



Notice

30 April 2018

A-Star Electricity Pty Ltd

2017 PERFORMANCE AUDIT

The Economic Regulation Authority (**ERA**) has published the 2017 performance [audit](#) report and post-audit implementation [plan](#) for A-Star Electricity Pty Ltd's (**A-Star**) electricity retail licence ERL21.

ERA's response to the audit

The ERA considers A-Star has achieved a high level of compliance with its licence. The audit identified relatively minor non-compliances covering administrative matters.

The ERA has decided to increase the period covered by the next audit from 36 months to 48 months. The next audit will cover 1 December 2017 to 30 November 2021, with the report due by 28 February 2022.

Background to the ERA's decision

Audit ratings and recommendations

The auditor's assessment of the 204 licence obligations applicable to A-Star's electricity retail licence found:

- 84 obligations were rated A1 (adequate controls, compliant);
- three obligations were rated B2 (generally adequate controls, non-compliant with minor impact);
- one obligation was rated A/NR (adequate controls, compliance not assessed);¹ and
- 116 obligations were rated NP/NR (controls and compliance were not assessed).

The audit identified three non-compliances, which are considered to be minor administrative issues: obligations 124 and 306 (late submission to the ERA of A-Star's annual compliance report for 2017) and obligation 292 (Code of Conduct not available on A-Star's website).

One non-compliance (obligation 292) was resolved during the audit period and requires no further action.

Post-audit implementation plan

A-Star has provided a post-audit implementation plan for the remaining two non-compliances (obligations 124 and 306). The expected completion date for both non-compliances is 30 June 2018.

¹ Because there was no activity during the audit period, compliance could not be assessed.

A-Star has ceased supplying customers

On 23 May 2016, A-Star advised the ERA that it would be exiting the electricity retail market until prices return to a financially viable level (but would retain its licence).

On 1 June 2016, A-Star's customers transferred to other retailers, including AER Retail Pty Ltd (an affiliated company). Both A-Star and AER Retail Pty Ltd are owned by Luca Castelli Pty Ltd.

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