

Powercor – distributor audit fact sheet



Powercor is a distributor that provides electricity to central and western Victoria. In 2017 Powercor was audited by Deloitte on five topics, which included additional questions on Powercor's processes for planned interruptions:

| Grade | What the auditors found |
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| ● | Life support The audit found that Powercor had strong controls to prevent disconnection of life support customers. However, during the audit period one life support customer was not notified of a planned interruption to their electricity. |
| ● | Guaranteed service levels Powercor was compliant with their obligations in this area. However, the auditors recommended formalising training on these obligations for field agents and implementing enhanced controls to ensure appointments with consumers are recorded and tracked correctly. |
| ● | Compliance systems The audit noted that Powercor had strong compliance systems. |
| ● | Complaints and dispute resolution The audit noted that Powercor had compliant complaint and dispute resolution systems. |
| N/A | Planned interruptions The audit found two previously unreported breaches relating to customers who did not receive four business days' notice of a planned interruption. |

Commission's response: Powercor has accepted the recommendations presented in the audit and commenced implementation works.

The commission acknowledges that Powercor has a strong compliance culture and appropriate systems to manage their obligations. Despite Powercor's industry leading compliance controls, one life support customer was not provided with notice of a planned interruption during the audit period. This breach was reported to the commission and Powercor has taken action to correct the underlying cause. The commission will continue to closely monitor compliance in this area.

The audit also examined the extent to which Powercor was compliant with their obligations to provide customers with notice of planned interruptions to their electricity supply. The audit found two additional breaches that were not reported, however, Powercor had already fixed the underlying issue. The auditors recommended that the training received by network control staff on the job be formalised to ensure they had sufficient knowledge of breach reporting requirements. The commission would like to thank Powercor and Deloitte for their cooperative and collaborative approach during the audit.

