

United Energy – distributor audit fact sheet



United Energy is a distributor that provides electricity to south east Melbourne and the Mornington Peninsula. In 2017 United Energy was audited by EY on five topics, including additional questions on United Energy's processes for planned interruptions:

Grade	What the auditors found
●	Life support United Energy have satisfactory processes in place, however during the audit period one life support customer did not receive notification of a planned outage. The audit found United Energy has completed remediation to prevent similar breaches in future.
●	Guaranteed service levels The audit found United Energy had satisfactory processes to make guaranteed service level payments within a reasonable time, but recommended some improvements to induction training for employees.
●	Compliance systems United Energy were found to have satisfactory compliance systems. The auditor made recommendations to improve processes in this area by improving how training is recorded.
●	Complaints and dispute resolution The audit noted that United Energy had a satisfactory complaint process. The auditor made recommendations to improve processes by maintaining samples of complaints for evaluation and testing.
N/A	Planned interruptions The audit noted that United Energy has taken steps towards improving its processes for notifying customer of planned interruptions. The auditors recommended United Energy improve and formalise staff training. United Energy has accepted the recommendations.

Commission's response: The audit found that United Energy has satisfactory processes in place to enable them to comply with their obligations.

The commission is aware of a life support breach that occurred during the audit period. This matter was reported to the commission. United Energy has worked collaboratively with the commission to understand how to prevent future breaches. We will continue to monitor this area closely.

United Energy accepted the findings and has provided details of planned process improvements. The commission would like to thank United Energy and EY for their collaborative and co-operative approach to the audit.

