



# Notice

30 January 2024

## Amanda Energy Pty Ltd

### 2023 performance audit

The Economic Regulation Authority has published the 2023 [performance audit report](#) and [post audit implementation plan](#) for Amanda Energy Pty Ltd's electricity retail licence ERL20.

Amanda Energy sells electricity to business customers on the South West Interconnected System. As of 30 June 2023, Amanda Energy had 491 business customers, of which 368 were small use customers.<sup>1</sup> Amanda Energy does not supply electricity to residential customers.

#### The ERA's decision

The ERA considers that Amanda Energy has achieved 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 September 2023 to 31 August 2026 with the report due by 30 November 2026.

#### Audit findings

The auditor assessed 236 licence obligations applicable to Amanda Energy and found 12 non-compliances, 10 of which were resolved during the audit period, and no controls deficiencies.

The non-compliances resolved during the audit period were because Amanda Energy did not:

- Include all the required information in its non-standard form contracts.
- Provide customers with information on the difference between its standard and non-standard contracts when customers entered a standard form contract.
- Inform customers when changes were made to their non-standard contracts.
- Pay a licence fee to the ERA on time.
- Update its complaints handling procedure to comply with all the requirements of the relevant Australian Standard and the ERA's guidelines.
- Notify Western Power within one business day that standing data (the customer's name) for three supply addresses had changed.
- Nominate a transfer date consistent with the *Electricity Industry (Customer Transfer) Code 2016's* requirements for 13 customer transfer requests.

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<sup>1</sup> A 'small use customer' is a customer who consumes not more than 160 MWh of electricity per year.

The two non-compliances not resolved during the audit period were because Amanda Energy did not:

- Notify customers of a change to their non-standard contract.
- Include the late payment of the licence fee in its 2022 annual compliance report, which identified a lack of robust controls to ensure accurate reporting of information to the ERA.

Amanda Energy's post-audit implementation plan states that the company will address the recommendations by February 2024.

### **The ERA's assessment of the audit findings**

Amanda Energy improved its licence compliance during the audit period and the auditor found its control environment was well-designed, with adequate controls for its licence obligations. The auditor noted that most of the non-compliances were self-identified by Amanda Energy because of its increased awareness of its legislative obligations and improved compliance processes.

The main cause of the 12 non-compliances was inadequate processes and procedures to ensure compliance, which Amanda Energy has addressed by strengthening its controls to prevent future non-compliances.

Amanda Energy updated its non-standard contracts in February 2023 to address the non-compliances to ensure they include the required information. Since Amanda Energy updated its non-standard contracts, it has transferred all its customers on to its standard form contract (which is approved by the ERA). Standard form contracts typically give a customer more rights than a non-standard contract.

As Amanda Energy's performance has improved since its last audit and it resolved most of its non-compliances during the audit period, the ERA has increased the audit period from 24 months to 36 months.

The ERA will monitor Amanda Energy's progress in resolving the auditor's recommendations in its post-audit implementation plan.

### **Further information**

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