



Notice

10 May 2019

Change Energy Pty Ltd

2018 Performance audit

The Economic Regulation Authority has published the [2018 performance audit report](#) for Change Energy Pty Ltd's electricity retail licence ERL25.

Change Energy sells electricity to contestable business customers¹ within the South West Interconnected System.

This is Change Energy's first audit. Change Energy's licence was granted on 16 December 2016. The licence expires on 15 December 2031.

The ERA's decision

The audit shows that Change Energy has achieved a high level of compliance with its licence obligations.

The ERA has decided to increase the audit period to 36 months. The next audit will cover the period 1 January 2019 to 31 December 2021, with the report due by 31 March 2022.

Background to the ERA's decision

Audit findings

The auditor assessed 194 licence obligations applicable to Change Energy's licence and found:

- 88 were rated A1 (adequate controls, compliant)
- nine were rated A/NR (adequate controls, not rated)
- three were rated B1 (generally adequate controls, compliant)
- one was rated B2 (generally adequate controls, moderate non-compliance)
- one was rated NP/1 (controls assessment not performed, compliant)

¹ Contestable customers are consumers within the South West Interconnected System consuming more than 50 megawatt hours of electricity a year (*Electricity Corporations (Prescribed Customers) Order 2007*).

- 92 were rated NP/NR (no relevant activity took place during the audit period)

A single non-compliance was identified under clause 10.3(a) of the *Code of Conduct for the Supply of Electricity to Small Use Customers*, about the provision of information on service standard payments.

Audit recommendations

The auditor made five recommendations. One recommendation addressed the single non-compliance. The remaining four recommendations addressed improvement opportunities.

As the non-compliance was resolved during the audit period, a post-audit implementation plan was not required.

Further information

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