



Notice

21 June 2022

Simply Energy 2022 performance audit

The Economic Regulation Authority has published the [2022 performance audit report](#) for IPower Pty Ltd & IPower2 Pty Ltd's (trading as Simply Energy) gas trading licence GTL16.

Simply Energy is an energy retailer and has over 725,000 electricity and gas customer accounts across New South Wales, Queensland, South Australia, Victoria and Western Australia.¹

The ERA's decision

The ERA considers that Simply Energy has demonstrated a good level of compliance with its licence.

The ERA has decided to increase the audit period from 24 months to 36 months. The next audit will cover the period 1 March 2022 to 28 February 2025, with the report due by 31 May 2025.

Audit findings

The audit of 201 licence obligations applicable to Simply Energy found three non-compliances.

The auditor made two recommendations to address the non-compliances. Simply Energy has addressed both recommendations.

The ERA's assessment of the audit findings

Simply Energy's overall compliance with its licence has improved substantially since the previous audit. There were fewer non-compliances in the 2022 audit.

Two of the non-compliances resulted from Simply Energy not providing a customer with a copy of their non-standard contract in accordance with timeframes specified in the *Gas Marketing Code of Conduct 2017* (Gas Code).

The other non-compliance related to Simply Energy's non-standard contract not referring to making available a copy of the customer service charter if the customer requested it.

However, the audit found that all three non-compliances had minimal effect on customers.

¹ Simply Energy's annual performance data showed it had 23,575 residential and business customers as at 30 June 2021.

Further information

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