

Multinet Gas – distributor audit fact sheet



Multinet Gas is a distributor that provides gas to south eastern Victoria. In 2017 Multinet Gas was audited by EY on three topics:

Grade	What the auditors found
●	<p>Guaranteed service levels Multinet Gas has good systems in place for paying customers when it fails to meet the energy rules, such as when it misses an appointment or doesn't connect the power on time.</p> <p>The auditor made some recommendations to further improve processes in this area, which includes: improving the review of customer payments, and how quickly payments are made. Multinet Gas has agreed to do this, as a result, payments should be given to customers faster.</p>
●	<p>Compliance systems Multinet Gas' policies and procedures were identified as effective and current.</p>
●	<p>Complaints and dispute resolution Multinet Gas' policies and procedures were identified as effective and current.</p> <p>The auditor made some recommendations to further improve processes in this area, which includes: keeping a sample of complaint recordings for longer than 3 months for the purposes of using the recordings for testing, reporting and evaluations. Multinet Gas disagrees as it believes its current process is good enough and in line with the current standards.</p>

Commission's response: The audit found that Multinet Gas has good systems in place to look after their customers.

We will check in regularly with Multinet Gas to make sure it is working on improving their processes when needing to make payments to customers after failing to meet the energy rules.

The commission would like to thank Multinet Gas and EY for their collaborative and co-operative approach to the audit.

