

AGL and Powerdirect – retail audit fact sheet



AGL and Powerdirect is a large energy retailer that sells gas and electricity. AGL and Powerdirect underwent a baseline audit in 2016.

In 2017 AGL and Powerdirect were audited by Grant Thornton on three topics:

Grade	What the auditors found
	<p>Explicit informed consent</p> <p>AGL and Powerdirect's policies and procedures were identified as effective and current.</p> <p>The auditor made some recommendations to further improve processes in this area, they include: retrain third party quality assessors, update quality assurance checklists, and introduce a retraining and consequence process for internal agents that fail quality assessments.</p>
	<p>Payment plans</p> <p>AGL and Powerdirect's policies and procedures were identified as effective and current.</p> <p>The ability to retrieve call recording was identified as one area to strengthen.</p>
	<p>Compliance and performance reporting</p> <p>AGL and Powerdirect were not able to demonstrate effective policies and procedures in this area.</p> <p>AGL and Powerdirect's non-compliance grading has been attributed to: not meeting the submission deadline for reporting, a data migration matter that impeded their ability to retain data for testing, an inability to extract and collect some data.</p> <p>The auditor has recommended that the following items are addressed to improve data extraction and analysis: retain raw data, document the process to obtain data for all performance reporting indicators, ensure extracted data is reviewed and signed off by AGL and Powerdirect's management with enough time to submit accurate and timely data as per regulatory requirements.</p>
<p>Commission's response: The audit found that AGL and Powerdirect maintain strong policies and processes in place regarding explicit informed consent and payment plans.</p> <p>Significant need for improvement was identified regarding how AGL and Powerdirect meet compliance and performance reporting requirements.</p> <p>AGL and Powerdirect accepted the audit findings and has provided commission staff with a comprehensive action plan to address all agreed on process improvements.</p>	





We intend to audit AGL and Powerdirect during 2017-18 to ensure these actions have been implemented and are working as intended.

The commission would like to thank AGL, Powerdirect and Grant Thornton for their collaborative and co-operative approach to the audit.

