

# Origin Energy – retail audit fact sheet



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

In 2017 Origin Energy was audited by Protiviti on four topics, which included additional questions on Origin Energy’s processes for undercharging:

Grade	What the auditors found
	<p><b>Explicit informed consent</b> Origin Energy’s policies and procedures were identified as effective and current.</p> <p>The auditor made a minor recommendation for Origin to amend call scripting to include additional information (information about consent audits).</p>
	<p><b>Payment plans</b> Origin Energy’s policies and procedures were identified as effective and current.</p>
	<p><b>Compliance and performance reporting</b> Origin Energy’s policies and procedures were identified as satisfactory.</p> <p>The auditor made recommendations to further improve processes in this area, including: clearly document instructions for reporting disconnection and reconnection indicators, review the complaints handling process and ensure that criteria of complaints is clearly defined, develop and roll out training on revised complaints handling procedure, and seek formal approval from the commission regarding any changes, variations and assumptions used to prepare their data for reporting.</p>
N/A	<p><b>Undercharging</b> Origin Energy’s policies and procedures were identified as satisfactory in some areas.</p> <p>Additional improvements are required, in particular, the auditor has recommended that Origin re-enforce the process of recovering undercharged amounts from customers, and retrain part of its billing team.</p>

**Commission’s response:** The audit found that Origin Energy has strong policies and processes in place regarding most of the items reviewed. There are identified improvements required regarding Origin’s process surrounding compliance and performance reporting, as well as recovery of undercharged amounts from customers.

Origin Energy has accepted most findings, and has committed to conducting further review of its processes for recovering undercharged amounts.

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

