

Alinta Energy ERL6 2025 Post-Audit Implementation Plan

Recommendation reference	Non-compliance / controls improvement	Auditor's recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Target completion date
01/2025	<p>B2 Obligation 93 - Electricity Industry (Customer Contracts) Regulations 2005 – Regulation 19 A non-standard contract must specify the process that must be taken by the retailer to ensure information held by the retailer is treated confidentially.</p> <p>The customer contract must specify that the retailer has a privacy policy and the customer can obtain a copy of the policy without charge.</p>	The Non-Standard Contract should be updated to state that Alinta has a Privacy Policy that is available on the website or a copy can be obtained without charge	Alinta Energy will update its non-standard customer contracts to explicitly include a statement that Alinta Energy has a privacy policy outlining how customer information is kept confidential. The contract will also specify that customers can obtain a copy of the Alinta Energy's privacy policy free of charge	Senior Legal Manager	<p>23 Sept 2025</p> <p>Alinta Energy confirms our non-standard contract has now been updated to include a statement that Alinta Energy has a Privacy Policy that is available on our website and how a customer can obtain a copy of Alinta Energy's Privacy Policy free of charge</p>
02/2025	<p>B2 Obligation 274A - Code of Conduct for the Supply of Electricity to Small Use Customers 2022 – Clause 70(2) If a customer's tariffs, fees or charges are not regulated or set by the State Government, a retailer must give notice to a customer of any variation to its tariffs, fees or charges, that affects the customer in the manner specified in subclauses 71(3) and (4).</p> <p>The 2022/23 Compliance Report to ERA reported a non-compliance when Alinta Energy's electricity prices for some customers changed on 1 July 2023. Impacted customers were sent advanced notice of the change. The notice sent to customers included general information regarding the 1 July 2023 price variation event and advised customers to contact their Alinta Energy Account Manager to discuss any discrete price changes. Any general pricing changes are also stated in the non-standard contract.</p>	As planned, Alinta should amend the notice to customers of any variations in tariffs, fees or charges, including the new and existing tariff, fees or charges, to be provided to customers no later than 5 business days before the variation takes into effect.	<p>Alinta Energy is actively planning to manually prepare and issue tariff variation notices for each of the 923 affected customers in relation to the July 2026 tariff variation. This approach will include a detailed table of new tariff figures alongside a configurable notice template to ensure compliance with prescribed notification requirements.</p> <p>Additionally, Alinta Energy has commenced the procurement of a new billing system designed to automate and systemise compliance with notification</p>	General Manager Commercial Mass Market	July 2026

	<p>However, the notice did not specifically reference the customer's tariffs, fees and charges prior to, and after, the price change event as required by Clause 71(4)(c) identify the customer's existing tariffs, fees or charges, inclusive of GST; and</p> <p>(d) identify the customer's tariffs, fees or charges as varied, inclusive of GST.</p> <p>Alinta is working towards being able to provide individually tailored letters for future price change events.</p> <p>The Manager C&I Billing confirmed that a general notice of any variations in tariffs, fees or charges is provided to customers no later than 5 business days before the change comes into effect. Any general pricing changes are also stated in the non-standard contract. As a general notice is given, this is considered a minor non-compliance.</p>		<p>obligations for this customer segment.</p> <p>The delivery of this new system is currently scheduled for July 2026, acknowledging that typical project risks such as integration complexities, resource availability, and potential regulatory changes may impact timelines.</p>		
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