

# Energy company audit findings published

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## *Electricity and gas*

Inadequate systems, processes and training that could lead to overcharging customers, wrongful disconnections or transferring customers without consent are some of the key findings from audits of five Victorian electricity retailers released today by the state energy regulator.

EnergyAustralia, Origin Energy, Simply Energy, Alinta Energy and Blue NRG were targeted by the Essential Services Commission in this year's annual reviews after failing audits in 2017.

Commission chairperson Kate Symons says the purpose of the audit program is to promote compliance with consumer protection rules by identifying weaknesses in systems and processes.

"Auditing helps us understand how energy businesses comply with the rules designed to protect consumers.

"If we detect problems through the audit program, we investigate further and may take enforcement action," she said.

Through the audit process, the commission reviewed why these retailers were potentially non-compliant and recommended they act to directly address the causes of potential non-compliance.

Summary findings of each of the audits can be [viewed on the commission's website](#).

When issues are found in the audits, the commission has a range of options including requiring the retailer to review and update systems, retrain staff and improve record keeping.

More serious findings may result in further investigation and enforcement action.

The audits were conducted during the 2018–19 financial year with all five being audited for the third time since 2016 with the exception of Blue NRG which is a newer retailer.

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