



Customer Hardship and Disconnections Compliance Audit

In September 2020, the Australian Energy Regulator (AER) required AGL Energy Ltd to carry out a reasonable assurance compliance audit in connection with its disconnection and hardship obligations under the National Energy Retail Law and Rules, and its obligation to submit compliance information and data to the AER under the AER Compliance Procedures and Guidelines.

AGL Energy Ltd was required to assess the adequacy and effectiveness of their disconnection, hardship and compliance policies, procedures and systems.

Below is a summary of the key finding and recommendations made by AGL Energy Ltd's nominated auditor, PricewaterhouseCoopers. AGL Energy Ltd has considered the recommendation and a remediation plan has been implemented and completed.

Finding	Recommendation
Partial compliance - disconnection warning notice issuance	
Finding 1: For a sample of 45 disconnections, 8 disconnection warning notices were issued and dated before the expiry of the period referred to in the reminder notice (but greater than 6 business days after the issue date of the reminder notice).	Recommendation 1: Management should update its procedures so that disconnection warning notices are issued and dated after the expiry of the period referred to in the reminder notice. AGL implemented the recommended action in March 2020, and considers the action completed and closed.