

Powershop – retail audit fact sheet



Powershop is a small energy retailer that sells electricity

As a newer retailer, Powershop was required to undergo a baseline audit. In 2017, Powershop was audited by BDO on 10 topics:

Grade	What the auditors found
	Compliance performance and reporting The audit indicated that Powershop's processes and controls were effective. The auditors recommended improving maintenance of a procedure document relating to performance reporting data.
	Life support The audit found that Powershop's processes and controls were effective. The auditor made recommendations to improve processes in this area to develop a policy/procedure document relating to life support management processes.
	Marketing The auditor recommended Powershop develop quality assurance checks for all sales channels and ensure appropriate training is conducted for all staff.
	Billing The audit indicated that Powershop's processes and controls were effective. The auditor made recommendations to improve processes in this area, to develop a policy/procedure document relating to billing calculation, reconciliation and dispute resolution policy and processes.
	Advanced Metering Infrastructure The audit indicated that Powershop's processes and controls were effective.
	Financial hardship program The audit indicated that Powershop's processes and controls were effective. The auditor made recommendations to improve processes in this area, to develop a policy/procedure to guide staff on debt and hardship customers (this has since been implemented).
	Disconnections and reconnections The audit indicated that Powershop's processes and controls were effective. The auditor made recommendations to improve processes in this area, to update information on their disconnection warning notices.
	Complaints and dispute resolution The audit indicated that Powershop's processes and controls were effective.



**Tariff variations**

The audit indicated that Powershop's processes and controls were effective.

**Deemed customer arrangements**

The audit indicated that Powershop's processes and controls were effective.

Commission's response: The audit found that Powershop were operating compliantly within the industry, despite not having many of its internal processes documented.

Powershop updated and implemented a number of process documents prior to the completion of the audit process.

Powershop provided commission staff with a comprehensive action plan to address all remaining process improvements.

The commission would like to thank Powershop and BDO for their collaborative and co-operative approach to the audit.

