

Alinta Energy ERL6 2021 Post-Audit Implementation Plan

Recommendation reference	Non-compliance / controls improvement	Auditor's recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Target completion date
01/2021	<p>C3 Obligation 292 Code of Conduct for the Supply of Electricity to Small Use Customers – clause 10.10(2): A retailer and distributor must make electronic copies of the Code of Conduct available on their websites, at no charge. There is no electronic copy of the Electricity Customer Service Charter or the Code of Conduct available on the Alinta Energy website.</p>	<p>(a) Alinta Energy should provide an electronic copy of the Code of Conduct on its website (and a copy of the Alinta Energy Electricity Customer Service Charter).</p> <p>(b) Alinta Energy should ensure the Code of Conduct is available on the website after any upgrade of the website or the Code by documented testing after the upgrade or change.</p>	<p>(a) Alinta Energy will update its website to include a copy of the Code of Conduct and, for completeness, the Electricity Customer Service Charter.</p> <p>(b) Alinta Energy will perform documented checks to ensure the correct documents are uploaded to the website when there are changes to the Codes or to the website itself.</p>	Manager WA Retail Regulation	<p>31 Aug 2021</p> <p>Note: Part (a) was completed 23/08/21. The Code of Conduct and Customer Service Charter have been uploaded to the Alinta Energy website under "Terms and Conditions". For Part (b), the obligation was added to the Regulatory Obligations Register 01/09/21.</p>