



30 January 2003

Mr. Gary Henry  
Queensland Competition Authority  
GPO Box 2257  
Brisbane QLD 4001

Attention: Mr. Gary Henry

Dear Gary

#### **GAS DISTRIBUTION: MONITORING SERVICE QUALITY**

Origin Energy Limited (Origin) welcomes this opportunity to comment on the Queensland Competition Authority's (the QCA's) discussion paper - "Gas Distribution: Monitoring Service Quality" released in November 2002. As a major natural gas retailer in Queensland, Origin has an interest in service quality issues and harmonisation with standards that might be in place in other jurisdictions.

#### **General Comments**

- As a retailer of natural gas, Origin supports service quality monitoring for gas distribution networks. We would encourage industry and the QCA to consider the appropriate level of detail and frequency of reporting in monitoring service quality.
- Furthermore, Origin would support the establishment of a service quality monitoring scheme that incorporates the following features:
  1. Value adding targets
  2. Is subject to the control of the service provider
  3. Is based on minimum performance levels.
- Service quality monitoring should also include selected measures that are qualified in order to exclude extraneous events.
- The implemented measures for monitoring service quality should be comparable with other jurisdictions and align with other products in order to assist in the development of a single data collection system.
- The collection and reporting of data under any service quality monitoring scheme needs to be cost effective.
- Publication of collected data should be through appropriate channels and should exclude commercially sensitive information.

#### **Questions for clarification**

In addition to the general comments above, a number of questions are put to the QCA for clarification:

1. Which entity is ultimately responsible for setting minimum service standards and would the establishment of such standards be afforded through participation in an industry-working group?
2. Which government or statutory body would be charged with the collection and reporting of information?
3. Will there be cost recovery provisions for retailers for any pass through of costs, whether direct or indirect?

Origin would be pleased to discuss any aspect of our submission further with representatives of the QCA. In the first instance, please contact

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Yours sincerely

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