





Ergon Energy Queensland Pty Ltd – retail audit fact sheet

The Australian Energy Regulator (AER) required Ergon Energy Queensland Pty Ltd (Ergon) 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 2017 Ergon was audited by Deloitte with respect to disconnection obligations under the Retail Law and Retail Rules as well as its compliance reporting obligations to the AER under Retail Law.

This fact sheet provides a summary of audit findings.

Grade	What the auditors found
 Grade: Yellow	Retail Rule 111 – De-energisation for not paying bill The auditor found that Ergon’s processes and policies were satisfactory with minor or isolated instances of partial compliance. The auditor made recommendations to further improve processes particularly around system configuration and staff training. Ergon notes the recommendations made by the auditor.
 Grade: Green	Retail Rule 115 – De-energisation for non-notification by move-in or carry over customers The auditor found that Ergon has adequate systems and processes in place to meet the requirements of this rule.
 Grade: Green	Retail Rule 116 – When retailer must not arrange de-energisation The auditor found that Ergon has adequate systems and processes in place to meet the requirements of this rule.
 Grade: Yellow	Compliance reporting to the AER The auditor found that Ergon has achieved an overall partial compliance rating with minor instances of partial compliance. The auditor made recommendations around improvements with Ergon’s ability to report breaches to the AER including processes for classifying reportable breaches and refresher training for staff relating to call taking relating to payment plans.

