

People Energy – retail audit fact sheet



People Energy is a small energy retailer that sells electricity.

As a newer retailer, People Energy was required to undergo a baseline audit. In 2017, People Energy was audited by RSM Australia Pty Ltd on 10 topics:

Grade	What the auditors found
●	Compliance performance and reporting The audit found that People Energy's compliance policies and processes were not current and did not reflect current practices of the organisation. The auditor made recommendations to improve processes in this area, including: updating its compliance policies and procedures, and developing further controls to manage outsourced operations and compliance performance reporting.
●	Life support The audit indicated People Energy's processes and controls were satisfactory. The auditor made recommendations to improve processes in this area, including: the development and communication of a procedure manual covering the registration and management of life support customers.
●	Marketing The audit found that People Energy had not developed or documented its marketing processes. The auditor recommended People Energy implement a policy and procedure which clearly sets out practices for complying with marketing regulations.
●	Billing The audit found that People Energy's processes and controls were satisfactory. The auditor made recommendations to improve billing processes by documenting billing procedures, revising quality processes, and supervising staff responsible for billing.
●	Advanced Metering Infrastructure The audit indicated that People Energy's processes and controls were effective despite not having a procedure outlining requirements of the AMI tariff order. The auditors recommended documenting this procedure.
●	Financial hardship program People Energy's processes and controls were effective despite People Energy not conducting periodic reviews of policies and procedures. The auditors recommended People Energy update training material regarding payment plan commitments.
●	Disconnections and reconnections People Energy's procedures have been identified as mostly satisfactory. The auditor has recommended that People Energy review its training material to ensure it is current.





Complaints and dispute resolution

People Energy's policies and procedures identified as effective and current.



Tariff variations

People Energy's practices have been identified as effective and current. The auditor made recommendations to improve processes in this area to develop a procedure surrounding tariff variation activities.



Deemed customer arrangements

People Energy's policies and procedures identified as effective and current.

Commission's response: The audit found that People Energy were operating compliantly, despite many of its processes were not being documented. People Energy provided commission staff with a comprehensive action plan to address all process improvements.

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

