



Victoria Government Gazette

No. S 100 Thursday 5 October 1995
By Authority, Victorian Government Printer

SPECIAL

Water Industry Act 1994

SECTION 15: NOTICE OF VARIATION OF LICENCES

The licences, dated 22 December 1994, issued to the following companies were, on 26 September 1995, varied as outlined below by way of an Order in Council made under clause 20 of each licence—

- * Yarra Valley Water Ltd;
- * South East Water Ltd;
- * City West Water Ltd.

The major changes to each licence are—

- * a new clause 3 which retains the obligation on each licensee to supply water and introduces a new obligation relating to access to, and use of, each licensee's works to reflect section 65A of the **Water Industry Act 1994**;
- * a new clause 7.4 relating to the Office's approval of revisions to the implied customer contract;
- * a new clause 7A imposing obligations to prevent the improper use of customer information by a licensee;
- * a new clause 7B requiring each licensee to implement a scheme, approved by the Office, for the investigation and resolution of disputes and providing that the licensee may satisfy the requirement by developing, submitting to the Office for its approval and implementing an ombudsman scheme;
- * changes to clause 8 to provide for a review of the standards contained in Schedule 2 to each licence;
- * changes to clause 15, 16 and 17 dealing with the Minister for Natural Resources' role in relation to a licensee's planning for water conservation and future community needs;
- * a new clause 15A clarifying the responsibility of a licensee to maintain water supply, pipes and fittings between the main and the meter; and

- * a change to clause 20 which will allow each licence to be further reviewed and varied by the Governor in Council prior to 30 June 1996.

Copies of the relevant licences and variations may be inspected at the premises of the Office of the Regulator-General, Level 9, 35 Spring Street, Melbourne.

Copies of the licences may also be obtained free of charge by application to the Office of the Regulator-General, Level 9, 35 Spring Street, Melbourne 3000, telephone (03) 9651 0222, facsimile (03) 9651 3688.

Dated 5 October 1995

ROBIN C. DAVEY
Regulator-General

Electricity Industry Act 1993

NOTICE OF VARIATION OF LICENCES

Retail licences issued by the Office of the Regulator-General to—

- * Electricity Australia Pty Limited; and
- * Prospect Energy Services Victoria Limited,

have been varied by the Office.

The variations were made by the Office pursuant to clauses in the licences enabling the Office to vary them to achieve uniformity between retail licences. They follow variations (described in Gazette No. S 91, Monday, 4 September 1995) made by the Treasurer to other retail licences.

The main variations made to Electricity Australia Pty Limited's licence are—

- * the inclusion of a clause requiring it to inform customers of changes in its terms and conditions;
- * the inclusion of a clause relating to details to be included in a statement of charges;
- * the inclusion of a clause relating to dispute resolution;
- * a change to the Office's requirements relating to the keeping of accounts;

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- * a change to the Office's requirements relating to disclosure of customer information;
- * variations relating to the payment of its licence fee; and
- * the deletion of a clause relating to marks, names and logos.

The main variations made to Prospect Energy Services Victoria Limited's licence are—

- * the inclusion of a clause relating to the licensee's participation in an industry ombudsman scheme as a way of satisfying the Office's requirements relating to dispute resolution; and
- * variations relating to the payment of its licence fee.

Copies of the licences may be inspected at the premises of the Office of the Regulator-General, 35 Spring Street, Melbourne.

Copies of the licences may also be obtained, free of charge, by application to the Office of the Regulator-General, Level 9, 35 Spring Street, Melbourne 3000, telephone (03) 9651 0222, facsimile (03) 9651 3688.

Dated 21 September 1995

ROBIN C. DAVEY
Regulator-General



Gazette Services

The *Victoria Government Gazette* (VGG) is published by THE LAW PRINTER (PPSV) for the State of Victoria and is produced in three editions.

VGG General is published each Thursday and provides information regarding Acts of Parliament and their effective date of operation; Government notices; requests for tenders; as well as contracts accepted. Private notices are also published.

VGG Special is published any day when required for urgent or special Government notices. VGG Special is made available automatically to subscribers of VGG General.

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VGG is available by three subscription services:

General and Special—\$165.00 each year

General, Special and Periodical—\$220.00 each year

Periodical—\$110.00 each year

Subscriptions are payable in advance and accepted for a period of one year. All subscriptions are on a firm basis and refunds for cancellations will not be given.

All payments should be made payable to THE LAW PRINTER.

Subscription inquiries (03) 9320 8606

Fax (03) 9320 8699

A Printing and Publishing Services Victoria Publication

Published by Law Press

Printed by The Law Printer

a business unit of

Printing and Publishing Services Victoria (PPSV)

Melbourne Victoria Australia

© State of Victoria 1995

ISSN 0819—548X

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Address all inquiries to the Government Printer for the State of Victoria

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Victorian Government Printer

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Price Code A