

Simply Energy – retail audit fact sheet



Simply Energy is a mid-sized energy retailer that sells electricity and gas. Simply Energy underwent a baseline audit in 2016.

In 2017 Simply Energy was audited by Protiviti on four topics, including additional questions on Simply Energy's processes for publishing offers, and its controls for preventing overcharges:

Grade	What the auditors found
●	<p>Explicit informed consent The audit found Simply Energy's policies and procedures require amendments to ensure they are effective and current.</p> <p>The auditors recommended improvements including: training programs and record keeping, door to door sales verification process, corrective action in relation to non-compliances, call scripts to include information on consent audits, supervision of welcome calls, customer consent records retention and interpretive services to assist getting customers' consent.</p>
●	<p>Payment plans Simply Energy's policies and procedures were identified as satisfactory in most areas.</p> <p>The auditor made recommendations to improve processes in this area by ensuring direct debit records are adequately kept, hardship policy is reviewed annually, and its wrongful disconnections policy is documented.</p>
●	<p>Compliance and performance reporting The audit found that Simply Energy's policies and procedures require improvements to ensure they are effective and current.</p> <p>The auditor made recommendations to improve processes in this area by documenting processes for data extraction, record keeping, data validation and quality assurance.</p>
N/A	<p>Publication of offers and overcharging Simply Energy's policies and procedures were identified as effective and current.</p> <p>The auditor recommended that Simply Energy formalise their work instructions to ensure its publication of offers is compliant and that controls preventing overcharging are effective.</p>





Commission's response: The audit found that Simply Energy has satisfactory policies and processes in place regarding payment plans.

The audit identified a number of recommendations to improve processes and controls to ensure customer consent is compliant. Improvements are required for Simply Energy's process documentation and data validation procedures for compliance and performance reporting.

Simply Energy has accepted the findings and has provided plans to rectify issues identified by the audit.

We intend to audit Simply Energy during 2017-18 to ensure these actions have been implemented and are working as intended.

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

