

Our reference: 01/476-2

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23 June 2003

Mr John Mackay
Chief Executive Officer
ActewAGL
GPO Box 366
CANBERRA ACT 2601

Dear Mr Mackay

Miscellaneous gas charges in the Shoalhaven area

I refer to your proposal dated 3 April 2003 to vary the miscellaneous charges imposed by ActewAGL in the Shoalhaven local government area and include agreed charges under the existing Voluntary Pricing Principles (VPPs) agreed between ActewAGL and the Tribunal.

The Tribunal invited public comment on your proposal on 9 April 2003. It has reviewed the proposal in light of public submission comments, and further information provided by ActewAGL regarding the policies underlying the application of the proposed charges.

The Tribunal understands that ActewAGL will implement policies which are intended to lessen the impact of the proposed charges for customers experiencing financial hardship, either through explicit waiver policies or the exercise of discretion in other circumstances which is consistent with its Staying Connected program.

On this basis, the Tribunal has decided to agree to the variation of miscellaneous charges from 1 July 2003 as set out in your proposal. However, it requests that ActewAGL ensure that its policies for applying these charges are clearly documented and publicised in advance of the variations being implemented.

In accordance with the terms of the VPPs, we anticipate being given the opportunity to review, in advance, all documentation sent to affected customers and any media announcements about these agreed variations.

We note that the current VPPs expire on 30 June 2004. It is expected that a broader review of the regulatory arrangements to apply after this time will be undertaken during 2003-04.

Any queries on this matter may be directed to Deborah Walker on 02-9290-8450 or Ruth Lavery on 02-9290-8447.

Yours sincerely,

Thomas G Parry
Chairman