

AusNet Services (electricity) – distributor audit fact sheet



AusNet Services is a distributor that provides electricity to rural and eastern Victoria. In 2017 AusNet Services (electricity) was audited by Grant Thornton on four topics:

Grade	What the auditors found
●	Life support The audit noted that AusNet Services has systems in place to protect life support customers, but identified several areas for improvement, including: formalising training, ensuring staff always follow procedures, better data sharing between AusNet Services and retailers, and keeping better documentation.
●	Guaranteed service levels AusNet Services has generally strong processes for ensuring guaranteed service level payments were made. The audit recommended AusNet Services review and update where necessary some older policies and information about guaranteed service levels in AusNet Services' customer charter.
●	Compliance systems The audit found AusNet Services had sufficient compliance systems but recommended formalised induction training for employees and consistent use of a centralised compliance register.
●	Complaints and dispute resolution AusNet's systems were found to be satisfactory. The auditor made recommendations to further improve processes in this area, including: enhanced guidance for staff about what information must be recorded, greater consistency in how complaints are handled and recorded, and AusNet's charter updated to include the complaints handling process.

Commission's response: The audit found that AusNet Services' systems were generally sufficient to achieve compliance. A number of recommendations were made in the audit. The commission is satisfied that AusNet Services is acting to implement the improvements recommended.

With respect to life support, the commission is aware of two breaches of the life support provisions that occurred during the audit period. This involved AusNet Services failing to provide appropriate notice to registered life support customers of a planned interruption to their electricity supply. The commission takes these breaches seriously and has worked with AusNet Services to understand what actions it is taking to prevent future breaches. The commission will continue to actively monitor AusNet Services' compliance with the life support provisions.

The commission would like to thank AusNet Services and Grant Thornton for their collaborative and co-operative approach to the audit.

