



Notice

8 March 2023

Alinta Sales Pty Ltd

2022 performance audit

The Economic Regulation Authority has published the 2022 [performance audit report](#) and the [post-audit implementation plan](#) for Alinta Sales Pty Ltd's gas trading licence GTL9.

Alinta is the largest gas retailer operating in Western Australia. Alinta supplies gas to residential and small business customers in Kalgoorlie, Albany and the mid-west and south-west gas distribution systems, including Perth.

The ERA's decision

The ERA considers that Alinta has achieved adequate level of compliance with its licence obligations.

The ERA has decided to maintain the audit period at 36 months. The next audit will cover the period 1 October 2022 to 20 September 2025, with the report due by 31 December 2025.

Audit findings

The audit of 219 applicable licence obligations found nine non-compliances and one controls deficiency.

Alinta's compliance with its licence has improved slightly since the previous audit. This audit identified nine non-compliances and one controls deficiency compared to 13 non-compliances and 22 controls deficiencies in the previous audit.

The auditor made nine recommendations to address the non-compliances and controls deficiency. Alinta addressed one of the non-compliances by the time the audit was finalised.

Three of the non-compliances became obsolete on 1 January 2023 as a result of amendments made to the *Energy Coordination (Customer Contracts) Regulations 2004*. Alinta has advised that no action will be taken, given the obligations are no longer applicable. The ERA agrees with this approach.

Alinta has committed to addressing the remaining non-compliances and controls deficiency within its post audit implementation plan by 30 June 2023.

The ERA's assessment of the audit findings

Given that some of the outstanding non-compliances negatively affected residential customers, the ERA expects Alinta to prioritise action to ensure:

- written information is provided to customers entering a payment plan,
- customers with an unresolved complaint are not charged a late payment fee, and
- protection of information disclosed by the customer, particularly information gathered when managing complaints or financial hardship.

The ERA will monitor Alinta's progress in resolving the non-compliances and controls deficiency.

Further information

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