

# Alinta Energy – retail audit fact sheet



Alinta Energy is a mid-sized energy retailer that sells electricity and gas. Alinta Energy underwent a baseline audit in 2016.

In 2017 Alinta Energy was audited by BDO on four topics, which included additional questions on Alinta Energy’s marketing conduct:

Grade	What the auditors found
	<p><b>Explicit informed consent</b> Alinta Energy’s policies and procedures were identified as satisfactory in some areas, however, a number of revisions or improvements were identified.</p> <p>● The auditor recommended that Alinta Energy should: develop call retention policies, develop a training framework, enhance its monitoring framework, review scripts periodically, develop and implement a policy dealing with sales to vulnerable customers, review data recovery processes to ensure customer consent records are retained, document customer churn processes, and ensure sales channels retain consent data.</p>
	<p><b>Payment plans</b> Alinta Energy’s policies and procedures were identified as effective and current.</p> <p>● The auditor made some recommendations to further improve processes in this area, which include: finalise policies, establish a monitoring program to ensure customers are on the appropriate plan and correct processes have been followed, and ensure customers are aware of total amount payable prior to establishing the plan.</p>
	<p><b>Compliance and performance reporting</b> Alinta Energy’s policies and procedures were identified as effective and current.</p> <p>● To further enhance and support compliance it is recommended Alinta Energy document their reporting assumptions and a framework for regulatory reporting.</p>
N/A	<p><b>Marketing conduct</b> Alinta Energy has demonstrated satisfactory implementation of some controls however, improvement is still required.</p> <p>The auditor recommended Alinta Energy develops a framework that provides supervision of marketing training.</p>





**Commission's response:** The audit found that Alinta Energy has strong policies and processes in place regarding payment plans and compliance and performance reporting, with only minor enhancements noted.

Alinta Energy's partial compliance grading for explicit informed consent is due to their inability to provide requested information within agreed timelines. Alinta Energy needs to make improvements in quality assurance, monitoring and training programs.

Alinta Energy has accepted the audit findings and has committed to implementing the proposed recommendations.

The commission would like to thank Alinta Energy and BDO for their collaborative and co-operative approach to the audit.

