

EnergyAustralia – retail audit fact sheet



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

In 2017 EnergyAustralia was audited by PwC on four topics, which included additional questions on EnergyAustralia's management of outsourced arrangements:

Grade	What the auditors found
●	<p>Explicit informed consent EnergyAustralia's policies and procedures require some improvements to ensure they are effective and current.</p> <p>The auditor made some recommendations to improve processes in this area, including: keeping training records, monitoring process for quality assurance exceptions, obtaining and maintaining explicit informed consent records and withdrawal records (for example call recordings), and script review processes and sign off.</p>
●	<p>Payment plans EnergyAustralia'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 and improve the customer vulnerability checklist to ensure all compliance requirements are used in quality assurance checks for hardship customers.</p>
●	<p>Compliance and performance reporting EnergyAustralia's policies and procedures require some amendments to ensure they are effective and current.</p> <p>The audit found that manual errors impacted accuracy of reported data. As such, it has been recommended that procedures for data extraction and validation of performance indicators is documented and followed.</p>
N/A	<p>Management of outsourced arrangements EnergyAustralia's policies and procedures surrounding risk assessment of external vendors was satisfactory.</p> <p>EnergyAustralia should ensure consistency and improve its processes surrounding monitoring and remediation activities relating to outsourced parties.</p>

Commission's response: The audit found that EnergyAustralia has strong policies and processes in place regarding payment plans.





The auditors made recommendations for EnergyAustralia to improve its quality assurance processes and supervision of outsourced vendors. EnergyAustralia has accepted the findings and has committed to addressing the items identified in the audit.

The commission would like to thank EnergyAustralia and PwC for their collaborative and co-operative approach to the audit

