



# Notice

10 May 2022

## Change Energy Pty Ltd

### 2021 performance audit

The Economic Regulation Authority has published the 2021 [performance audit report](#) and [post-audit implementation plan](#) for Change Energy Pty Ltd's electricity retail licence ERL25.

Change Energy sells electricity to contestable business customers on the South West Interconnected System.<sup>1</sup> As at 30 June 2021, Change Energy had 136 customers.<sup>2</sup>

#### The ERA's decision

The ERA considers that Change Energy has demonstrated an good level of compliance with its licence.

The ERA has decided to maintain the audit period at 36 months. The next audit will cover the period 1 January 2022 to 31 December 2024, with the report due by 31 March 2025.

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

The audit of the 193 licence obligations applicable to Change Energy found seven non-compliances.

One non-compliance was Change Energy not nominating a customer transfer date in accordance with timeframes specified in the *Electricity Industry (Customer Transfer) Code 2016*.

Four non-compliances were Change Energy not providing prescribed information relating to the safe use of electricity and payment methods to customers. However, the audit found that the non-compliances had minimal impact on customers.

Two non-compliances were with minor administrative obligations that did not affect customers.

The auditor made five recommendations to address the non-compliances. The post-audit implementation plan states that Change Energy will address the recommendations by 1 May 2022.

#### Further information

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<sup>1</sup> Contestable customers on the South West Interconnected System are customers who consume more than 50 megawatt hours of electricity a year.

<sup>2</sup> Economic Regulation Authority, [Annual data report 2020/21 – Energy retailers](#).