

Click Energy – retail audit fact sheet



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

In 2017 Click Energy was audited by BDO on three topics:

Grade	What the auditors found
●	<p>Explicit informed consent Click Energy's policies and procedures were identified as effective and current in some areas, however a number of opportunities for improvement were identified.</p> <p>The auditor made some recommendations to improve processes in this area, including: amend call scripting to include additional information (consent audits), retain documentation for quality purposes, improve timeliness of providing feedback to agents, investigate the call recording system to ensure it is effective, conduct refresher training, and update retention policy with sales call retention period.</p>
●	<p>Payment plans Click 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, including: review of processes for placing customers on hardship and payment plans, and update its hardship standard operating procedure with guidance for when a customer fails to adhere to two consecutive payment plans.</p>
●	<p>Compliance and performance reporting Click Energy's policies and procedures were identified as effective and current.</p>

Commission's response: The audit found that Click Energy has strong policies and processes in place for most audit items reviewed.

The audit recommended enhancements to some of Click Energy's processes to improve supervision of third parties and records management processes by updating their policy documents.

Click Energy has implemented these recommendations.

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

