



Notice

24 March 2016

ERM Power Retail Pty Ltd

2015 PERFORMANCE AUDIT

The Economic Regulation Authority (**ERA**) has published the 2015 performance audit (**Audit**) report for ERM Power Retail Pty Ltd's (**ERM Power**) electricity retail licence, ERL15.

- [2015 Audit report](#)

Action by the ERA

The ERA is satisfied that ERM Power has demonstrated a high level of compliance with its licence conditions, and has decided to extend the period of time until the next Audit from 36 to 48 months.

The next Audit will cover the period from 1 November 2015 to 30 October 2019, with the report on the Audit to be provided to the ERA by 31 January 2020.

BACKGROUND

2015 Audit Findings

The auditor made two recommendations to address seven identified process improvement opportunities.

The first recommendation related to three obligations under the *Electricity Industry Customer Transfer Code 2004*; recommending that departmental processes in the filing and storage of documentation are formalised.

The second recommendation related to four obligations under the Electricity Industry (Metering) Code 2012; concerning the establishment of business processes for recording and tracking customer interactions either by phone or verbally.

ERM Power had satisfactorily addressed both recommendations by the time the Audit was concluded, hence no further action is required.

For further information contact:

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