

AGL Post Audit Implementation Plan 2025



AGL Gas Trading Licence Performance Audit – Post Audit Implementation Plan 2025

Ref.(no./year)	Non-compliance/Control Deficiency	Auditors Recommendation	Management Action proposed to be taken by the licensee
01/2025	<p>Non-Compliance and Control Deficiency Rating: B 2</p> <p>Legislative Obligations: Compendium Clause 10(1) and 10(2)</p> <p>Details: During the audit period there were 1,143 instances where a customer was not billed within 105 days, representing 0.09% of the population in the audit period.</p> <p>While this demonstrates a significant decrease from 6,937 instances in the 2022 audit period, it is still a non-compliance.</p>	<ul style="list-style-type: none"> Conduct a root causes analysis of the identified billing delays to determine which instances are attributable to ATCO and which fall within AGL's responsibility. For the faults that are within AGL's responsibility, explore additional controls which can be introduced to further reduce the number of instances which are not billed within 105 days. Continue to utilise the 'Unbilled Report' to oversee and continuously improve billing accuracy and timeliness. 	<p>Action Plan:</p> <p>AGL supports this recommendation and is committed to continuous improvement and implementing strategies that better support our customers, this includes frequently reviewing our processes.</p> <p>AGL will review the current procedures for WA unbilled customers and initiate a root cause investigation into billing delays exceeding 105 days.</p> <p>Once key drivers have been identified, AGL will implement controls to further reduce the number of impacted customers and continue improving billing timeliness.</p> <p>Given the volume of bills sent each year, AGL considers the instances identified during the audit period to be low.</p> <p>Responsible Officer: Head of Connections and Billing</p> <p>Target Completion Date: 16th February 2026</p> <p>Progress Update:</p> <p>Status: Not Started</p>

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			Completion Date: TBC