



Notice

17 June 2022

AER Retail Pty Ltd

2021 performance audit

The Economic Regulation Authority has published the 2021 [performance audit report](#) and [post-audit implementation plan](#) for AER Retail Pty Ltd's electricity retail licence ERL18.

AER Retail is an electricity retailer that supplies large use and small business customers through the South West Interconnected System. AER Retail did not supply any residential customers during the audit period.

The ERA's decision

The ERA considers that AER Retail has achieved an adequate level of compliance with its licence.

The ERA has decided to maintain the audit period at 48 months. The next audit will cover the period 1 December 2021 to 30 November 2025, with the report due by 28 February 2026.

Audit findings

The audit of the 187 licence obligations applicable to AER Retail found 13 non-compliances.

AER Retail's compliance with its licence has deteriorated slightly since the previous audit.¹ However, the non-compliances had a minor effect on customers.

The auditor made 10 recommendations to address the non-compliances. The post-audit implementation plan states that AER Retail was due to address the recommendations by May 2022.

Further information

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¹ AER Retail had three non-compliances in the previous audit.