

Online Power and Gas – retail audit fact sheet



Online Power and Gas is a small energy retailer that sells electricity. Online Power and Gas underwent a baseline audit in 2016.

In 2017 Online Power and Gas was audited by RSM Australia Pty Ltd on four topics, which included additional questions on Online Power and Gas' processes for marketing, disconnections and billing:

| Grade | What the auditors found |
|-------|--|
| ● | <p>Explicit informed consent Online Power and Gas' policies and procedures were identified as satisfactory in some areas, however a number of revisions or opportunities for improvement were identified.</p> <p>In particular Online Power and Gas should: update operations manual to reflect practices of all sales channels, reiterate training and script adherence, reiterate policies regarding sales to vulnerable customers, and ensure all welcome packs are issued in a timely manner.</p> |
| ● | <p>Payment plans Online Power and Gas' policies and procedures were identified as effective and current.</p> <p>The auditor made some recommendations to further improve processes in this area, which includes: ensuring staff stick to scripts, and conduct additional training to improve customer service.</p> |
| ● | <p>Compliance and performance reporting Online Power and Gas' policies and procedures were identified as effective and current.</p> <p>The auditor recommended that Online Power and Gas formalise their data validation process to assist with report compilation.</p> |
| N/A | <p>Marketing conduct, disconnections and billing Online Power and Gas' policies and procedures were identified as effective and current.</p> |

Commission's response: The audit found that Online Power and Gas has good policies and processes in place regarding payment plans and compliance and performance reporting.

Online Power and Gas' partial compliance grading for explicit informed consent was due to its inability to follow its own policies for sending welcome packs to customers, staff not following call scripts and not updating its operational manual.

The auditor recommended improvements to Online Power and Gas' processes to improve efficiencies, compliance assurance and customer protections.

Online Power and Gas has accepted the audit findings and have committed to implementing the proposed recommendations.





The commission would like to thank Online Power and Gas and RSM Australia Pty Ltd for their collaborative and co-operative approach to the audit.

