



# Notice

28 October 2021

## Alinta Sales Pty Ltd 2021 performance audit

The Economic Regulation Authority has published the [2021 performance audit report](#) and [post-audit implementation plan](#) for Alinta Sales' electricity retail licence ERL6.

Alinta retails electricity to business customers on the South West Interconnected System. As of 30 June 2020, Alinta had 4,890 business customers, of which 3,519 were small use customers.<sup>1, 2</sup>

### *The ERA's decision*

The ERA considers that Alinta has achieved a satisfactory level of compliance with its licence and has decided to increase the audit period from 36 months to 48 months.

The next audit will cover the period 1 June 2021 to 31 May 2025, with the report due by 31 August 2025.

### *The ERA's assessment of the audit findings*

The audit found eight non-compliances and one controls deficiency from 236 licence obligations. Six of the non-compliances were carried over from the previous audit in 2018 and resolved during the 2021 audit period. All eight non-compliances have now been resolved.

Six of the non-compliances and the controls deficiency were with the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*, including billing requirements, giving information about a customer's right to rescind a non-standard contract, and giving notices within the prescribed timeframes.

One non-compliance was due to Alinta paying a licence fee after the due date and one non-compliance was because Alinta's supply contract did not include details of the cooling off period prescribed in the *Electricity Industry (Customer Contracts) Regulations 2005*.

<sup>1</sup> Economic Regulation Authority, *Annual data report – Energy retailers 2019/20*.

<sup>2</sup> A small use customer is a customer who consumes no more than 160 megawatt hours of electricity per year.

### ***Further information***

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