



Notice

15 February 2024

Shell Energy Retail Pty Ltd

2023 performance audit

The Economic Regulation Authority has published the [2023 performance audit report](#) for Shell Energy Retail Pty Ltd's electricity retail licence ERL15.

Shell Energy acquired ERM Power Retail Pty Ltd, the original holder of ERL15, in November 2019 and changed ERM Power's name to Shell Energy on 11 February 2021.

Shell Energy supplies 141 large industrial and commercial customers on the South West Interconnected System. Shell Energy does not retail electricity to small use customers.¹

The ERA's decision

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

The ERA has decided to increase the audit period from 48 months to 60 months. The next audit will cover the period 1 November 2023 to 31 October 2028, with the report due by 31 January 2029.

Audit findings

The audit of the 70 licence obligations applicable to Shell Energy found no non-compliances or control deficiencies.

There have been four audits of ERL15 since it was granted in 2010. In all the audits, ERM Power and Shell Energy demonstrated a high level of compliance with their licence obligations. The 2023 audit was an improvement on the 2019 audit, which identified three minor non-compliances.

Further information

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