

# Globird Energy – retail audit fact sheet



Globird Energy is a small energy retailer that sells electricity. As a newer retailer, Globird Energy was required to undergo a baseline audit. In 2017, Globird Energy was audited by Deloitte on 10 topics:

Grade	What the auditors found
●	<b>Compliance performance and reporting</b> The auditor recommended Globird Energy document work instructions for staff who handle breach reporting, communicate changes to staff and consider resubmitting reporting data to the commission for accuracy.
●	<b>Life support</b> Globird Energy policies and procedures identified as effective and current.
●	<b>Marketing</b> The auditor recommended Globird Energy increase quality assurance on inbound calls, and create a 'vulnerable customer' flag in its database to ensure all vulnerable customers are treated with care.
●	<b>Billing</b> The auditor recommended Globird Energy ensure billing procedures are in-line with obligations, and to update its obligations register to ensure staff are accountable.
●	<b>Advanced Metering Infrastructure</b> The auditor recommended that Globird Energy review its obligations register to ensure AMI regulatory obligations are current and adhered to.
●	<b>Financial hardship program</b> Globird Energy policies and procedures identified as effective and current.
●	<b>Disconnections and reconnections</b> Globird Energy policies and procedures identified as effective and current.
●	<b>Complaints and dispute resolution</b> Globird Energy policies and procedures identified as effective and current.





### **Tariff variations**

The auditor recommended that Globird Energy review its obligations register to ensure tariff variation are in line with regulatory obligations.



### **Deemed customer arrangements**

Globird Energy policies and procedures identified as effective and current.

**Commission's response:** The audit found that Globird Energy is operating compliantly, but that many of its internal processes are informal, or manual. The auditors noted there was a key reliance on single persons and systems. Globird Energy accepted all audit findings and recommendations. Globird Energy provided commission staff with a comprehensive action plan to address all process improvements.

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

