





# Simply Energy Pty Ltd – retail audit fact sheet

The Australian Energy Regulator (AER) required Simply Energy Pty Ltd (Simply Energy) 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 Simply Energy was audited by PricewaterhouseCoopers (PwC) 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: Green	<b>Retail Rule 111 – De-energisation for not paying bill</b>  The auditor found that Simply Energy's processes and policies were effective.
 Grade: Green	<b>Retail Rule 115 – De-energisation for non-notification by move-in or carry over customers</b>  The auditor found that Simply Energy's policies and processes were effective.
 Grade: Green	<b>Retail Rule 116 – When retailer must not arrange de-energisation</b>  The auditor found that Simply Energy's policies and processes were compliant. The auditor made some recommendations to further improve processes in this area. Simply Energy has committed to looking at improvements and enhancements to system architecture.
 Grade: Green	<b>Compliance reporting to the AER</b>  Simply Energy was found to have effective and current processes for identifying breaches of the Retail Rules and Retail Law and reporting any breaches to the AER as per the requirements of the Compliance Guideline.