



Notice

11 April 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 gas trading licence GTL15.

Amanda's gas trading licence permits the sale of gas to small use business customers within the Coastal Supply Area, which includes the Perth metropolitan area.¹ As of 30 June 2023, Amanda had 23 business customers. Amanda does not supply gas to residential customers.

Amanda is also an electricity retailer, providing electricity to 491 business customers on the South West Interconnected System.

The ERA's decision

The ERA considers that Amanda Energy has achieved a satisfactory 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 November 2023 to 31 October 2026.

Audit findings

The audit found 16 non-compliances and two control deficiencies from the 186 applicable licence obligations. Four of the non-compliances were resolved during the audit period.

The main non-compliances were:

- Amanda charged two customers on its standard form contract a higher tariff than the capped tariff required by the *Energy Coordination (Gas Tariffs) Regulations 2000*.²
- Amanda's non-standard contracts were not amended to align with the changes to the *Energy Coordination (Customer Contracts) Regulations 2005* that took effect on 1 January 2023.

¹ A 'small use customer' is a customer who consumes not more than one terajoule of gas per year. A retailer does not require a licence to sell gas to large use customers.

² The regulations require a retailer to have at least one capped tariff. The capped tariff cannot exceed the approved tariffs in the regulations, so the retailer must always have a tariff that is the same or less than the State Government's regulated tariff. When offering to supply a new customer under a standard form contract, a licensee must offer to supply the gas at the capped tariff.

- Amanda failed to inform one customer of an amount owed to the customer within the required 10 business days.

The auditor found Amanda's control environment to be generally effective, with adequate controls for its licence obligations.

The auditor made 16 recommendations to resolve the non-compliances and controls deficiencies, four of which were resolved during the audit period.

The ERA's assessment of the audit findings

Amanda's performance has deteriorated since its last audit, which found one minor non-compliance. However, the non-compliances found in this audit are still relatively minor, except for two business customers being charged more than the capped tariff in the Gas Tariffs Regulations. The two customers were over-charged \$300 over a six-month period and will be refunded this amount.

Taking the audit's findings into account, and that Amanda only has 23 business customers and no residential customers, the ERA has decided to maintain the audit period at 36 months.

The ERA will monitor Amanda Energy's progress in resolving the auditor's recommendations in its post-audit implementation plan. The ERA is satisfied that the actions proposed by Amanda will address the causes of the non-compliances.

Further information

General enquiries

Alex Kroon

Ph: 08 6557 7989

info@erawa.com.au

Media enquiries

Ph: +61 428 859 826

media@erawa.com.au