

M2 Energy – retail audit fact sheet



M2 Energy is a mid-sized energy retailer that sells electricity. M2 Energy underwent a baseline audit in 2016.

In 2017 M2 Energy was audited by RSM Australia Pty Ltd on three topics:

Grade	What the auditors found
	<p>Explicit informed consent</p> <p>The audit found that M2 Energy's processes for capturing customer consent required improvements. The auditor made some recommendations to rectify M2 Energy's processes in this area, including that they update staff training material, and ensure all calls are recorded.</p> <p>The auditors also noted some of M2 Energy's complaints weren't handled properly. The auditor made recommendations to improve processes in this area, including: maintaining better records of customer consent, ensure training covers all obligations, and improve how complaints are managed.</p>
	<p>Payment plans</p> <p>The audit found that M2 Energy policies and procedures were effective and current. The auditor made recommendations to further improve processes in this area, including: providing staff with more training and conducting quality assurance checks for new payment plans.</p>
	<p>Compliance and performance reporting</p> <p>The audit found that M2 Energy were not able to demonstrate some effective policies and procedures. The auditors found M2 Energy's processes for monitoring aspects of its own key performance indicators was partially ineffective. The auditor made recommendations to rectify processes in this area, including: developing more automated systems for its reporting and checking information it sends through to the commission. The auditors also suggested M2 Energy ensure reports are filed correctly, and can be accessed more readily.</p>

Commission's response: The audit found that M2 Energy requires some significant procedural improvements. M2 Energy has accepted this, and agreed to all of the auditor's recommendations.

M2 Energy have committed to making changes to their staff training, and the way it files its records.

The commission will continue to monitor M2 Energy's remediation of the issues found in the audit. The commission would like to thank M2 Energy and RSM Australia Pty Ltd for their collaborative and co-operative approach to the audit.

