






ActewAGL Retail – retail audit fact sheet

The Australian Energy Regulator (AER) required ActewAGL Retail (ActewAGL) to undertake an independent audit of its compliance with specific requirements of the National Energy Retail Law (Retail Law) and National Energy Retail Rules (Retail Rules).

In 2018 ActewAGL was audited by RSM Australia Pty Ltd with respect to hardship obligations under the Retail Law and Retail Rules as well as its compliance reporting obligations to the AER under the Retail Law.

This fact sheet provides a summary of audit findings.

Grade	What the auditors found
 Grade: Green	Retail Law - Section 43 – Customer Hardship Policies Retail Law - Section 44 – Minimum requirements for customer hardship policy (by virtue of section 43) The auditor found that ActewAGL's processes and policies were compliant and effective.
 Grade: Green	Retail Law - Section 50 – Payment Plans Retail Law - Section 52 - Rules The auditor found that ActewAGL's processes and policies were compliant and effective.
 Grade: Green	Retail Rule 111(1)(2) – De-energisation for not paying bill The auditor found that ActewAGL's processes and policies were compliant.
 Grade: Green	Retail Rule 116 – When retailer must not arrange de-energisation Retail Rules - Rule 33 – Payment difficulties & Rule 72 – Payment Plans (by virtue of Rule 116) The auditor found that ActewAGL's policies and processes were compliant.
 Grade: Green	Part 3 – Obligations to submit information & data on compliance to the AER The auditor found that ActewAGL's policies and processes were compliant.
