



Energex — retail audit fact sheet

The Australian Energy Regulator (AER) required Energex Limited (Energex) 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 Energex was audited by Ernst and Young (EY) with respect to its life support obligations under the Retail Law and Retail Rules, as well as its compliance reporting obligations to the AER under the Retail Law.

The fact sheet provides a summary of audit findings.

Grade

What the auditors found



Grade: Green—
compliant

Retail Rules — rule 125 — Life support equipment — Distributor obligations Retail Rules — rule 126 — Life support equipment — Registration details kept by distributor

The auditor found that Energex's policies and processes were effective.

The auditor made suggestions for improvements to systems and processes around:

- its life support internal communications for all staff involved in life support processes;
- implementing a breach communications checklist (communicating learnings from previous breaches);
- updating training materials for all staff involved in its life support processes.



Grade: Green—
compliant

Part 3 – Obligations to submit information & data on compliance to the AER

The auditor found that Energex's policies and processes were compliant.

The auditor made suggestions to fully document life support obligation procedures either to a single document or through multiple process documents.