

CitiPower – distributor audit fact sheet



CitiPower is a distributor that provides electricity to the central business district and inner suburbs of Melbourne. In 2017 CitiPower was audited by Deloitte on five topics, including additional questions on CitiPower's processes for planned interruptions:

Grade	What the auditors found
	Life support The audit found that CitiPower has effective processes in place to protect life support customers.
	Guaranteed service levels CitiPower was compliant with their obligations in this area, however the auditors recommended that training is formalised and provided to field staff for the guaranteed service levels rules. CitiPower should also improve procedures to ensure appointments with customers are correctly recorded and tracked.
	Compliance systems The audit found that CitiPower has strong compliance systems in place
	Complaints and dispute resolution The audit found that CitiPower has a sound complaint resolution system in place.
N/A	Planned interruptions CitiPower was found to be compliant with its obligations in this area. However, to reduce the potential risk of communications being sent to incorrect customers, the auditors recommended that a review of mailing lists also performed as part of the process.

Commission's response: The audit found that CitiPower has strong systems in place to look after customers.

We will check in regularly with CitiPower to make sure it is working on improving the training provided to field staff, providing compensation to customers who are entitled to a guaranteed service level payment, and are improving processes to reduce the risk of not informing customers of planned interruptions.

We would like to thank CitiPower and Deloitte for their collaborative and co-operative approach to the audit.

