



Notice

24 January 2024

Synergy

2023 performance audit – Gas trading licence

The Economic Regulation Authority has published the [2023 performance audit report](#) for the Electricity Generation and Retail Corporation's (trading as Synergy) gas trading licence GTL8.

Synergy retails gas in the Coastal, Goldfields-Esperance and Great Southern supply areas. As at 30 June 2023, Synergy supplied gas to 147 small use non-residential (business) customers.¹ Synergy is not permitted to supply gas to customers who consume less than 180 gigajoules of gas per year (this is mainly residential customers).²

The ERA's decision

The ERA considers that Synergy has achieved a high level of compliance with its licence.

The ERA has decided to increase the audit period from 48 to 60 months. The next audit will cover the period 1 July 2023 to 30 June 2028, with the report due by 30 September 2028.

Audit findings

The audit of the 198 licence obligations applicable to Synergy found two minor non-compliances and no control deficiencies:

- Synergy submitted its 2019 standing data to the ERA two weeks after the due date.
- A bill issued to a customer had an incorrect billing period (supply dates). Synergy provided the customer with a revised bill and provided further training to staff on the correct procedures for updating metering supply information on a bill.

As the non-compliances were addressed during the audit period, the auditor did not make any recommendations and a post-audit implementation plan was not required.

The ERA's assessment of the audit findings

Synergy has improved its performance since the 2019 audit, with the auditor finding only two minor non-compliances and no controls deficiencies in the 2023 audit.

Synergy self-identified and reported both non-compliances in its annual compliance reports to the ERA, and both were resolved during the audit period.

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

² Energy Policy WA, 12 December 2023, 'Gas Industry', ([online](#)) [22 January 2024].

As Synergy achieved a high level of compliance with its licence, and the non-compliances were minor and one-off instances, the ERA has increased the audit period from 48 months to 60 months.

Further information

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