHEDULE 1: DEROGATIONS
SCHEDULE 2: DISTRIBUTION AREA

Postcodes

3000*, 3004, 3006, 3008*, 3097*, 3101, 3102, 3103, 3104, 3105, 3106, 3107, 3108, 3109, 3111, 3113*, 3114, 3115, 3116, 3122, 3123, 3124, 3125, 3126, 3127, 3128, 3129, 3130, 3131, 3132, 3133, 3134, 3135, 3136, 3137, 3138, 3140, 3141, 3142, 3143, 3144, 3145, 3146, 3147, 3148, 3149, 3150, 3151, 3152, 3153, 3154, 3155, 3156, 3158, 3159, 3160, 3161, 3162, 3163, 3165, 3166, 3167 3168, 3169, 3170, 3171, 3172, 3173, 3174, 3175*, 3177, 3178, 3179, 3180, 3181, 3182, 3183, 3184, 3185, 3186, 3187, 3188, 3189, 3190, 3191, 3192, 3193, 3194, 3195, 3196, 3197, 3201*, 3202, 3204, 3205, 3206, 3207, 3765, 3766, 3767, 3770*, 3781, 3782, 3783, 3785, 3786, 3787, 3788, 3789, 3791, 3792, 3793, 3795, 3796, 3802, 3804*

* Postcode 3175 is shared between the Licensee and Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001. As at the date of this licence, the distribution supply points of Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001 are connected in Abbotts Road (east of Taylors Road) and Thompsons Road.

* Postcode 3770 is shared between the Licensee and Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001. As at the date of this licence, the distribution supply points of Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001 are connected in Maddens Lane and the Marondah Highway (east of Maddens Lane).

* Postcode 3097 is shared between Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001 and the Licensee. As at the date of this licence, the Licensee's distribution supply points are connected in Menzies Road.

* Postcode 3201 is shared between Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001 and the Licensee. As at the date of this licence, the Licensee's distribution supply points are connected in Wadsley Road.

* Postcode 3804 is shared between Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001 and the Licensee. As at the date of this licence, the Licensee's distribution supply points are connected in Caithwell Court, Ebeli Cl, Delview Cl, Lyala Court and Waterford Cl.

* Postcode 3000 is shared between the Licensee and Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001. As at the date of this licence, the Licensee's distribution supply points are located on Spencer Street Bridge, terminating in Batman Park and within an area bounded by the Princes Street Bridge, the railway line from Flinders Street Station to Richmond Station, Hoddle Street/Punt Rd, and the Yarra River.

* Postcode 3008 is shared between the Licensee, Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001, and AusNet Gas Services Pty Ltd ACN 086 015 036. As at the date of this Licence, the Licensee's distribution supply points are located in an area south of the Yarra River.
• Postcode 3113 is shared between the Licensee and Australian Gas Networks (Vic) Pty Ltd ACN 085 899 001.

Yarra Valley Gas Extension
Incorporating additional postcodes: 3139, 3775, 3797, 3799

South Gippsland Gas Extension
Incorporating the postcodes: 3984, 3950, 3953, 3996, 3995
SCHEDULE 3: VARIATIONS

This licence, which was originally issued on 11 December 1997, has been varied by the following:

The Treasurer 1 September 1998
The Treasurer 30 March 1999
The Office of the Regulator 12 April 2000
General
The Office of the Regulator 17 April 2001
General
The Commission 15 May 2002
(To establish the Energy and Water Ombudsman)
(To require licensees to comply with a schedule of FRC readiness requirements)
The Commission 18 December 2002
(Effective 1 January 2003, to streamline the operation of the Gas Distribution Licence and adopt various consequential amendments in light of the cessation of the Tariff Order, and the commencement of the Gas Industry Act 2001 and the Essential Services Commission Act 2001)
The Commission 17 August 2005
(To incorporate the Yarra Valley Gas Extension)
The Commission 26 November 2008
(To incorporate the South Gippsland Gas Extension)
The Commission 5 April 2017
(To amend Schedule 2 to incorporate postcodes 3000 and 3008 and to note that postcodes 3000, 3008, and 3113 are shared distribution zones)

This is the licence as varied on 5 April 2017.