



Notice

28 January 2022

Amanda Energy 2021 performance audit

The Economic Regulation Authority has published the [2021 performance audit report](#) and [post audit implementation plan](#) for Amanda Energy's electricity retail licence ERL20.

Amanda Energy retails electricity to business customers on the South West Interconnected System. As at 30 June 2021, Amanda Energy had 255 business customers, of which 166 were small use customers.

The ERA's decision

The ERA considers that Amanda Energy needs to improve its compliance with its licence. The ERA has decided to decrease the audit period from 48 months to 24 months. The next audit will cover the period 1 September 2021 to 31 August 2023, with the report due to be provided to the ERA by 30 November 2023.

The ERA's assessment of the audit findings

The auditor found 17 non-compliances from the 195 licence obligations applicable to Amanda Energy.

Several of the non-compliances affected customers, including instances of wrongful disconnection. The primary causes of the non-compliances were inadequate processes and procedures.

The auditor made 12 recommendations to address the non-compliances. The post-audit implementation plan states that Amanda Energy will address the recommendations by 30 January 2022.

Further information

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