

POST AUDIT IMPLEMENTATION PLAN – ERL010 - 12 NOVEMBER 2020 UPDATE

Table of Current Audit Non Compliances/Recommendations (Unresolved)						
B. Unresolved during current Audit period						
Ref no/ 2020	Obligation	Non-Compliance/Controls Improvement (Rating / Licence obligation reference number and licence obligation / Details of non-compliance or inadequacy of controls)	Auditors' Recommendation	Action proposed to be taken by licensee	Responsible Person (s)	Target Completion Date
3/2020	280	<p>Annual Notification of Service Payment Obligation <i>Electricity Retail Licence Clause 5.1 C2</i> <i>Inadequate controls – improvement needed/ Non-compliant – Minor Impact</i></p> <p>At least once a year, a retailer must provide a customer with written details of the retailer's and distributor's obligations to make payments to the customer under Part 14 of this Code and under any other legislation in Western Australia, including the amount of the payment and the eligibility criteria for the payment.</p> <p>As reported in the previous audit and for this audit period, there was no evidence of the annual customer notification.</p>	<p>a) Perth Energy should issue the annual notification of the availability of service payments under Part 14 of the <i>Code of Conduct for the Supply of Electricity to Small Use Customers</i> to all small-business customers as soon as possible and thereafter annually.</p> <p>b) The annual notification to small use customers of the availability of service payments if not satisfied with the service levels should be included in the Compliance Register as a reminder.</p>	<p>a) Notification to be issued.</p> <p>b) Annual notification will be included in the Compliance Register as a reminder.</p>	<p>a) Responsibility: Ash Conlon Manager Business Support</p> <p>b) Responsibility: Ash Conlon Manager Business Support</p>	<p>a) To be issued prior to 11 December 2020</p> <p>b) This reminder will be created prior to 11 December 2020.</p>