

2024 Post Audit Implementation Plan – Change Energy Pty Ltd – ERL 25

Recommendation Reference (No./Year)	Non-compliance / Controls improvement (Rating / Licence obligation reference number & licence obligation / Details of non-compliance or inadequacy of controls)	Auditors' Recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Target completion date
02/2024	<p>Rating: B2 – Generally adequate controls/Non-compliant – minor impact.</p> <p><i>Obligation 160 – If a retailer has based a customer's bill on an estimation, a retailer must clearly specify on the bill the information required under subclause 23(1).</i></p> <p>The audit confirmed by review of 2 estimated bills that they include reference to the "reading type" as "estimate". However, the bills did not include the following information required under subclause 23(1):</p> <p><i>"b) the retailer will provide to the customer on request —</i></p> <p><i>(i) the basis of the estimation; and</i></p> <p><i>(ii) the reason for the estimation; and</i></p> <p><i>(c) the customer may request —</i></p> <p><i>(i) a verification of energy data; and</i></p> <p><i>(ii) a meter reading. "</i></p>	<p>The "Important Information" section on bills should include a statement that where the bill is based on an estimate, Change Energy will provide to the customer on request the basis of the estimation and the reason for the estimation; and the customer may request a verification of energy data and a meter reading.</p>	<p>Add the following to the "Important Information" section on customer bills:</p> <p>"Meter Readings – If the bill has been based on estimated meter readings, upon request, we will provide you with the basis and reason for the estimation. You may also request a meter read, verification of meter readings or meter test – fees may apply."</p>	CEO/IT Developer	Completed – 17 March 2023