






Aurora Energy – retail audit fact sheet

The Australian Energy Regulator (AER) required Aurora Energy (Aurora) 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 Aurora was audited by WLF Accounting & Advisory (WLF) 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 |
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|  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 Aurora’s policies and processes were effective. The auditor made suggestions for minor improvements to processes around aspects of practice, staff training and offering energy efficiency advice when re-entering the hardship program and the identification of hardship customers. |
|  Grade: Green | Retail Law - Section 50 – Payment Plans Retail Law - Section 52 - Rules The auditor found that Aurora’s policies and processes were effective. |
|  Grade: Green | Retail Rule 111(1)(2) – De-energisation for not paying bill The auditor found that Aurora’s policies and processes 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 Aurora’s policies and processes were compliant. |
|  Grade: Green | Part 3 – Obligations to submit information & data on compliance to the AER The auditor found that Aurora’s policies and processes were compliant. The auditor made suggestions to undertake periodic reviews to identify compliance issues, escalate known issues to the risk and compliance team at the time and include compliance obligations and reporting processes in the complaints policy. |