



Notice

27 March 2023

Perth Energy Pty Ltd

2022 performance audit

The Economic Regulation Authority has published the 2022 [performance audit report](#) and [post-audit implementation plan](#) for Perth Energy Pty Ltd's gas trading licence GTL12.

Perth Energy retails gas to small-use customers throughout Western Australia.^{1, 2} Since the last audit in 2019, Perth Energy's customer base grew from 160 customers to 585 customers, mostly being small-use business customers.³

On 2 September 2019, AGL Energy Limited purchased Perth Energy. Perth Energy's name, ABN and address have not changed.

The ERA's decision

The ERA considers that Perth Energy has achieved an adequate 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 December 2022 to 30 November 2025, with the report due by 28 February 2026.

Background to the ERA's decision

Audit ratings

The auditor assessed 251 licence obligations applicable to Perth Energy's licence and found:

- 126 obligations were rated compliant (108 with adequate controls, one with generally adequate controls – minor improvement needed and 17 with controls not reviewed).
- Three were rated non-compliant – minor impact on customers or third parties (one with adequate controls and two with generally adequate controls – minor improvement needed).
- 122 were not rated for compliance, as no relevant activity took place during the audit period (75 with adequate controls and 47 with controls not reviewed).

The audit found three non-compliances which were administrative in nature.

¹ A 'small-use gas customer' is a customer who consumes not more than 1 terajoule of gas per year.

² Perth Energy is licenced to retail gas in all seven gas supply areas and Kimberley in Western Australia, but currently only supplies customers in the coastal supply area, which includes Perth.

³ This is the number of customers that Perth Energy reported to the ERA for the purpose of calculating its 2021/22 licence standing charges.

Two of the three non-compliances related to the late provision of information to the ERA. The third non-compliance, in relation to the notice of tariff variations, was addressed by Perth Energy during the audit period.

Audit recommendations

The auditor made one recommendation to address both minor non compliances. The auditor did not make recommendations for the remaining non-compliance, because it was resolved during this audit period.

Perth Energy has only partially implemented the two recommendations from the 2019 audit and is in the process of implementing a new compliance system.

The post-audit implementation plan states that Perth Energy will address the 2019 and 2022 audit recommendations by March 2023.

The ERA's assessment of the audit findings

Perth Energy's overall compliance with its licence has continued to improve significantly since the previous audit. The three non-compliances identified during the audit were minor in nature.

The audit report notes that Perth Energy is planning to implement a replacement compliance system. The ERA will monitor Perth Energy's progress in the implementation and management of the proposed system.

Further information

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