



# Post Audit Implementation Plan

This plan is prepared in response to the Final Audit Report produced by Quantum Assurance on 2nd February 2026

1. audit ERL33 and EDL10 - Post Audit Implementation Plan UPDATE 16<sup>th</sup> February 2026

Audit Report Reference	Non Compliance / Controls Improvement	Auditors Recommendation	Action Proposed to be taken by Licensee	Update and action taken by Licensee	Responsible Person	Target Completion Date
1/2025	<p><b>Financial Hardship Policy</b>  <b>Rating: B2</b> (<i>Generally adequate controls – improvement needed / Non-compliant – minor impact on customers or third parties</i>)  <i>Obligation 221: A retailer must ensure that its hardship policy complies with the criteria specified in subclause 46(2).</i></p> <p>The audit reviewed the Payment Assistance and Financial Hardship Policy and confirmed compliance with the information in subclause 46(2), except there was no telephone number for services that can assist customers with a speech or hearing impairment.</p> <p>The Regulatory Compliance Officer advised that the ERA has requested EVE on 7 August 2025 to review its Financial Hardship policy and seek input/feedback from community representative organisations versed in dealing with financial hardship matters. EVE has completed the update and will submit the updated Hardship Policy including the number for hearing impaired customers to contact EVE.</p> <p>This obligation is included in the Licence Compliance</p>	<p>As planned by December 2025, the Payment Assistance and Financial Hardship Policy should be updated to include a telephone number for services that can assist customers with a speech or hearing impairment. The updated policy should be provided to the ERA to approve and include on the ERA's website.</p>	<p>Update missing phone number in the revised Financial Hardship Policy and provide a copy to the ERA and publish on the Eglinton website.</p>	<p>An updated copy of the Financial Hardship Policy, containing the phone number for hearing/speech impaired customers, has been provided to the ERA and was updated on Eglinton's website on 31 December 2025</p>	<p>Regulatory Compliance Officer</p>	<p>closed</p>



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