



Notice

16 November 2021

Kleenheat

2021 electricity performance audit

The Economic Regulation Authority has published the [2021 performance audit report](#) and [post-audit implementation plan](#) for Wesfarmers Kleenheat Gas Pty Ltd's electricity retail licence ERL5.

Kleenheat retails electricity to business customers in the South West Interconnected Network. Kleenheat did not supply any residential customers during the audit period.

The ERA's decision

The ERA considers that Kleenheat has achieved a satisfactory level of compliance with its licence and has decided to maintain the audit period at 48 months.

The next audit will cover the period 1 July 2021 to 30 June 2025, with the report due by 30 September 2025.

The ERA's assessment of the audit findings

The audit identified six non-compliances and one controls deficiency.

The most significant non-compliance was Kleenheat failing to arrange for the reconnection of a customer who had cleared their electricity debt. Kleenheat promptly arranged for the customer to be reconnected as soon as it became aware of the error.

The remaining non-compliances were due to Kleenheat's failure to provide information to customers prescribed under the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*.

The audit findings show that, for the most part, Kleenheat has effective processes in place to manage its compliance with its licence.

Further information

General enquiries

Paul Reid
Ph: 08 6557 7976
info@erawa.com.au

Media enquiries

Natalie Warnock
Ph: 08 6557 7933 | Mob: 0428 859 826
media@erawa.com.au